

Cariad Care Group 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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Service: Cariad Care Group Ltd

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Provider: Cariad Care Group LTD

Provider summary

The provider was registered on:	02/11/2022
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.	Cariad Care Group ensures all staff are trained, competent, and supported through regular supervisions, annual appraisals, and a structured training programme. This includes induction, mandatory, specialist, and vocational training aligned with CIW standards. Training is reviewed annually, with flexible access for all staff. Oversight by the Registered Manager ensures compliance, while an open, inclusive culture promotes continuous development and high-quality care.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Cariad Care Group recruits and retains a skilled, diverse workforce through fair recruitment, rigorous checks such as employment history, references and enhanced DBS. We support staff with structured inductions, ongoing training, supervision, and incentives like flexible hours and fixed contracts, and career progression. Regular feedback drives improvement, ensuring staff remain engaged, compliant, and committed to delivering high-quality, person-centred care in line with CIW standards.

Regulated services delivered by this provider

Service name	Service type	Type of care
Cariad Care Group Ltd	Domiciliary Support Service	None
Cariad Care Group Cardiff and Vale	Domiciliary Support Service	None

Service: Cariad Care Group Cardiff and Vale

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/11/2022
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- Cariad Care Group LTD is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area - The responsible individual for this service is Gillian Sarah Caseres
How many people in total did the service provide care and support to during the last financial year?	78

Service management

Responsible Individual(s)	Gillian Caseres
Manager(s)	Deborah Hill

Service contact details

Service Telephone Number	02921052081
Service Contact Email Address	sarah@cariadcaregroup.com

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

Service users are consulted through reviews, surveys, spot checks, and direct feedback. Complaints are recorded, investigated promptly, and outcomes shared. Feedback is used to improve services. All users receive a guide explaining how to raise concerns. The Responsible Individual reviews complaints as part of CIW-compliant quality assurance processes to ensure continuous improvement and user involvement.
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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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.80
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	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
Senior Care Worker	1	0
Care Worker	35	0
Planner	1	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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	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
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	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
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	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
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	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
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
Senior Care Worker	1	0	0
Care Worker	7	0	0
Planner	1	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
Senior Care Worker	0	0
Care Worker	11	17
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
Senior Care Worker	1	0
Care Worker	12	23
Planner	1	0
Other Staff	3	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
Senior Care Worker	1	0
Care Worker	8	7
Planner	1	0
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	07:00 - 15:00 & 15:00 - 23:00
Care Worker	07:00 - 15:00 & 15:00 - 23:00

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	11/08/2025
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	• Cariad Care Group LTD is registered to provide a domiciliary support service in Gwent regional partnership area • The responsible individual for this service is Gillian Sarah Caseres
How many people in total did the service provide care and support to during the last financial year?	78

Service management

Responsible Individual(s)	Gillian Caseres
Manager(s)	Deborah Hill

Service contact details

Service Telephone Number	02921052081
Service Contact Email Address	sarah@cariadcaregroup.com

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

During the last financial year, Cariad Care Group implemented a range of arrangements to consult with people using the service, their families, and representatives regarding the operation and quality of the service. Formal customer satisfaction surveys were undertaken between December 2025 and January 2026 using questionnaires and open-text feedback to obtain views on care quality, staff reliability, communication, punctuality, person-centred care, and overall satisfaction. In addition to formal surveys, regular care plan reviews, outcome-focused reviews, seven-day reviews for new service users, medication reviews, and ongoing telephone contact enabled individuals to share feedback and influence care delivery. Feedback was also gathered through direct discussions during visits, compliments, complaints monitoring, family communication, and use of the Family App to improve engagement and transparency. Survey findings and feedback were reviewed through the organisation's quality assurance
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Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

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Posts and vacancies

Role type	No. of staff in post	Total vacancies
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Senior Care Worker	1	0
Care Worker	35	0
Planner	1	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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Medicine Management and Dementia

Role type	Medicine Management	Dementia
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Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
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Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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Senior Care Worker	1	0	0
Care Worker	7	0	0
Planner	1	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
Senior Care Worker	0	0
Care Worker	11	17
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
Senior Care Worker	1	0
Care Worker	12	23
Planner	1	0
Other Staff	3	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
Senior Care Worker	1	0
Care Worker	8	7
Planner	1	0
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	07:00 - 15:00 & 15:00 - 23:00
Care Worker	07:00 - 15:00 & 15:00 - 23:00