

Procare 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.

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Provider summary

The provider was registered on:	25/01/2019
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.	Each new staff member is required to attend an intensive induction training programme held inhouse and hosted by our training manager. Existing staff are required to attend refresher training within clearly defined timescales which is made up of face to face and online training. Matrices are kept of all training undertaken and this is updated by both the training manager and home managers. Additional training is offered as required i.e epilepsy/ buccal training, meds assessor, makaton, PBS etc
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment is done mostly at local level through staff referrals and also through online advertising as well as through our wider community recruitment site . We also offer sponsorship opportunities although we restrict the number of applicants, we currently sponsor 9 staff from overseas. Staff retention remains high due to the support offered through supervisions, meetings and training, career progression opportunities, as well as the benefits package that we offer all staff .

Regulated services delivered by this provider

Service name	Service type	Type of care
Procare Wales Limited (Domiciliary Services)	Domiciliary Support Service	None
Plas Lorna	Care Home Service	Adults and Children Without Nursing
Daniel House	Care Home Service	Adults and Children Without Nursing

Service: Procure Wales Limited (Domiciliary Services)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/02/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- The responsible individual for this service is Arwel Oliver Owen - Procure Wales Limited is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	15

Service management

Responsible Individual(s)	Arwel Owen
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01745369005
Service Contact Email Address	enquiries@procurewales.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

Individual team meetings are held on a monthly basis and where appropriate the individual may be invited to attend. Individuals may be invited to attend MDT meetings relating to themselves or alternatively an advocate will be invited on their behalf. All individuals will be updated regarding any changes to the service/ staffing as appropriate. Each individual is provided with a service user guide (friendly read version)
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Compliance and quality statement

Not Inspected - Improvements Underway We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22.92
The maximum hourly rate payable during the last financial year?	£23.93

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)	53
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Deputy Manager	3	0
Care Worker	50	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Deputy Manager	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
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
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
Deputy Manager	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
Deputy Manager	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
Deputy Manager	3	0	0
Care Worker	50	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
Deputy Manager	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Deputy Manager	3	0
Care Worker	46	4

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Deputy Manager	3	0
Care Worker	24	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Deputy Manager	0	0
Care Worker	8	8

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Staffing requirements differ for each supported individual but will typically consist of 1 x 24 hour shift (sleep in) and 1 x daytime staff (4-12 hours). 2 individuals have 1:1 support atb all times and 1 service has 2 individuals co habiting with a shared waking night. There are typically a minimum of 17 staff on shift each day and 10 staff overnight

Service: Plas Lorna

Service summary

Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	25/01/2019
Maximum number of places	11
Service Conditions	- A maximum of 11 individuals can be accommodated at this service - The responsible individual for this service is Arwel Oliver Owen
How many people in total did the service provide care and support to during the last financial year?	11

Service management

Responsible Individual(s)	Arwel Owen
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01745592559
Service Contact Email Address	enquiries@procarewales.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	Welsh
Non-verbal communication methods used at the service	- Picture Exchange Communication System (PECS) - Social Stories - Makaton - Non-formal communication (e.g. body language, facial expressions) - Objects of reference - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards)

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Ground-floor accommodation only - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 6 - Number of communal lounges: 3 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 11 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen - Semi-independent flat - TV point - Wheelchair access
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Engagement with people using the service

Individual team meetings are held on a monthly basis and where appropriate the individual is invited to attend. Where appropriate, individuals will be invited to attend MDT meetings relating to themselves or alternatively an advocate will be invited on their behalf. All individuals will be updated regarding any changes to the service/staffing. Each individual is provided with a service user guide(friendly read version)

Compliance and quality statement

Not Inspected - Improvements Underway

We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£3775
The maximum weekly fee payable during the last financial year?	£6289

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)	48
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	9	0
Care Worker	37	2
Other Staff	1	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
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
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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	Not relevant to this staff group

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
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
Other Staff	All staff have completed	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
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
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
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
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	9	0	0
Care Worker	37	0	0
Other Staff	1	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	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
Supervisory Staff (not providing direct care)	0	1
Senior Care Worker	9	0
Care Worker	31	6
Other Staff	1	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	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	7	0
Care Worker	15	3
Other Staff	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	2	2
Care Worker	13	13
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Each senior care worker completes either 2 x 24 hour shifts or 3 x day/ full shifts on a weekly basis. Each senior care worker is allocated 1 or 2 individuals to oversee. Senior care workers are also required to have on call availability for 2 days weekly and will also undertake 4 hours of management time weekly (rotas/ supervisions/ discussions, team meetings etc). There is typically a minimum of 1 senior care worker on shift every day
Care Worker	Shift patterns vary for each individual depending on their needs. Individuals residing in the apartments are supported 1:1 24 hours a day, and may have 2:1 support to access the community. Individuals residing in the main house are supported as a minimum 1:1 during daytime hours and 2:1 in the community. 3 individuals residing in the main house are supported 2:1 during daytime hours 9am-9pm. There are 4 waking night staff on shift each night 8pm - 9am. During the day if all individuals are in, there will be a minimum of 13 staff on shift (current occupancy) and during the night a minimum of 8 staff (4 sleep in staff and 4 waking night staff)

Service: Daniel House

Service summary

Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	01/02/2019
Maximum number of places	9
Service Conditions	- The responsible individual for this service is Arwel Oliver Owen - A maximum of 9 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	Arwel Owen
Manager(s)	Arwel Owen, Becky Hughes

Service contact details

Service Telephone Number	01492517373
Service Contact Email Address	enquiries@procarewales.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	- Makaton - Non-formal communication (e.g. body language, facial expressions) - Objects of reference - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Picture Exchange Communication System (PECS) - Social Stories

Service facilities and accommodation

- Access to minibus or other transport - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 7 - Number of dining rooms: 7 - Number of shared bedrooms: 0 - Number of single bedrooms: 9 - Outdoor seating / entertainment area - Semi-independent flat - TV point

Engagement with people using the service

Team meetings and review/ MDT meetings are held on a regular basis and where appropriate the individual may be invited to attend, or alternatively an advocate will be invited on their behalf. All individuals are updated regarding any changes to the service provision and staffing. Each individual is provided with an easy read version of the service user guide
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Compliance and quality statement

Not Inspected - Strong Internal Checks
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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 weekly fee payable during the last financial year?	£3945
The maximum weekly fee payable during the last financial year?	£6162

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)	40
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	1	0
Care Worker	36	0
Other Staff	1	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	1	0	0
Care Worker	36	0	0
Other Staff	1	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	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	2	0
Supervisory Staff (not providing direct care)	1	0
Care Worker	28	8
Other Staff	1	0

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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Care Worker	17	0
Other Staff	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
Deputy Manager	1	1
Supervisory Staff (not providing direct care)	0	0
Care Worker	18	18
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Staffing patterns differ for each supported individual as each reside in their own self contained apartment. Typically 1 x 24 hour shift (sleep in) and 1 x daytime shift of 4-12 hours per individual. 1 individual has 1:1 hours at all times and 1 individual requires a waking night staff. Typical daytime shifts are from 8am-10pm or 9am-9pm. There will be a maximum of 15 staff on shift during daytime hours and overnight there are 6 sleep in members of staff and 1 waking night staff.