

April Complete Care Solutions 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.

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Provider: April Complete Care Solutions Limited

Provider summary

The provider was registered on:	24/09/2018
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.	<p>We conduct initial induction assessments for all new staff to establish their competencies and identify any immediate training requirements.</p> <p>A training matrix is maintained to track each staff training status, renewal dates, & outstanding requirements. This is audited weekly.</p> <p>All training is delivered through a combination of e-learning, face-to-face sessions and external accredited providers</p> <p>We align the Framework and Social Care Wales Continuing Professional Development (CPD) expectations.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>We use a value-based recruitment approach, focusing on applicants' Values, skills, and experience</p> <p>We introduced an apprenticeship scheme in 2024 which allows individuals who are 18+ and drive an opportunity to join the care sector.</p> <p>We conduct robust pre-employment checks and promote a good work-life balance .</p> <p>Our staff are paid above the Real Living Wage</p> <p>We provide ongoing supervision appraisal, spot checks observational practice and access to mental health and well-being support.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
April Complete Care Solutions	Domiciliary Support Service	None
April Complete Care Solutions	Domiciliary Support Service	None

Service: April Complete Care Solutions

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	24/09/2018
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 Debra Louise HooperApril Complete Care Solutions Limited 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?	3

Service management

Responsible Individual(s)	Debra Hooper
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01656863963
Service Contact Email Address	info@aprilcare.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	<ul style="list-style-type: none">Welsh
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

<p>In addition to the minimum quarterly reviews and annual survey we actively encourage feedback from clients and their family/representatives. Our staff are also asked for feedback and have training to recognise and report any concerns - they are often ideally placed to hear opinions/concerns/compliments from clients and families that would not be brought up in a more formal review. Diary entries in Nourish have replaced written paper reports and are therefore immediately available as the call is finished allowing "real-time" review. Following times of difficulty (for example, late prescriptions), the manager and care co-ordinators call clients/families to consult them on how we can put preventative measures in place to improve the service to individuals. The RI audits that the measures in place remain effective and as well as the regulatory visits, has introduced appointments at the wish of the client as well as visiting random clients.</p>
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£26.47
The maximum hourly rate payable during the last financial year?	£42.52

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)	19.50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	25	0
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
Senior Care Worker	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
Senior Care Worker	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	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy 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
Other Staff	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
Deputy 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
Other Staff	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	All staff have completed	All staff have completed
Deputy 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
Other Staff	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
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	25	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
Senior Care Worker	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
Senior Care Worker	0	1
Care Worker	5	20
Other Staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	20	5
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
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	9am-3pm, 2 days per week.
Care Worker	Majority of our clients have a selection or all of morning and evening bed calls, a lunch call and/or a tea call. We also provide overnight sits on select days of the week. Our Shift split on a daily basis could be categorised as: 7am-2pm - 6 staff. 2pm - 9pm - 6 staff. 7am - 9pm - 3 staff and 9pm-7am, 2 staff.

Service: April Complete Care Solutions

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	25/09/2018
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 Debra Louise HooperApril Complete Care Solutions Limited 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?	85

Service management

Responsible Individual(s)	Debra Hooper
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01656 863963
Service Contact Email Address	info@aprilcare.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	<ul style="list-style-type: none">Welsh
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

<p>In addition to the minimum quarterly reviews and annual survey we actively encourage feedback from clients and their family/representatives. Our staff are also asked for feedback and have training to recognise and report any concerns - they are often ideally placed to hear opinions/concerns/compliments from clients and families that would not be brought up in a more formal review. Diary entries in CarePlanner have replaced written paper reports and are therefore immediately available as the call is finished allowing "real-time" review. Following times of difficulty (for example, late prescriptions), the manager and care co-ordinators call clients/families to consult them on how we can put preventative measures in place to improve the service to individuals. The RI audits that the measures in place remain effective and as well as the regulatory visits, has introduced appointments at the wish of the client as well as visiting random clients.</p>
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£29.92
The maximum hourly rate payable during the last financial year?	£59.84

Complaints processed by the service

Total number of formal complaints made during the last financial year	18
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	7
Number of complaints not upheld	7

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	19.50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	25	0
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
Senior Care Worker	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
Senior Care Worker	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	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy 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
Other Staff	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
Deputy 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
Other Staff	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	All staff have completed	All staff have completed
Deputy 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
Other Staff	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
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	25	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
Senior Care Worker	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
Senior Care Worker	0	1
Care Worker	5	20
Other Staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	20	5
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
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	9am-3pm, 2 days per week.
Care Worker	Majority of our clients have a selection or all of morning and evening bed calls, a lunch call and/or a tea call. We also provide overnight sits on select days of the week. Our Shift split on a daily basis could be categorised as: 7am-2pm - 6 staff. 2pm - 9pm - 6 staff. 7am - 9pm - 3 staff and 9pm-7am, 2 staff.