

Parkrow Care 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.

Contents

[Provider: Parkrow Care Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Parkrow Care Ltd](#)

[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: Parkrow Care Ltd

Provider summary

The provider was registered on:	15/02/2019
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.	To ensure the staff have the knowledge and skills necessary to deliver high quality support services we prioritise training from the commencement of employment, this includes completing a comprehensive induction program, the All Wales Induction Framework and all mandatory training subjects. We work with the whole staff team during supervisions, team meetings and client reviews/monitoring to identify any training need, this is then actioned through a range of training providers.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>We continually recruit new team members utilising a wide range of advertising tools including social media, recruitment sites, however we find that most of our new recruits are from word of mouth and recommendation.</p> <p>To aid staff retention we try our best to offer enhanced terms and conditions of employment these include increased annual leave, higher rates of pay, contracted hours and flexible working.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Parkrow Care Ltd	Domiciliary Support Service	None

Service: Parkrow Care Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/02/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">Parkrow Care Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership areaThe responsible individual for this service is Karen Hull
How many people in total did the service provide care and support to during the last financial year?	41

Service management

Responsible Individual(s)	Karen Hull
Manager(s)	Karen Hull

Service contact details

Service Telephone Number	02920595508
Service Contact Email Address	parkrowcare@btinternet.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	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Objects of referenceWriting (Paper / Whiteboards)Non-formal communication (e.g. body language, facial expressions)

Engagement with people using the service

<p>All customers receive a minimum three monthly review to ensure that the services continually adapt to any changes in needs or wishes. We promote your choice care planning, this gives our customers more flexibility and control over their care package and enables them to maximise their care time. Regular spot checks are completed at individuals homes, at these customers and their families are encouraged to give feedback on the service they receive and the competency/attitude of the staff. Annual questionnaires are sent out to individuals and their representatives to gain feedback and any recommendations for improvement. Our on-line portal allows our customers and their representatives access to all information in relation to their care, this includes times of calls, staff attending and daily records where appropriate. All customers have a copy of the statement of purpose, medication policy, complaints procedure and access to a senior member of staff twenty four hours a day.</p>

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?	£32.65
The maximum hourly rate payable during the last financial year?	£32.65

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	0
Number of complaints partially upheld	1
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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	20	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
Supervisory Staff (not providing direct care)	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
Deputy 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

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
Supervisory Staff (not providing direct care)	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
Deputy 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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	All staff have completed
Deputy 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

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
Supervisory Staff (not providing direct care)	2	0	0
Care Worker	20	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
Supervisory Staff (not providing direct care)	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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	2
Care Worker	6	14

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	1
Care Worker	17	2

Typical shift patterns

Role type	Typical shift patterns
Care Worker	8am - 2pm approx 7 staff per shift 4pm -10pm approx 5 staff per shift