

E&G SENIOR CARE 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:	16/11/2018
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.	Our Registered Manager oversees all mandatory training, ensuring timely completion of eLearning and refreshers. In partnership with Right at Home Cardiff and Newport, new staff complete a 3-day induction at the Cardiff office and eLearning via "LUMIS" before starting in the community. The registered manager also delivers and oversees refresher training in Bridgend and arranges bespoke sessions as needed. Training progress is monitored to keep all caregivers up to date throughout the year.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have promoted our admin assistance to the role of Finance, recruitment and onboarding supervisor, and she ensures recruitment is consistent and ongoing. All staff undergo "the mum test" before being hired, to ensure they share our values, and embrace our person centred, high quality approach to care. Our co-ordinating team works closely with recruitment to ensure they are aware of our staffing needs, and ensure we have enough staff to run a safe and stable service.

Regulated services delivered by this provider

Service name	Service type	Type of care
Right at Home Bridgend and Vale of Glamorgan	Domiciliary Support Service	None
Right at Home Bridgend and Vale of Glamorgan	Domiciliary Support Service	None

Service: Right at Home Bridgend and Vale of Glamorgan

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	16/11/2018
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Holly JonesE&G SENIOR CARE LIMITED is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area
How many people in total did the service provide care and support to during the last financial year?	100

Service management

Responsible Individual(s)	Holly Jones
Manager(s)	Annie Essiben Esp Kelleher

Service contact details

Service Telephone Number	01656767422
Service Contact Email Address	care@rightathome.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>Right at Home is committed to delivering high-quality care in clients' homes. We regularly gather feedback through reviews, surveys, and daily contact with clients and their families, which consistently reflects satisfaction—especially around health, development, and wellbeing. Promoting independence is central to our care, achieved through person-centred planning and positive risk-taking. We work with clients to set and achieve personal goals, supporting them with community activities and appointments. Caregiver wellbeing is equally important; we provide regular supervisions and additional wellbeing meetings as needed to ensure they feel supported and valued in their roles.</p>

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?	£30.92
The maximum hourly rate payable during the last financial year?	£44

Complaints processed by the service

Total number of formal complaints made during the last financial year	71
Number of active complaints outstanding	2
Number of complaints upheld	0
Number of complaints partially upheld	10
Number of complaints not upheld	59

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	5	2
Care Worker	64	5
Planner	4	1
Other Staff	5	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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

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
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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Planner	Not relevant to this staff group	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
Senior Care Worker	5	0	0
Care Worker	18	0	0
Planner	4	0	0
Other Staff	5	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
Senior Care Worker	0	0
Care Worker	4	42
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
Senior Care Worker	5	0
Care Worker	16	48
Planner	4	0
Other Staff	4	1

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 3pm day shifts, 4pm - 11pm evening shifts. Some staff cover overnights which are 10pm - 7am. On call support is 5pm - 11pm Monday to Friday and all day on weekends.
Care Worker	7am - 3pm day shifts, 4pm - 11pm evening shifts. Some staff cover overnights which are 10pm - 7am.

Service: Right at Home Bridgend and Vale of Glamorgan

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	16/11/2018
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Holly JonesE&G SENIOR CARE LIMITED is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area
How many people in total did the service provide care and support to during the last financial year?	24

Service management

Responsible Individual(s)	Holly Jones
Manager(s)	Annie Essiben Espe Kelleher

Service contact details

Service Telephone Number	01656767422
Service Contact Email Address	care@rightathome.co.uk

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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£36.25
The maximum hourly rate payable during the last financial year?	£44

Complaints processed by the service

Total number of formal complaints made during the last financial year	71
Number of active complaints outstanding	2
Number of complaints upheld	0
Number of complaints partially upheld	10
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Care Worker	18	0	0
Planner	4	0	0
Other Staff	5	0	0

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Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
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Senior Care Worker	0	0
Care Worker	4	42
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
Senior Care Worker	5	0
Care Worker	16	48
Planner	4	0
Other Staff	4	1

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 3pm day shifts, 4pm - 11pm evening shifts. Some staff cover overnights which are 10pm - 7am. On call support is 5pm - 11pm Monday to Friday and all day on weekends.
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