

Link-Up Care

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.

Contents

Provider: Link-Up Care

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Link-Up Care Ltd

Service summary

Service management

Service contact details

Languages used at the service

Engagement with people using the service

Compliance and quality statement

Fees charged by the service

Complaints processed by the service

Staff working at the service

Provider: Link-Up Care

Provider summary

The provider was registered on:	04/04/2019
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.	PA's individual training needs are identified upon recruitment and during annual training appraisals. All PA's must complete mandatory training, as well as any specialist training to meet customers specific needs. Training is always discussed during supervision, giving the PA's an opportunity to request any training they would like to undertake. Previously most of the PA training has been 'On-Line Training'. Following on from last years feedback we've introduced more face to face training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We recruit PAs through online advertising and a robust interview process involving staff and customers. All relevant checks, including DBS, vehicle checks and references, are completed. PAs receive quarterly supervision and probation reviews with ongoing support. We have introduced pay increases, regular meetings and team-building activities to ensure staff feel valued and listened to, contributing to exceptionally strong staff retention.

Regulated services delivered by this provider

Service name	Service type	Type of care
Link-Up Care Ltd	Domiciliary Support Service	None

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	04/04/2019
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	- The responsible individual for this service is Rachel Newman - Link-Up Care is registered to provide a domiciliary support service in Cwm Taf Regional Partnership Area
How many people in total did the service provide care and support to during the last financial year?	19

Service management

Responsible Individual(s)	Rachel Newman
Manager(s)	Rachel Bevan

Service contact details

Service Telephone Number	01656812796
Service Contact Email Address	newmanelc@aol.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

Link-Up Care undertakes customer reviews a minimum of quarterly or more frequently, depending on customer needs, Parents and representatives are also contacted. All customers purchase the service via a Direct Payment or self-funding. Link up Care also undertake group reviews of our day service, and tenants' meetings at our staffed house quarterly. Customers set their own outcomes, which are reviewed a minimum of quarterly or more frequently, depending on customer need. We discuss if the customer feels they have reached their outcomes or would like to add/take any away. We also regularly add photographs to customers albums to evidence progression. Customers outcomes are discussed during staff supervision to ensure everyone has a clear idea of what customers would like to achieve. During appraisals staff are also asked what outcomes they feel they'd like to set for their customers, for the coming year.

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?	£23.70
The maximum hourly rate payable during the last financial year?	£30.46

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	2
--	---

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Care Worker	14	15
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
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
Care Worker	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	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	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
Care Worker	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

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
Deputy Manager	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Deputy Manager	1	0	0
Care Worker	14	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
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
Care Worker	3	11
Other Staff	0	1

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
Care Worker	0	0
Other Staff	1	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
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day Shift 10-4. 3 Staff Day Shift 10 - 4 2 Staff Day Shift 9-1am 1 Staff. Night Staff 1am to 9am 1 staff

