

Evergreen Care Wales Limited

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

Contents

Provider: Evergreen Care Wales Limited

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Evergreen Care Wales Limited

Service summary

Service management

Service contact details

Languages used at the service

Engagement with people using the service

Compliance and quality statement

Fees charged by the service

Complaints processed by the service

Staff working at the service

Provider: Evergreen Care Wales Limited

Provider summary

The provider was registered on:	23/01/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Staff employed by the organisation undertake a mandatory programme of training which is refreshed when require or at least in minimum recommended timeframes. Along with the mandatory training all staff also complete bespoke training courses relevant to their job roles, individuals who they support and the needs of individuals supported. We have a training coordinator that sources, books, notified staff and audits all training for the Company. All staff training is detailed on a training matrix.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	When vacancies arise we advertise them internally and externally. When someone applies for this we complete an application, interview and decide following this if the applicant is successful. The applicant then completes relevant training, induction and shadows more experienced staff before commencing working on their own. We have a number of schemes that support retention including competitive hourly rates, fixed shift pattern, early notification of shifts and a wellbeing support hub for all.

Regulated services delivered by this provider

Service name	Service type	Type of care
Evergreen Care Wales Limited	Domiciliary Support Service	None

Service: Evergreen Care Wales Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/01/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- Evergreen Care Wales Limited is registered to provide a domiciliary support service in Gwent regional partnership area - The responsible individual for this service is Christopher Mark Davies
How many people in total did the service provide care and support to during the last financial year?	38

Service management

Responsible Individual(s)	Christopher Davies
Manager(s)	Christopher Morgan

Service contact details

Service Telephone Number	01495240343
Service Contact Email Address	chrisdavies@evergreencareltd.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

1.1 sessions Phone call / text message / what's app catch up's Social events and parties - coffee mornings etc Meetings RI visits 3 monthly reviews Service Quality Questionnaires / quality assurance Outcome monitoring meetings

Compliance and quality statement

Not Inspected - Strong Internal Checks Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.30
The maximum hourly rate payable during the last financial year?	£26.02

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	106
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Supervisory Staff (not providing direct care)	9	0
Senior Care Worker	11	0
Care Worker	80	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Supervisory Staff (not providing direct care)	9	0	0
Senior Care Worker	11	0	0
Care Worker	80	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Supervisory Staff (not providing direct care)	9	0
Senior Care Worker	8	3
Care Worker	64	16

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Supervisory Staff (not providing direct care)	9	0
Senior Care Worker	11	0
Care Worker	67	4

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Variety of shifts : 8-8, 9-9, 8-7, 9-8, 10-4, 10-6, 10-8, 7N9, WN
Care Worker	Variety of shifts : 8-8, 9-9, 8-7, 9-8, 10-4, 10-6, 10-8, 7N9, WN