Q Care & Special 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.

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Provider: Q Care & Special Care Ltd

Provider summary

The provider was registered on:	19/10/2018
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 have individual training programs on line, using Care tutor training to ensure all staff are fully inducted in line with the Welsh induction Framework and are trained in all aspects of care. Staff complete the training sessions from their own homes through videos and multiple choice questions at the end of each module. This knowledge is then confirmed by their line managers in supervisions, monitoring and appraisals. Both managers are train the trainers, for face to face training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We advertise using indeed which we pay a monthly amount to have our advert prominent on the initial pages for our area. We also use social media and word of mouth from our existing staff pool, family and friends. We endeavor to retain staff by ensuring they are fully trained, supported and valued within their roles. We have increased our hourly rate in line with the living wage, we also have enhanced rates for evening and weekend work. enhanced rates each year and for qualifications gained.

Regulated services delivered by this provider

Service name	Service type	Type of care
Q care and special care limited	Domiciliary Support Service	None

Service: Q care and special care limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/10/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	• Q Care & Special Care Ltd is registered to provide a domiciliary support service in North Wales regional partnership area • The responsible individual for this service is Annmarie Ostanek
How many people in total did the service provide care and support to during the last financial year?	41

Service management

Responsible Individual(s)	Annmarie Ostanek
Manager(s)	Sian Morris

Service contact details

Service Telephone Number	01745 851310
Service Contact Email Address	conwydenbighshire@bluebirdcare.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	There are no other languages used at the service
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

We have robust Quality Assurance systems in place, including biannual surveys. We also consult with individuals and their family's during each care call, phone calls, and on three monthly review with managers or supervisors. To ensure they are happy with every aspect of their care and if they require any changes to their plan of care. If their needs have changed. This is then documented in the service user notes under complaints or compliments. We constantly ask for feedback and ways of improving our service. The results from all forms of QA are then audited and assist us to improve our service further. All reports are made available to our staff and our service users and their families.

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.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.28
The maximum hourly rate payable during the last financial year?	£31.53

Complaints processed by the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	0
Number of complaints upheld	5
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)	2

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)	1	0
Senior Care Worker	2	0
Care Worker	17	2

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
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

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	Working towards all staff completing	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
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	All staff have completed
Deputy Manager	All staff have completed	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
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	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	2	0	0
Care Worker	12	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
Senior Care Worker	0	0
Care Worker	5	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	0	1
Supervisory Staff (not providing direct care)	0	1
Senior Care Worker	0	2
Care Worker	2	15

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am-14.00 3 staff14.00-16.00 2staff
Care Worker	7am-14.00pm 7staff 16.00-22.00pm 6staff