

Meddyg Care (Help At Home) 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: Meddyg Care (Help At Home) Ltd

Provider summary

The provider was registered on:	16/06/2023
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.	Training facilitated through an in house Training Manager and tracked using a training matrix. team-members completed a comprehensive program of in-class training, plus online training. Clinical training was provided by the local health board and Local authority. New team members underwent in-class induction and the All Wales Induction Framework. Care team enrolled on to Level 2 or 3 qualifications within their first year at MC. Training evaluated via competencies, supervision, and QA team.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	People are supported by staff who are recruited safely and well trained. Our dedicated HR Manager records all staff pre-employment checks and ongoing support and development. Staff have disclosure and barring service (DBS) checks in place and are supported to complete the All Wales Induction Framework in order to register with Social Care Wales, the workforce regulator.

Regulated services delivered by this provider

Service name	Service type	Type of care
Meddyg Care (Help at Home) Ltd	Domiciliary Support Service	None

Service: Meddyg Care (Help at Home) Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	16/06/2023
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">Meddyg Care (Help At Home) Ltd is registered to provide a domiciliary support service in North Wales regional partnership areaThe responsible individual for this service is Nicola Joy Rutherford
How many people in total did the service provide care and support to during the last financial year?	115

Service management

Responsible Individual(s)	Nicola Rutherford
Manager(s)	Laura Haynes

Service contact details

Service Telephone Number	01766800900
Service Contact Email Address	helpathome@meddygcare.co.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

People are consulted about their views and participate in the processes of care planning and review. The individuals who we care for have built good relationships with the staff who support them and have confidence in their ability. We also have very detailed pre assessments to ensure we capture all the information from service users and their families and have ongoing dialogue with them to ensure all needs are being met.

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?	£23.95
The maximum hourly rate payable during the last financial year?	£45.95

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)	53
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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)	2	0
Care Worker	43	0
Other Staff	7	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
Care Worker	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	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
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Care Worker	43	0	0
Other Staff	7	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
Care Worker	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	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	43	0
Other Staff	7	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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	43	0
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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Shifts from 6am - 8pm over several shift patterns