

Hallows Care 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: Hallows Care Limited

Provider summary

The provider was registered on:	10/04/2019
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.	The organisation uses sector-specific electronic systems to identify, plan, and monitor staff training. Needs are identified through induction, supervision, and appraisal. Staff complete mandatory training, supported by mentoring and classroom sessions, and must pass annual competency assessments to ensure safe, effective care.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment is undertaken through targeted advertising and a robust, values-based process including DBS checks, references and interviews, ensuring compliance with regulations. Staff receive structured induction and onboarding support. Retention is promoted through flexible working arrangements, ongoing training via online systems, supervision and development opportunities, supporting a stable, competent workforce.

Regulated services delivered by this provider

Service name	Service type	Type of care
Hallows Care (Vale of Glamorgan)	Domiciliary Support Service	None

Service: Hallows Care (Vale of Glamorgan)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	10/04/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- Hallows Care Limited is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area - The responsible individual for this service is Joanne Beverley Hallows
How many people in total did the service provide care and support to during the last financial year?	50

Service management

Responsible Individual(s)	Joanne Hallows
Manager(s)	Adam Hallows

Service contact details

Service Telephone Number	01446731285
Service Contact Email Address	Vale@hallows-care.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

Engagement methods included regular care reviews, day-to-day communication with care staff, telephone contact, and direct communication with management. We also engaged with individuals and/or their representatives through feedback discussions, electronic care planning systems, and ongoing monitoring visits. Informal feedback was encouraged at all times to support continuous improvement and person-centred care.

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.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£27
The maximum hourly rate payable during the last financial year?	£48

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)	20
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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)	1	0
Senior Care Worker	4	0
Care Worker	14	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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

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	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
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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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

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)	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
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	4	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
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)	1	0
Senior Care Worker	4	0
Care Worker	14	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	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	Care is delivered between approximately 07:00 and 23:00 daily. Due to the domiciliary nature of the service, there are no fixed shift patterns; staffing is arranged flexibly in response to individual client needs and preferences. Care staff work a range of shifts within these hours, based on agreed availability and care schedules. On average, 6–10 care staff and 1–2 senior care staff are working across peak periods during the day and evening, with lower staffing levels during quieter periods. Staffing levels are continuously monitored and adjusted to ensure safe, effective and person-centred care delivery.
Care Worker	Care is delivered between approximately 07:00 and 23:00 daily. Due to the domiciliary nature of the service, there are no fixed shift patterns; staffing is arranged flexibly in response to individual client needs and preferences. Care staff work a range of shifts within these hours, based on agreed availability and care schedules. On average, 6–10 care staff and 1–2 senior care staff are working across peak periods during the day and evening, with lower staffing levels during quieter periods. Staffing levels are continuously monitored and adjusted to ensure safe, effective and person-centred care delivery.