Phillips1924 Homecare Services 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: Phillips1924 Homecare Services Ltd

Provider summary

The provider was registered on:	27/02/2026
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 identify staff training needs through induction, supervision, spot checks, audits, incidents and feedback. We maintain a training matrix to monitor mandatory and specialist training, including safeguarding, medication, moving and handling, infection control etc. New staff complete induction, shadowing, mandatory training and competency checks, and refresher training is provided where needed, while older staff are taking bridging courses and AWIF to meet SCW and CIW standards
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We follow safe recruitment procedures to ensure suitable staff are employed. This includes interviews, references, DBS checks, right to work checks and induction training before staff work independently. To support retention, we provide supervision, training, flexible working, staff support and opportunities for development. We promote a positive team culture and regularly communicate with staff to ensure they feel valued and supported in their roles.

Regulated services delivered by this provider

Service name	Service type	Type of care
Phillips1924 Homecare Service Ltd	Domiciliary Support Service	None

Service: Phillips1924 Homecare Service Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/02/2026
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	• Phillips1924 Homecare Services Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area • The responsible individual for this service is Helen Howson
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Helen Howson
Manager(s)	Cynthia Ndebele

Service contact details

Service Telephone Number	02920786425
Service Contact Email Address	info@phillips1924homecareservicesltd.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

During the last financial year, we consulted the person using the service through phone calls, and face-to-face visit conducted by the service manager. Feedback was also obtained from the family member and representative where appropriate. The Service Manager, carried out a face to face visit to carry out a service assessment and to discuss the quality of care, staff performance and overall satisfaction with the service. Any concerns, suggestions or compliments received were recorded, reviewed and used to improve the quality of the service provided.

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	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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)	1

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	2	8

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
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
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
Manager	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
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
Care Worker	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
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
Manager	1	0
Care Worker	2	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
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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	live in - 2weeks in 1 Staff