

Caretech Community Services 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: Caretech Community Services Limited

Provider summary

The provider was registered on:	17/08/2020
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.	During the last financial year, a structured approach was used to identify and meet staff training needs. Annual appraisals enabled review of Personal Development Plans (PDPs) and agreement of learning goals. While needs were initially recorded in supervision, separate PDP plans are now in place. Monthly supervision also supported reflection on training and discussion of future and emerging development needs.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	During the last financial year, TLC Wales Fostering experienced workforce changes due to staff retirements, creating opportunities for internal progression and development. Existing staff were supported to step into new roles, strengthening skills and experience across the team. Where vacancies arose, experienced professionals with knowledge of supporting children with disabilities and health needs were recruited. Staff retention continues to be supported through supervision, informal check-ins.

Regulated services delivered by this provider

Service name	Service type	Type of care
TLC (Wales) Independent Fostering Limited	Fostering Service	None

Service: TLC (Wales) Independent Fostering Limited

Service summary

Service Type	Fostering Service
Type of Care	None
Approval Date	17/08/2020
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none">Caretech Community Services Limited is registered to provide a Fostering Service in Wales.The responsible individual for this service is Beverley Joanne Senior
How many children were supported by the service during the last financial year?	89
How many foster families were supported by the service during the last financial year?	65

Service management

Responsible Individual(s)	Beverley Senior
Manager(s)	Mari Timbrell

Service contact details

Service Telephone Number	01269846371
Service Contact Email Address	anthony.boggis@tlcwales.org.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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>Carers are actively supported and encouraged to share their views through a range of channels. Feedback is formally gathered during annual carer reviews, alongside regular opportunities to raise concerns, share positive experiences, and suggest improvements during monthly supervision with their Supervising Social Worker (SSW). Carer Support Groups provide spaces to connect and offer feedback directly to SSWs and TLC management. Carers are also invited to the Annual General Meeting to contribute to service development and planning. Regular newsletters keep carers informed and invite feedback. Informal opportunities, such as wellbeing groups, further encourage open discussion, and carers can contact management at any time. Children's views are captured through MOMO, Smartbox, CYP consultation groups, family events, and regular contact with their SSW.</p>

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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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)	13.86
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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)	1	0
Social Worker	4	0

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
Social 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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Social Worker	All staff have completed	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Social Worker	All staff have completed	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Social 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	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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Social Worker	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
Supervisory Staff (not providing direct care)	1	0	0
Social Worker	4	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
Social 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
Supervisory Staff (not providing direct care)	1	0
Social Worker	4	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	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Social Worker	4	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Social Worker	0	0

