

ExperCare 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: ExperCare Ltd

Provider summary

The provider was registered on:	19/08/2024
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.	ExperCare completes an induction process for all employees, during this induction process all employees are required to complete 25 training courses which will enable them to be competent and confident within their roles as care assistant. We use an Electronic Care System will provides notification of training when this is due for annual renewal. Staff are then sent reminders to ensure they complete their training requirements.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	ExperCare recruits the domiciliary care team through Indeed and social media adverts, all candidates are invited to attend an interview and if successful they are provisionally offered a role provided they have satisfactory references, DBS check and successfully completed their training requirements. Staff are then supported ongoing to aid retention. All staff participate in team meetings, 3 monthly supervisions, spot checks and annual appraisal. We operate with an open door policy to all staff.

Regulated services delivered by this provider

Service name	Service type	Type of care
ExperCare Ltd	Domiciliary Support Service	None
ExperCare (Gwent)	Domiciliary Support Service	None
ExperCare (Bridgend)	Domiciliary Support Service	None

Service: ExperCare (Bridgend)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/08/2025
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none">ExperCare Ltd is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership areaThe responsible individual for this service is Nathan Thomas Brewer-Magrin
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Nathan Brewer-Magrin
Manager(s)	Nicola Umney

Service contact details

Service Telephone Number	03331212023
Service Contact Email Address	nathan.brewer@expercare.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

<p>Upon receiving complaints ExperCare will discuss the complaint with Service Users and their families to provide assurances and apologies where required. Letters will be sent to those who directly made complaints with an outcome. Where required, changes will be made to the delivery of service and all review processes completed to ensure we continue to meet the needs of service users.</p>
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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?	£0
The maximum hourly rate payable during the last financial year?	£0

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)	0
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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

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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1

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

Service: ExperCare Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/08/2024
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">ExperCare Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership areaThe responsible individual for this service is Nathan Thomas Brewer-Magrin
How many people in total did the service provide care and support to during the last financial year?	76

Service management

Responsible Individual(s)	Nathan Brewer-Magrin
Manager(s)	Nathan Brewer-Magrin

Service contact details

Service Telephone Number	03331212023
Service Contact Email Address	Nathan.brewer@experecare.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

<p>Upon receiving complaints ExperCare spoke with Service Users and their families to provide assurances and apologies, Letters were sent to those who directly made complaints with an outcome. Changes made to the delivery of service and all review processes completed to ensure we continue to meet the needs of service users. 3 complaints was received via the contracts department at the Local Authority, provider responses given with findings and outcomes. Discussion held with family and service user who were happy with the service having seen improvements made.- Complaints closed not upheld.</p>
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Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£24.61
The maximum hourly rate payable during the last financial year?	£25.84

Complaints processed by the service

Total number of formal complaints made during the last financial year	10
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	6

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	36
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	1	1
Care Worker	29	34
Planner	1	1
Other Staff	3	3

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
Planner	All staff have completed	All staff have completed
Other Staff	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
Planner	All staff have completed	All staff have completed
Other Staff	All staff have completed	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	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	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
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Senior Care Worker	1	0	0
Care Worker	1	0	0
Planner	1	0	0
Other Staff	3	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
Senior Care Worker	0	0
Care Worker	0	28
Planner	0	0
Other Staff	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	0	1
Senior Care Worker	1	0
Care Worker	26	3
Planner	1	0
Other Staff	1	2

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
Senior Care Worker	0	1
Care Worker	0	0
Planner	0	1
Other Staff	1	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
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	9AM - 5PM
Care Worker	7am - 3pm, 3pm - 10pm 8 Am shifts and 3pm shifts.

Service: ExperCare (Gwent)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	03/09/2025
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">ExperCare Ltd is registered to provide a domiciliary support service in Gwent regional partnership areaThe responsible individual for this service is Nathan Thomas Brewer-Magrin
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Nathan Brewer-Magrin
Manager(s)	Nathan Brewer-Magrin

Service contact details

Service Telephone Number	03331212023
Service Contact Email Address	nathan.brewer@experecare.co.uk

Languages used at the service

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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.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£0

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)	0
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed

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Role type	Positive Behaviour Management	Food Hygiene
Manager	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

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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0

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

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