

Helden Care Agency 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: Helden Care Agency Ltd

Provider summary

The provider was registered on:	01/04/2019
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 training needs were identified through induction assessments, supervisions, appraisals, and service user requirements. A training matrix tracked mandatory and refresher training. Staff completed the All Wales Induction Framework and relevant QCF qualifications. Training was delivered via e-learning and in-person, with effectiveness monitored through observations and competency checks.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff are recruited via our website online, or indeed. All underwent DBS screening checks, interviews, and right to work documentation and completed a full induction. Retention was supported through flexible hours, career progression, and regular training. Staff were engaged through supervisions, team meetings, and feedback surveys to promote stability and job satisfaction.

Regulated services delivered by this provider

Service name	Service type	Type of care
Helden Care Agency Ltd	Domiciliary Support Service	None

Service: Helden Care Agency Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/04/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">Helden Care Agency Ltd is registered to provide a domiciliary support service in Gwent regional partnership areaThe responsible individual for this service is Tracy Wells
How many people in total did the service provide care and support to during the last financial year?	26

Service management

Responsible Individual(s)	Tracy Wells
Manager(s)	Tracy Wells

Service contact details

Service Telephone Number	01633271333
Service Contact Email Address	tracy.wells@heldencare.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

<p>During the last financial year, arrangements for consulting with clients and families who use our domiciliary care services included surveys, feedback forms, and direct engagement through reviews four times a year. We work closely with local GP surgeries, District Nurses and social workers, OT's to ensure our clients needs were met. The RI for the Agency also reviews the service regularly and consults with clients, family and staff and professionals.</p>

Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.64
The maximum hourly rate payable during the last financial year?	£26.00

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)	1
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	15	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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

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
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
Manager	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
Manager	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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
Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	14	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
Senior Care Worker	0	0
Care Worker	1	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	1	0
Care Worker	12	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	1	0
Care Worker	8	3

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	06.30-14.00 x 1 15.00-23.00x 1
Care Worker	06.30-14.00 x 6 15.00-23.00x 4