

Premier Homecare North Wales 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: Premier Homecare North Wales Ltd

Provider summary

The provider was registered on:	27/11/2018
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.	We are registered with Care Skills and all staff are required to complete their online training. We require staff to complete at minimum the basic modules identified to start working. We meet with every member quarterly and maintain an indepth record of all staff training, dates, required training and we ensure update training is booked long in advance.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>We have a continual recruitment process utilising online job websites such as Indeed and Linked In, we also utilise free advertising on social media. We have a dedicated recruitment manager who is continually working to recruit and creating new incentives and initiatives for people to join our company.</p> <p>Our quarterly reviews ensure excellent communication and an open forum with line managers. We opperate an 'open door' policy.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Premier Homecare North Wales Ltd	Domiciliary Support Service	None

Service: Premier Homecare North Wales Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/11/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Jessica Ellen AspellPremier Homecare North Wales Ltd is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	27

Service management

Responsible Individual(s)	Jessica Aspell
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01244 544442
Service Contact Email Address	Jess@phnw.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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	<ul style="list-style-type: none">Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)Picture Exchange Communication System (PECS)Intensive interactionMakatonAssistive TechnologyNon-formal communication (e.g. body language, facial expressions)Objects of referenceVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Writing (Paper / Whiteboards)

Engagement with people using the service

We have regular news letters, visit each individual every ten weeks, update and reissue the statement of purpose and send out annual questionnaires. RI reg 75 and 80 data
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Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <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>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£12.21
The maximum hourly rate payable during the last financial year?	£15

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	4	4
Senior Care Worker	5	5
Care Worker	25	25
Planner	3	3
Domestic staff	25	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
Domestic 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
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
Domestic staff	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
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
Domestic staff	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
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
Domestic staff	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
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
Domestic staff	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	4	0	0
Senior Care Worker	5	0	0
Care Worker	25	0	0
Planner	3	0	0
Domestic staff	25	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
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Domestic staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	4	0
Senior Care Worker	5	0
Care Worker	0	25
Planner	3	0
Domestic staff	0	25

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	1
Senior Care Worker	5	0
Care Worker	25	0
Planner	3	0
Domestic staff	25	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	1
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Domestic staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am-6pm
Care Worker	8am-9pm