

We Care You Plus 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:	29/09/2023
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.	We Care You Plus has a structured approach in identifying, planning, and meeting staff training needs. Training requirements were assessed through regular supervisions, annual appraisals, and feedback from audits and spot checks. Mandatory training such as safeguarding, manual handling, infection control, and medication management was kept up to date with 5 day induction program with Cardiff Council Academy and online platforms (Social Care TV). i Dev (vale of Glamorgan council)
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	During the last financial year, we focused on recruiting and retaining staff by offering the Real Living Wage and 25p per mile mileage. We advertised roles on Indeed and conducted face-to-face interviews to ensure values-based recruitment. New staff received full induction and shadowing. We retained staff through regular supervision, clear communication, and development opportunities. Feedback was used to improve work conditions and promote a positive, supportive culture.

Regulated services delivered by this provider

Service name	Service type	Type of care
We Care You Plus Ltd	Domiciliary Support Service	None
We Care You Plus Ltd Gwent	Domiciliary Support Service	None

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/04/2024
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- We Care You Plus Ltd is registered to provide a domiciliary support service in Gwent regional partnership area - The responsible individual for this service is Fathimy Anzar
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Fathimy Anzar
Manager(s)	Eva Thomas

Service contact details

Service Telephone Number	02080508781
Service Contact Email Address	info@wecareyouplus.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

Apart registering the service, We haven't started operating in GWENT yet.

Compliance and quality statement

Not Inspected - Strong Internal Checks 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 hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£0

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
Deputy Manager	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Deputy Manager	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	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Deputy Manager	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Deputy Manager	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Deputy Manager	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	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
Deputy Manager	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Deputy Manager	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Deputy Manager	1	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

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/09/2023
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	• We Care You Plus Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area • The responsible individual for this service is Craig Guy • The responsible individual for this service is Hemi Mary Sunil
How many people in total did the service provide care and support to during the last financial year?	56

Service management

Responsible Individual(s)	Hemin Sunil
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	02080508781
Service Contact Email Address	info@wecareyouplus.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, arrangements for consulting people who use the service included compulsory quarterly visits conducted by the Responsible Individual. These visits ensured direct engagement with service users and helped gather feedback on the quality of care being provided. The outcomes of these visits were documented in a Quality of Care Review Report, which contributes to ongoing service improvement. In addition, service users maintained regular contact with the Registered Manager and currently with Deputy/Operations Manager who remained available to respond to their day-to-day needs, concerns, and preferences, ensuring a responsive and person-centred approach to care delivery.
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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?	£23.80
The maximum hourly rate payable during the last financial year?	£26.55

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)	12.50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	2	0
Care Worker	18	3
Planner	2	0

Training undertaken

Induction and Health & Safety

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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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
Planner	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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
Planner	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	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	2	0	0
Care Worker	6	0	0
Planner	2	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	3	9
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	2	0
Care Worker	14	4
Planner	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	2	0
Care Worker	18	0
Planner	2	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift - 2 staff
Care Worker	Day Shift - 16 Night Shift - 2