

Cura 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:	12/02/2024
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.	Mandatory training is completed during induction with further training requirements individually assessed during reviews and appraisals. Staff have completed/signed up for L2/3 in H&SC, with Job Force Wales. All staff have access to training material from Bluestream online portal. Training is logged on a matrix, and updates are requested before they expire. CPD time is given to staff throughout the year as highlighted in individual CPD plans.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Employment benefits include free uniform, paid DBS, and a brand new EAP scheme offering unlimited access to confidential helplines, Legal, counselling, occupational health, debt/finance information, stress, menopause care, GP appointments. We have an open door policy to all staff who often call in for a coffee and chat. Pay rates are above average, and we offer flexible contracts for those with children/other responsibilities plus every other weekend off.

Regulated services delivered by this provider

Service name	Service type	Type of care
Cura - West Glamorgan	Domiciliary Support Service	None
Cura - West Wales	Domiciliary Support Service	None

Service: Cura - West Glamorgan

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/02/2024
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	- Cura Domiciliary Care Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership area - The responsible individual for this service is Danielle Williams Williams
How many people in total did the service provide care and support to during the last financial year?	52

Service management

Responsible Individual(s)	Danielle Williams
Manager(s)	Helen Adams

Service contact details

Service Telephone Number	01792224221
Service Contact Email Address	danielle@cura.wales

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

A Care Co-ordinator visits each Service User (SU) before service commencement to discuss the services we offer and to undertake an individualised care plan. A Service user guide is provided to each service user along with a contract, which is discussed with each individual who uses the service/and or their family members. Carers are introduced to each SU before/at the first call by the Care co-ordinator. The SU (or family representative) is contacted after the first call to ensure everything is put in place successfully and ensure that the service is as expected. Care plans are updated every 3 months, and/or where there is any change to the service. The RI will visit SUs throughout the year as part of continuing service improvement. We send regular feedback forms to SUs and family representatives to allow anonymous feedback to be provided if this is preferred but we also encourage named feedback so we can address any issues. Feedback has been positive and reassuring.
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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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22.00
The maximum hourly rate payable during the last financial year?	£33.00

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	18
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Care Worker	18	0

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	Working towards all staff completing	Working towards all staff completing

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

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

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	Working towards all staff completing

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	Working towards all staff completing	Working towards all staff completing

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	2	0	0
Care Worker	12	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	6	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Care Worker	2	16

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	1	1
Care Worker	6	12

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

Typical shift patterns

Role type	Typical shift patterns
Care Worker	We have a run of double-staffed calls that are 7am-1pm and 3pm-8.30pm, covered by 6 staff plus ad hoc. Other shift patterns are 8am-12pm and 5pm-8.30pm, covered by 4 staff, plus 9.30-4.30 each week, 2 alternate staff as well as other ad hoc 9-12/pm shifts 4 times per week covered by 4 alternate staff members.

Service: Cura - West Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/02/2024
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	- Cura Domiciliary Care Ltd is registered to provide a domiciliary support service in West Wales regional partnership area - The responsible individual for this service is Danielle Williams Williams
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Danielle Williams
Manager(s)	Helen Adams

Service contact details

Service Telephone Number	01792224221
Service Contact Email Address	danielle@cura.wales

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	Welsh
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

We have not provided services in this area during the last year

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?	£0
The maximum hourly rate payable during the last financial year?	£0

Complaints processed by the service

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

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0

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

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

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

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

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

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	2	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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0

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	1	1

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