

Janet Roberts Care Agency

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: Janet Roberts Care Agency

Provider summary

The provider was registered on:	22/01/2019
The following lists the provider conditions:	• Dilys Thelma Janet Roberts is a partner • Nicola Zara Griffiths is a partner

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.	Janet Roberts Care Agency is committed to providing a thorough induction and an ongoing training and development programme to ensure staff are skilled and competent to provide care to our service users. Individuals can be confident they are supported by staff who have undertaken a range of training, including specialist training, and who are competent and confident in meeting their individual needs.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Employing suitable candidates at the recruitment stage is a key part of a successful staff retention plan. At Janet Roberts Care Agency, one of the most effective ways to find outstanding carers is with our referral scheme, which offers incentives to existing employees who refer suitable and reliable candidates. We take time to invest in our staff members' wellbeing which in turn, staff will continue to provide the best quality of care, ensuring the sustainability of our organisation.

Regulated services delivered by this provider

Service name	Service type	Type of care
Janet Roberts Care Agency	Domiciliary Support Service	None

Service: Janet Roberts Care Agency

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/01/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- Janet Roberts Care Agency is registered to provide a domiciliary support service in North Wales regional partnership area - The responsible individual for this service is Nicola Zara Griffiths
How many people in total did the service provide care and support to during the last financial year?	60

Service management

Responsible Individual(s)	Nicola Griffiths
Manager(s)	Dilys Roberts

Service contact details

Service Telephone Number	01352715627
Service Contact Email Address	info@janetrobertscareagency.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

Involving people in their care and support means supporting people to manage their own health and wellbeing on a daily basis. We support people to become involved, as much as they want or are able to, in decisions about their care and giving them choice and control over the services they receive. We focus on what matters to the individual and provide them with the information, care and support to determine and achieve the outcomes that matter to them. As part of our quality review process, we encourage feedback and regularly seek the views of the relevant people about the quality of care and support we provide. Regular communication between individuals, their families, care staff and external professionals is paramount in ensuring that the service is meeting their individual needs.

Compliance and quality statement

Inspected - Delivering Quality Care 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. 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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.63
The maximum hourly rate payable during the last financial year?	£25.28

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)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	1	0
Care Worker	16	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
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
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
Care Worker	All staff have completed	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	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
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	2	0	0
Deputy Manager	1	0	0
Care Worker	16	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
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Deputy Manager	1	0
Care Worker	4	12

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Deputy Manager	1	0
Care Worker	8	2

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	7.30am - 3pm 8 staff. 3pm - 6pm 5 staff. 6pm-10pm 2 staff.