

Elite Domiciliary Care Ltd

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.

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Provider summary

The provider was registered on:	08/03/2023
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.	We have embedded a comprehensive 4-day induction programme (via In-house trainer) with recognition that people learn in differently, by means of blended learning methods, that will empower people to excel within their job roles. Additional enhancement to the Atlas platform we use for staff to complete 20 mandatory training courses (updated annually). Supervisions follow a 7-day, 1-month, bi-monthly testing knowledge around policy & practice. Watsapp platform used to share training materials.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staffing levels within the service have increased significantly, supported by positive social media engagement, recommendations from family & friends, strong partnerships that promote employment opportunities for staff living with neurodiversity. To Celebrate professional milestones, offer fair shift-based remuneration (not per-call), promote a healthy work–life balance. This, combined with our ongoing support, continues to strengthen our ability to attract, retain & train high-quality staff.

Regulated services delivered by this provider

Service name	Service type	Type of care
Elite Domiciliary Care Ltd	Domiciliary Support Service	None

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/03/2023
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- Elite Domiciliary Care Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership area - The responsible individual for this service is Mark James Eric Robinson
How many people in total did the service provide care and support to during the last financial year?	92

Service management

Responsible Individual(s)	Mark Robinson
Manager(s)	Carlie Jones, Mark Robinson

Service contact details

Service Telephone Number	01443 801817
Service Contact Email Address	mark@elitedomiciliarecare.co.uk

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

The service operates a 24/7 on-call service 365 days per year, empowering individuals, families & staff in accessing a member of the leadership team. Individuals undertake a person-centred initial assessment and ongoing reviews in line with the SOP, or more frequently as change in individuals needs arise. The 3 directors are full-time within the service, allowing swift outcomes &/or resolutions for the individual. The RI visits are frequent and undertaken in varied ways to ensure the service is of the highest quality. People using the service/families & staff can provide direct feedback to leaders coupled with an anonymised survey about their experiences. These are analysed & action plans to address development areas. The use of social media to celebrate success/milestones & promotion of the Health & Social Care in a positive manner. We also ensure company details/information is offered in an accessible in various ways and use assistive technology where it enhances decision making.

Compliance and quality statement

Inspected - Delivering Quality Care During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016. We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.99
The maximum hourly rate payable during the last financial year?	£27.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	1
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)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Care Worker	31	32
Planner	4	4
Other Staff	3	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	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
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	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
Manager	1	0	0
Deputy Manager	1	0	0
Care Worker	31	0	0
Planner	4	0	0
Other Staff	3	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
Manager	0	0
Deputy Manager	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Care Worker	15	16
Planner	4	0
Other Staff	2	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	0	1
Care Worker	9	13
Planner	2	2
Other Staff	3	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	AM shift - 07.00 - 15.00hrs, 10 staff PM shift 15:00hrs - 22.30hrs = 6 staff