

Procare Nursing Agency 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 summary

The provider was registered on:	02/05/2019
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.	During the last financial year, ProCare Nursing Agency identified training needs through supervision, competency assessments, and its initial assessment process, ensuring required skills were established before care commenced. Training was planned via a monitored training matrix. This approach has been highly effective, with staff now trained in specialist areas including PACE, buccal medication, PEG feeding and suction, alongside core mandatory training to meet individual needs safely.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	During the last financial year, ProCare Nursing Agency maintained robust recruitment processes, including safer recruitment checks and Social Care Wales registration. Retention was supported through strengthened supervision processes, making sessions more personal, alongside regular appraisals, structured training, and development opportunities. A positive, supportive environment and open communication improved staff confidence, satisfaction and retention.

Regulated services delivered by this provider

Service name	Service type	Type of care
ProCare Domiciliary Care Services (Cardiff & The Vale)	Domiciliary Support Service	None

Service: ProCare Domiciliary Care Services (Cardiff & The Vale)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/05/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- The responsible individual for this service is Angela Michelle Smith - Procare Nursing Agency 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?	167

Service management

Responsible Individual(s)	Angela Smith
Manager(s)	Sarah Watkins

Service contact details

Service Telephone Number	02920540802
Service Contact Email Address	contactus@procare.wales

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	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

During the last financial year, people using the domiciliary care service were consulted through everyday discussions with care staff, routine monitoring, and formal reviews of care and support plans. These conversations allowed people, and where appropriate their families or representatives, to share views on how the service was operating and what could be improved. A quality assurance review was also carried out, which included a service user consultation. Staff worked extremely hard to support participation, achieving almost a 98% return rate to help ensure that everyone had a voice. Feedback was reviewed by management and used to inform service improvements. The outcomes of this consultation were reflected in our Regulation 74 audit and wider governance arrangements.
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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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.80
The maximum hourly rate payable during the last financial year?	£28.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	0
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	3	0
Deputy Manager	1	1
Senior Care Worker	2	0
Care Worker	85	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

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

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

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

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

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	1	0	0
Senior Care Worker	2	0	0
Care Worker	20	20	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	45

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	3	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	66	19

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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	27	58

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Varies minimum 40 hours P/W
Care Worker	Varies 0- 40 hours P/W

