

Alcedo Green 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 summary

The provider was registered on:	19/01/2023
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.	All staff complete a structured induction aligned to SCW/CIW. This includes 2 days of face-to-face training with practical competency assessments and e-learning modules before starting work, and a further enhanced training day post-employment. Staff also complete a 2-day Welsh Moving and Handling Passport. Ongoing training is delivered by in-house trainers, supported by our nurse team. Training needs are identified via spot checks, supervision, appraisals, and audits. CPD and NVQs are supported.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We recruit continuously via a dedicated team operating 365 days per year. All staff complete a 3-stage recruitment process, including interview and full compliance vetting. Recruitment and retention are tracked weekly and matched against service delivery needs. Retention is supported through competitive pay, recognition awards, a rewards app, CPD opportunities, qualifications, and regular supervision and support meetings.

Regulated services delivered by this provider

Service name	Service type	Type of care
Alcedo Green Ltd	Domiciliary Support Service	None

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/01/2023
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- Alcedo Green limited is registered to provide a domiciliary support service in North Wales regional partnership area - The responsible individual for this service is Andrew Thomas Boardman
How many people in total did the service provide care and support to during the last financial year?	79

Service management

Responsible Individual(s)	Andrew Boardman
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01745 770579
Service Contact Email Address	info@alcedocare.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

During the last financial year, Alcedo Care maintained regular consultation arrangements with clients and, where appropriate, their families or next of kin. This includes a first-week quality review following commencement of care, ongoing monthly reviews, and formal three-monthly care plan reviews to ensure care remains person-centred and responsive to changing needs. During these reviews we ask what is working well and what is not working, using this feedback to drive continuous improvement. Monthly reviews are completed by the registered manager to ensure consistent oversight and to provide regular opportunities for feedback and discussion. In addition, the manager visits clients' homes when Alcedo Care nurses complete their scheduled visits, promoting open communication, collaboration, and real-time feedback. The Responsible Individual (RI) also undertakes quality assurance visits and reviews, which include direct feedback from clients to support service development and improvement.
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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?	£28.00
The maximum hourly rate payable during the last financial year?	£36.90

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
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)	34
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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)	3	0
Registered Nurse (1+ Years in Practice)	3	0
Care Worker	61	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
Registered Nurse (1+ Years in Practice)	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
Registered Nurse (1+ Years in Practice)	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
Registered Nurse (1+ Years in Practice)	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
Registered Nurse (1+ Years in Practice)	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	3	0	0
Registered Nurse (1+ Years in Practice)	3	0	0
Care Worker	0	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
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	61

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)	3	0
Registered Nurse (1+ Years in Practice)	3	0
Care Worker	26	35

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)	3	0
Registered Nurse (1+ Years in Practice)	3	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
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Variable to meet client needs
Care Worker	8am-8pm, 8pm-8am, variable shorter day shifts and night shifts to meet client needs