

Celtic Community 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: Celtic Community Services Ltd

Provider summary

The provider was registered on:	19/03/2019
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.	Due to the company branching out to different areas of support we have sourced training to cover all aspects. All new staff members complete in depth in-house and community training prior to lone working. We have a staff training matrix to ensure all staff members training needs are met which is also discussed during supervisions. Training is ongoing and staff are encouraged to attend; staff are also encouraged to request any training they wish to attend which will be sourced when available.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have advertised recruitment with several different sources but have found it difficult in finding the right candidates. We pay the real living wage and also offer company incentives to all employed staff to include a Birthday day off, Easter and Christmas gifts as well as a cold weather pack in way of retention. We continue to offer flexible working and staff are aware they can approach management at anytime should they wish to discuss or make changes to their working week or contract.

Regulated services delivered by this provider

Service name	Service type	Type of care
Celtic Community Services Ltd	Domiciliary Support Service	None
Celtic Community Services Ltd	Domiciliary Support Service	None

Service: Celtic Community Services Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/03/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Joanne YoungCeltic Community Services Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area
How many people in total did the service provide care and support to during the last financial year?	18

Service management

Responsible Individual(s)	Joanne Young
Manager(s)	Joanne Young

Service contact details

Service Telephone Number	01443225226
Service Contact Email Address	Jo@celticcommunityservices.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

Quarterly audits are carried out with every individual to ensure there are no changes to their care plan or the delivery of our service. Management visits individuals on a regular basis and at least every 3 months to discuss their own requirements, needs and wishes and to ascertain we are delivering the right support and in a person-centred way. All individuals receive a copy of our Statement of Purpose, Service User Guide as well as our CIW report. We encourage and where required support all individuals to complete our quality questionnaires every 6 months. Individuals are also aware that they can contact management to discuss any concerns they may or speak to their support staff at anytime.

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?	£26.17
The maximum hourly rate payable during the last financial year?	£26.75

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)	7
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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	1
Care Worker	7	0
Planner	1	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
Care Worker	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	Not relevant to this staff group

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
Care Worker	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	Working towards all staff completing
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	Not relevant to this staff group

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
Care Worker	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	All staff have completed
Supervisory Staff (not providing direct care)	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
Planner	Not relevant to this staff group	Not relevant to this staff group

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
Care Worker	7	0	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Planner	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
Care Worker	3	4
Planner	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
Supervisory Staff (not providing direct care)	1	0
Care Worker	5	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Mon-Friday Shifts are 9am to 5pm total number of staff is 3 to 4 per shift and 9am to 3pm total number of staff is 1. Weekend shifts are 9-5pm and 9-2pm 2 staff.

Service: Celtic Community Services Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/03/2019
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Joanne YoungCeltic Community Services Ltd is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Joanne Young
Manager(s)	Joanne Young

Service contact details

Service Telephone Number	01443225226
Service Contact Email Address	Jo@celticcommunityservices.co.uk

Languages used at the service

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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£16.70
The maximum hourly rate payable during the last financial year?	£26.45

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)	1
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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	1
Care Worker	7	0
Planner	1	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
Care Worker	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	Not relevant to this staff group

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
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Medicine Management and Dementia

Role type	Medicine Management	Dementia
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Supervisory Staff (not providing direct care)	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	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	All staff have completed
Supervisory Staff (not providing direct care)	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
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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
Care Worker	7	0	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Planner	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
Care Worker	3	4
Planner	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
Supervisory Staff (not providing direct care)	1	0
Care Worker	5	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Mon-Friday Shifts are 9am to 5pm total number of staff is 3 to 4 per shift and 9am to 3pm total number of staff is 1. Weekend shifts are 9-5pm and 9-2pm 2 staff.