

Care One 2 One 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:	19/03/2019
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.	All staff undergo induction training, this consists of two weeks of completing employment information, completing a classroom staff induction program, in house practical training with written tests, online training, shadowing and external training to gain the Social Care Level 2. All carer staff receive this prior to working alone with Clients.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff are recruited from a number of sources, we do have overseas workers who the company provides sponsorship for, we advertise on on line platforms like e.g. Indeed and totals jobs. We have also recruited through posters display to the people from our office and by word of mouth. Retention of staff has been quite steady many of the more mature staff tend to remain whilst younger staff has a higher turnover. We do offer staff higher rates of than other agencies.

Regulated services delivered by this provider

Service name	Service type	Type of care
Care One 2 One	Domiciliary Support Service	None

Service: Care One 2 One

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/03/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">Care One 2 One Ltd is registered to provide a domiciliary support service in Gwent regional partnership areaThe responsible individual for this service is Alison Jane Sommersett Price
How many people in total did the service provide care and support to during the last financial year?	213

Service management

Responsible Individual(s)	Alison Price
Manager(s)	Alison Price

Service contact details

Service Telephone Number	02920850211
Service Contact Email Address	info@careone2one.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

Clients and their families or representatives are asked every three months as part of the care review what their views are on the service, their service delivery and the staff that attend their visits. This is record on the care review along with the people who have contributed.

Compliance and quality statement

Inspected - Delivering Quality Care <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>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£15
The maximum hourly rate payable during the last financial year?	£30

Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	3

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
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	5	0
Care Worker	55	10

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
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

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
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
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	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	3	0	0
Senior Care Worker	5	0	0
Care Worker	55	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
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
Manager	1	0
Supervisory Staff (not providing direct care)	2	1
Senior Care Worker	2	3
Care Worker	30	25

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	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
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	Day Shift 9am-5pm 3 staff. Evening Shift 5pm-11pm 2 staff.
Care Worker	Day shift 7am-3pm 15 staff. Evening Shift 3-10.30pm 8 staff.