

Azalea Care and Education 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:	30/04/2024
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.	All staff complete mandatory online training relevant to their role, reviewed annually with refresher courses where required. Staff also complete Team Teach training in de-escalation and redirection techniques to support safe practice when working with children with additional needs. Training needs are identified through paid supervisions and paid staff meetings, where development needs and further training requirements are discussed. Child specific training is provided where required.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Two new employees have been recruited. Vetting checks were completed following a successful interview. Staff were signed up to online training, and undertook shadowing of experienced staff with variety of children. Team Teach de-escalation training to be undertaken once they have worked with the children and gained knowledge and understanding of them. No leavers as of present. Supervisions every 8 - 12 weeks. Staff are required to read and acknowledge with signature company policies.

Regulated services delivered by this provider

Service name	Service type	Type of care
Azalea Care and Education	Domiciliary Support Service	None

Service: Azalea Care and Education

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	30/04/2024
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- Azalea Care and Education Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area - The responsible individual for this service is Thomas Wilfred Gledhill
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	Thomas Gledhill
Manager(s)	Megan Halfpenny

Service contact details

Service Telephone Number	02922 521901
Service Contact Email Address	tom@azaleacareandeducation.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	- Picture Exchange Communication System (PECS) - Non-formal communication (e.g. body language, facial expressions) - Makaton - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Engagement with people using the service

Before beginning work with a new child, each family was visited by the Care Manager and a director to develop a profile and care plan. At these visits the parent/guardian was given an information booklet with information on service provision, company contact details and appropriate contacts regarding safeguarding concerns. Following advice from an RI visit, a booklet is being prepared in a format accessible to the child and tailored to their communication needs. Before the September RI visit, questionnaires about the quality of provision were sent to parents/carers. As part of the January RI visit, the RI spoke to parents about the quality of provision. Following each session, staff give a detailed handover to parents/carers, who are encouraged to share concerns or suggestions. These are fed back to the care manager to update care plans and risk assessments. Families have direct contact with the care manager and concerns/queries are dealt with swiftly by telephone or text.

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.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£32.50
The maximum hourly rate payable during the last financial year?	£35

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)	3
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Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	Not relevant to this staff group	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	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Care Worker	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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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
Care Worker	2	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	1	0
Deputy Manager	1	0
Care Worker	0	2

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
Deputy Manager	1	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
Care Worker	0	2

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Weekday shifts Term Time: 15:00-19:30. Weekend shifts Term Time: 10:00-17:30. Holidays: 10:00-19:00