

Before You Start

As part of your Annual Return, you are required to upload workforce information about your provider and services using a set of pre-defined templates.

All templates that apply to your provider and its associated services are available via the 'Workforce Templates' menu.

Important

- * You must only use the templates provided within the 'Workforce Templates' menu.
- * Only the templates provided will be accepted.
- * Completed templates must be uploaded to the relevant sections of your return.

The information you upload will be checked and verified. You will not be able to successfully submit your Annual Return until all required templates have been uploaded and verified.

Please select the language(s) you want to publish the Annual Return in.

If you are a provider who provides or is working towards providing an 'Active Offer' of the Welsh Language, you may wish to complete and submit your Annual Return in both languages. If you select 'Both' all free text questions within the return will be displayed in both Welsh and English. You will be required to enter both the Welsh and English text into the corresponding answer box allowing you to publish the return in both languages.

If you select 'English' all free text questions will be displayed in English only.

If you select 'Welsh' all free text questions will be displayed in Welsh only.

Note: You are able to change the language of publication at any point prior to submission.

In which language(s) do you want to publish the Annual Return?	Both
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Provider Details

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31 March 2026.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Moderncare
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The provider was registered on:	21/02/2023
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The following lists the provider conditions:	Phillip hayden Davies is a partner Stacey Elizabeth Noakes is a partner
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The regulated services delivered by this provider were:	Moderncare	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	21/02/2023
	Responsible Individual(s)	Stacey Noakes
	Manager(s)	Emily Williams
	Partnership Area	West Glamorgan
	Service Conditions	Moderncare is registered to provide a domiciliary support service in West Glamorgan regional partnership area The responsible individual for this service is Stacey Elizabeth Noakes

Provider Profile

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the provider and answer all questions.

Provider Name	Moderncare
Is the Provider Name correct?	Yes
Note: If the name of the provider has changed due to a change of legal entity, you must contact the CIW Registration Team immediately on 0300 7900 126 and select Option 1, when prompted to do so.	

Registered provider's primary address:	Moderncare, Unit 11a Llandarcy House, D'arcy Business Park, Neath, SA10 6EJ
Is the registered provider's address correct?	Yes
Note: If the address of the organisation has changed due to a change of legal entity, please contact the Registration Team on 0300 7900 126 and select Option 1, when prompted to do so.	

The information displayed below details your service provider's contact details and preferred language of communication. Please check the information held by CIW is correct.

Please Note: If the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the provider telephone number, email address and preferred language of communications correct?' and follow the onscreen instructions to update your provider profile.

Provider Telephone Number	01792818345
Provider Telephone Number	staceynoakes@modern-care.co.uk
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of communication for telephone calls	English
Preferred language of written communication (including emails and letters)	English
Website address	www.moderncare.co.uk
Are the provider telephone number, email address and preferred language of communications correct?	Yes

The following sets out a list of organisation officers associated with your organisation as registered with Companies House i.e. Directors, Trustees.

	Phillip Davies (Partner) Stacey Noakes (Managing Partner)
Is the list of organisational officers correct?	Yes

The following sets out the conditions that CIW have imposed upon your registration. Imposed conditions are in addition to the standard conditions for example reduced capacity numbers.

The conditions imposed upon the service provider	Phillip hayden Davies is a partner Stacey Elizabeth Noakes is a partner
Is the above information correct?	Yes

The following lists all regulated services the service provider is registered to provide

Name of Service	1st Line of Address	Service Type
Modernicare	Modernicare	Domiciliary Support Service
Is the list of regulated services correct?		Yes

Training and Workforce Planning

Information about training and workforce planning.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

<p>Disgrifiwch y trefniadau a oedd ar waith yn ystod y flwyddyn ariannol ddiwethaf ar gyfer nodi, cynllunio a diwallu anghenion hyfforddiant y staff a gaiff eu cyflogi gan y darparwr gwasanaeth.</p> <p>Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blynnyddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.</p>	<p>Mae anghenion hyfforddi yn Modernicare yn cael eu nodi drwy ymsefydlu, goruchwyliaeth ac arfarnu, yn ogystal â gwiriadau cymhwysedd. Cedwir matrices hyfforddi i gadw golwg ar hyfforddiant gorfodol ac adnewyddiadau. Nodir unrhyw anghenion ychwanegol drwy adborth, digwyddiadau ac archwiliadau. Darperir hyfforddiant drwy e-ddysgu a sesiynau ymarferol, ac mae ei effeithiolrwydd yn cael ei wirio drwy arsylwi a goruchwyliaeth i sicrhau gofal diogel sy'n canolbwyntio ar yr unigolyn.</p>
<p>Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</p> <p>If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.</p>	<p>Training needs at Modernicare are identified through induction, supervision, appraisal and competency checks. A training matrix monitors mandatory training and refreshers. Additional needs are identified through audits, incidents and feedback. Training is delivered via e-learning and practical sessions, and reviewed through supervision and observation to ensure safe, person-centred care.</p>
<p>Disgrifiwch y trefniadau a oedd ar waith yn ystod y flwyddyn ariannol ddiwethaf ar gyfer recriwtio a chadw'r staff a gaiff eu cyflogi gan y darparwr gwasanaeth.</p> <p>Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blynnyddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.</p>	<p>Caiff anghenion hyfforddi yn Modernicare eu nodi drwy sefydlu, goruchwyliaeth, arfarnu ac asesiadau cymhwysedd. Cedwir matrices hyfforddi i fonitro hyfforddiant gorfodol ac adnewyddu. Nodir anghenion pellach drwy archwiliadau, digwyddiadau ac adborth. Darperir hyfforddiant drwy e-ddysgu a sesiynau ymarferol, ac fe'i hadolygir drwy oruchwyliaeth ac arsylwi i sicrhau gofal diogel sy'n canolbwyntio ar yr unigolyn.</p>
<p>Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</p> <p>If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.</p>	<p>Modernicare have introduced a bonus scheme for attendance as and also a bonus scheme for picking up shifts. We feel that this has had a positive impact not only on sickness and absences, but recruitment and retention.</p> <p>Modernicare feel that support is the main thing with retention and ensure that we support our staff with meetings, appraisal, supervisions and good general communication over the phone or in person when our staff attend the office. We recruit through advertisement online</p>

People at the provider

Use this section to upload the workforce information about people who work at the provider. It is important that the workforce information you provide is only about those people working in Wales.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the provider.

Please upload the workforce information for this provider	ciw_ar2026_providerworkforce_nonla_en.xlsx
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Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Moderncare
Is the registered service name correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Primary address from where the service is being delivered from is:	Moderncare, Unit 11a Llandarcy House, D'arcy Business Park, Neath, SA10 6EJ
Additional addresses from which the service delivered from:	
Service Telephone Number	01792818345
Service Telephone Number	staceynoakes@modern-care.co.uk
Website address	
What is the main language through which the service is provided?	English
Are the service's address, contact details, agreed consent and preferred language of communication correct?	Yes

People At The Service

List of the designated Responsible Individual(s) for this regulated service.

Responsible Individual(s)	Stacey Noakes
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service

Service Managers	Emily Williams
Are the service managers correct?	Yes

The total number of full time equivalent posts at the service (as at 31 March)	50
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Use this section to upload the workforce information about people who work at this service.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.

Please upload your complete 'Service Workforce'	ciw_ar2026_serviceworkforce_en (1).xlsx
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Statement of Purpose

The average number of domiciliary hours currently provided by the service on a weekly basis is:	2001 - 3000
We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection. <i>This information is used in the CIW directory to help people find appropriate care services.</i>	
The most recent Statement of Purpose was submitted to CIW on	15/12/2022
Does CIW currently have your most up to date Statement of Purpose?	Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	149
How many people were being provided care and support by the service as at 31 March?	96

Fees Charged

The minimum hourly rate payable during the last financial year?	27
The maximum hourly rate payable during the last financial year?	30
How many hours of care and support was provided in the last week of the financial year?	67600
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use 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	1
Number of complaints not upheld	2
Is the information about complaints correct?	Yes
<p>Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.</p>	

<p>Pa drefniadau a wnaed ar gyfer ymgynghori â defnyddwyr y gwasanaeth ynglyn â'r modd y cafodd y gwasanaeth ei redeg yn ystod y flwyddyn ariannol diwethaf?.</p> <p>Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blyneddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.</p>	<p>Ymgynghorodd Moderncare â defnyddwyr y gwasanaeth drwy ddulliau ffurfiol ac anffurfiol, gan gynnwys cynnwys teuluoedd lle bo'n briodol. Roedd hyn yn cynnwys adolygiadau gofal rheolaidd, adborth uniongyrchol yn ystod ymweliadau, cyswllt ffôn a chyfathrebu parhaus â defnyddwyr a'u teuluoedd. Casglwyd adborth strwythuredig drwy holiaduron, tra bod adborth anffurfiol yn cael ei gasglu yn ystod rhyngweithio dyddiol. Adolygwyd cwynion a chanmoliaethau hefyd. Yn ogystal, roedd gwiriadau ansawdd ac ymweliadau goruchwyllo yn rhoi cyfleoedd pellach i gasglu barn. Defnyddiwyd yr adborth i lywio gwelliannau a sicrhau gwasanaeth person-ganolog ac ymatebol.</p>
<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?.</p> <p>If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.</p>	<p>Moderncare consulted people using the service through a range of formal and informal methods, including engagement with family members where appropriate. This included regular care reviews, direct feedback during visits, telephone contact, and ongoing communication with service users and their families. Structured feedback was gathered through questionnaires, while informal feedback was obtained during day-to-day interactions. Complaints and compliments were also reviewed. In addition, spot checks and supervision visits provided further opportunities to gather views. All feedback was analysed and used to inform service improvements, care planning, and staff development, ensuring the service remains person-centred and responsive to individual needs.</p>

Statement of Compliance

<p>Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate statement.</p>	<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>
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In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.

I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

IMPORTANT

This PDF provides an opportunity to review the content of your draft Annual Return before formal submission. The Annual Return is only deemed as submitted once the 'Declare and Submit' section of the webform has been completed and the return formally submitted.