Marie Curie

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.

Contents

Provider: Marie Curie
- Provider summary
- Training and workforce planning arrangements
- Regulated services delivered by this provider

Service: Marie Curie - Betsi Cadwaladr University Health Board
- Service summary
- Service management
- Service contact details
- Languages used at the service
- Engagement with people using the service
- Compliance and quality statement
- Fees charged by the service
- Complaints processed by the service
- Staff working at the service

Service: Marie Curie - Hywel Dda University Health Board
- Service summary
- Service management
- Service contact details
- Languages used at the service
- Engagement with people using the service
- Compliance and quality statement
- Fees charged by the service
- Complaints processed by the service
- Staff working at the service

Service: Marie Curie - Swansea Bay University Health Board
- Service summary
- Service management
- Service contact details
- Languages used at the service
- Engagement with people using the service
- Compliance and quality statement
- Fees charged by the service
- Complaints processed by the service
- Staff working at the service

Service: Marie Curie - Cwm Taf Morgannwg University Health Board
- Service summary
- Service management
- Service contact details
- Languages used at the service
- Engagement with people using the service
- Compliance and quality statement
- Fees charged by the service
- Complaints processed by the service
- Staff working at the service

Service: Marie Curie - Powys Teaching Health Board
- Service summary
- Service management
- Service contact details
- Languages used at the service
- Engagement with people using the service
- Compliance and quality statement
- Fees charged by the service
- Complaints processed by the service
- Staff working at the service

Service: Marie Curie - Cardiff and Vale University Health Board
- Service summary

Service management
Service contact details
Languages used at the service
Engagement with people using the service
Compliance and quality statement
Fees charged by the service
Complaints processed by the service
Staff working at the service

Provider: Marie Curie

Provider summary

The provider was registered on:	17/04/2019
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.	Clinical Nurse Managers and Senior Nurses directly supervise staff with observations in practice, undertake 3 month reviews to regularly review performance and identify ongoing training and development needs through the Marie Curie appraisal process. Individual training plans ensure that required skills and competency skills are maintained and developed. Mandatory compliance is monitored by the Registered Manager with action plans in place to address any non-compliance.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Marie Curie has aligned Clinical and Clinical Support staff with NHS Agenda for Change terms and conditions to support recruitment and retention across community services in Wales. All staff participate in 3 month reviews, team meetings, appraisals and staff surveys to discuss performance and development needs, as well as an opportunity to provide feedback. All staff have access to a free and confidential Employee Assistance Programme to provide help and resources to support health & wellbeing.

Regulated services delivered by this provider

Service name	Service type	Type of care
Marie Curie - Swansea Bay University Health Board	Domiciliary Support Service	None
Marie Curie - Powys Teaching Health Board	Domiciliary Support Service	None
Marie Curie - Hywel Dda University Health Board	Domiciliary Support Service	None
Marie Curie - Cwm Taf Morgannwg University Health Board	Domiciliary Support Service	None
Marie Curie - Cardiff and Vale University Health Board	Domiciliary Support Service	None
Marie Curie - Betsi Cadwaladr University Health Board	Domiciliary Support Service	None

Service: Marie Curie - Betsi Cadwaladr University Health Board

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/04/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	• Marie Curie is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	1039

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Lynne Phillips

Service contact details

Service Telephone Number	02920426000
Service Contact Email Address	Lynne.Phillips@mariecurie.org.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	• Welsh
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

Marie Curie proactively seeks feedback from service users and carers about what matters to them and their experiences of our care. Feedback can be given via our surveys available in patient information packs and our website. Weekly phone calls are made by Senior Nurses to patients and carers to confirm staff are delivering expected standards of care and adhering to policy and the Local Clinical Coordination Centre (LCCC) also contact patients and carers for feedback or any requirements they may have. Clinical Nurse Managers and Senior Nurses complete observations in practice that give opportunity to staff, patients and carers to feedback on situations and care received. All feedback, compliments and complaints are collated monthly for review and themes/trends are discussed in Governance meetings involving the Responsible Individual, Registered Manager and Clinical Leads. Feedback is shared with commissioners to review if any changes to service delivery may be required.

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?	£18.29
The maximum hourly rate payable during the last financial year?	£31.39

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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)	24.12

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
Registered Nurse (1+ Years in Practice)	6	1
Care Worker	20	2

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
Registered Nurse (1+ Years in Practice)	All staff have completed	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	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
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	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
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	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
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	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)	1	0	0
Registered Nurse (1+ Years in Practice)	6	0	0
Care Worker	19	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
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	1	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
Registered Nurse (1+ Years in Practice)	1	5
Care Worker	7	13

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)	1	0
Registered Nurse (1+ Years in Practice)	6	0
Care Worker	18	2

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
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	22:00-07:00 x 2
Care Worker	22:00-07:00 x 5

Service: Marie Curie - Hywel Dda University Health Board

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/04/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	• Marie Curie is registered to provide a domiciliary support service in West Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	372

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Lynne Phillips

Service contact details

Service Telephone Number	02920426000
Service Contact Email Address	Lynne.Phillips@mariecurie.org.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	• Welsh
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

Marie Curie proactively seeks feedback from service users and carers about what matters to them and their experiences of our care. Feedback can be given via our surveys available in patient information packs and our website. Weekly phone calls are made by Senior Nurses to patients and carers to confirm staff are delivering expected standards of care and adhering to policy and the Local Clinical Coordination Centre (LCCC) also contact patients and carers for feedback or any requirements they may have. Clinical Nurse Managers and Senior Nurses complete observations in practice that give opportunity to staff, patients and carers to feedback on situations and care received. All feedback, compliments and complaints are collated monthly for review and themes/trends are discussed in Governance meetings involving the Responsible Individual, Registered Manager and Clinical Leads. Feedback is shared with commissioners to review if any changes to service delivery may be required.

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?	£12.70
The maximum hourly rate payable during the last financial year?	£24.18

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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)	10.70

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)	3	0
Care Worker	11	3

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

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

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

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

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

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)	3	0	0
Care Worker	9	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	2	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	2
Care Worker	3	8

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)	3	0
Care Worker	9	2

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

Typical shift patterns

Role type	Typical shift patterns
Care Worker	09:00 - 17:00 x 3 / 12:00-20:00 x1 / 22:00 - 07:00 x3

Service: Marie Curie - Swansea Bay University Health Board

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/04/2019
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	• Marie Curie is registered to provide a domiciliary support service in West Glamorgan regional partnership area
How many people in total did the service provide care and support to during the last financial year?	292

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Lynne Phillips

Service contact details

Service Telephone Number	02920426000
Service Contact Email Address	Lynne.Phillips@mariecurie.org.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	• Welsh
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

Marie Curie proactively seeks feedback from service users and carers about what matters to them and their experiences of our care. Feedback can be given via our surveys available in patient information packs and our website. Weekly phone calls are made by Senior Nurses to patients and carers to confirm staff are delivering expected standards of care and adhering to policy and the Local Clinical Coordination Centre (LCCC) also contact patients and carers for feedback or any requirements they may have. Clinical Nurse Managers and Senior Nurses complete observations in practice that give opportunity to staff, patients and carers to feedback on situations and care received. All feedback, compliments and complaints are collated monthly for review and themes/trends are discussed in Governance meetings involving the Responsible Individual, Registered Manager and Clinical Leads. Feedback is shared with commissioners to review if any changes to service delivery may be required.

Compliance and quality statement

Inspected - Delivering Quality Care

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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?	£12.70
The maximum hourly rate payable during the last financial year?	£24.18

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)	18.10

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)	3	0
Care Worker	12	1

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

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

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

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

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

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)	3	0	0
Care Worker	12	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

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	2
Care Worker	11	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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Care Worker	10	2

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

Typical shift patterns

Role type	Typical shift patterns
Care Worker	08:00 - 21:00 x2 / 08:00 - 18:00 x2/ 0900-1700 x2/ 1000-1800 x1 / 1200- 2000 x1/ 2200 - 0700 x1

Service: Marie Curie - Cwm Taf Morgannwg University Health Board

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/04/2019
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	• Marie Curie 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?	201

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Lynne Phillips

Service contact details

Service Telephone Number	02920426000
Service Contact Email Address	Lynne.Phillips@mariecurie.org.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	• Welsh
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

Marie Curie proactively seeks feedback from service users and carers about what matters to them and their experiences of our care. Feedback can be given via our surveys available in patient information packs and our website. Weekly phone calls are made by Senior Nurses to patients and carers to confirm staff are delivering expected standards of care and adhering to policy and the Local Clinical Coordination Centre (LCCC) also contact patients and carers for feedback or any requirements they may have. Clinical Nurse Managers and Senior Nurses complete observations in practice that give opportunity to staff, patients and carers to feedback on situations and care received. All feedback, compliments and complaints are collated monthly for review and themes/trends are discussed in Governance meetings involving the Responsible Individual, Registered Manager and Clinical Leads. Feedback is shared with commissioners to review if any changes to service delivery may be required.

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?	£12.70
The maximum hourly rate payable during the last financial year?	£24.18

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)	22.60

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)	4	0
Care Worker	19	3

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

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

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

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

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

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)	4	0	0
Care Worker	19	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

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	2
Care Worker	10	9

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)	1	0
Care Worker	17	2

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

Typical shift patterns

Role type	Typical shift patterns
Care Worker	08:00 - 21:00 x4 / 22:00 - 07:00 x1

Service: Marie Curie - Powys Teaching Health Board

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/04/2019
Maximum number of places	0
Partnership Area	Powys
Service Conditions	• Marie Curie is registered to provide a domiciliary support service in Powys regional partnership area
How many people in total did the service provide care and support to during the last financial year?	41

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Lynne Phillips

Service contact details

Service Telephone Number	02920426000
Service Contact Email Address	Lynne.Phillips@mariecurie.org.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	• Welsh
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

Marie Curie proactively seeks feedback from service users and carers about what matters to them and their experiences of our care. Feedback can be given via our surveys available in patient information packs and our website. Weekly phone calls are made by Senior Nurses to patients and carers to confirm staff are delivering expected standards of care and adhering to policy and the Local Clinical Coordination Centre (LCCC) also contact patients and carers for feedback or any requirements they may have. Clinical Nurse Managers and Senior Nurses complete observations in practice that give opportunity to staff, patients and carers to feedback on situations and care received. All feedback, compliments and complaints are collated monthly for review and themes/trends are discussed in Governance meetings involving the Responsible Individual, Registered Manager and Clinical Leads. Feedback is shared with commissioners to review if any changes to service delivery may be required.

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?	£18.29
The maximum hourly rate payable during the last financial year?	£23.24

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

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
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	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

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

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

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

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

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
Care Worker	0	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	2	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
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	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Care Worker	2	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

Typical shift patterns

Role type	Typical shift patterns
Care Worker	22:00-0700 x1

Service: Marie Curie - Cardiff and Vale University Health Board

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/04/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	• Marie Curie 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?	350

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Lynne Phillips

Service contact details

Service Telephone Number	02920426000
Service Contact Email Address	Lynne.Phillips@mariecurie.org.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	• Welsh
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

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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?	£12.70
The maximum hourly rate payable during the last financial year?	£24.18

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)	16.31

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
Care Worker	21	2

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

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

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

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

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

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
Care Worker	19	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	2	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
Care Worker	19	2

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)	1	0
Care Worker	21	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

Typical shift patterns

Role type	Typical shift patterns
Care Worker	08:00 - 21:00 x4 / 22:00 - 07:00 x1