

Green Valley 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.

Contents

Provider: Green Valley Care Limited

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Green Valley Care

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: Green Valley Care Limited

Provider summary

The provider was registered on:	21/12/2018
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 company's General Managers are responsible for identifying training needs. A training matrix is regularly updated and shows training renewal/refresher dates. Any newly identified training requirements are added to the matrix for the relevant staff. Such new requirements might be due to new clients or existing clients changing needs. A mix of in-person and online training is commissioned to meet the identified requirements. Training undertaken, pending or missed is discussed in Supervision.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Despite advertising, most of our recruitment continues to be via word with a recruitment bonus for successful referrals. A Sponsorship license is in place. We have only ever employed staff already in the UK and only offer sponsorship to those who have completed probation. Overseas staff now comprise around a third of the workforce and the majority of new applicants. We also continue to have a staff reward scheme, a right to annual leave on your birthday for all staff.

Regulated services delivered by this provider

Service name	Service type	Type of care
Green Valley Care	Domiciliary Support Service	None

Service: Green Valley Care

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/12/2018
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">Green Valley Care Limited is registered to provide a domiciliary support service in Gwent regional partnership areaThe responsible individual for this service is Peter Miln
How many people in total did the service provide care and support to during the last financial year?	22

Service management

Responsible Individual(s)	Peter Miln
Manager(s)	Marie Read

Service contact details

Service Telephone Number	01495791308
Service Contact Email Address	admin@greenvalleycare.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	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">MakatonSocial StoriesNon-formal communication (e.g. body language, facial expressions)Objects of referencePicture Exchange Communication System (PECS)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Total Communication

Engagement with people using the service

RI visits to Clients & conversations with relatives 1:1 Key Worker meetings with Clients House Meetings for those able to contribute and choosing to engage in them MDT meetings with professionals and family members Ad hoc professional meetings with service users or their relative for issues regarding current or future service delivery. Consultation with clients also happens via open client meetings for direct contribution to service changes, rota requests, policies and procedures. Communication is also through use of Objects of Reference

Compliance and quality statement

Inspected - Delivering Quality Care <p>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.</p> <p>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.</p>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£24.74
The maximum hourly rate payable during the last financial year?	£26.62

Complaints processed by the service

Total number of formal complaints made during the last financial year	9
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	2
Number of complaints not upheld	4

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	57
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	3	1
Deputy Manager	2	0
Care Worker	59	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

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	3	0	0
Deputy Manager	2	0	0
Care Worker	59	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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	3	0
Deputy Manager	2	0
Care Worker	31	28

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	3	0
Deputy Manager	1	0
Care Worker	19	1

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	18	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	11pm - 7am, 5 staff. 7am - 5pm, 3 staff. 7am - 3pm, 2 staff. 9am - 11pm, 2 staff. 11am - 11pm, 2 staff. 11am - 8pm, 2 staff. 10am - 11pm, 1 staff. 7am - 10pm, 1 staff. 8am - 11pm, 1 staff. 7am - 8.30am, 1 staff. 10.30am - 3pm, 1 staff. 9pm - 9am, 1 staff. 8pm - 8am, 1 staff. 8pm - 7am, 1 staff. 7am - 2pm, 1 staff. 7am - 8pm, 1 staff. 7am - 6pm, 1 staff. 7am - 9pm, 1 staff. 8am - 8pm, 1 staff. 8am - 11pm, 1 staff. 9am - 9pm, 1 staff. 9am - 8pm, 1 staff. 12pm - 8pm, 1 staff. 12pm - 11pm, 1 staff. 7am - 7pm, 1 staff. 7am - 9am, 1 staff. 9am - 6pm, 1 staff. 6pm - 11pm, 1 staff. 7am - 11pm, 1 staff. 5pm - 11pm, 1 staff. 7am - 2.30pm, 1 staff. 8am - 6pm, 1 staff. 9.30am - 7.30pm, 1 staff. 10am - 1pm, 1 staff. 10am - 11pm, 1 staff. 1.30pm - 8pm, 1 staff. 1pm, 8pm, 1 staff. 3pm - 8pm, 1 staff.