

iCwtch Healthcare 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:	14/08/2024
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 was delivered through a combination of on-site workshops, virtual learning platforms, and mentoring programs, allowing staff to learn in the most convenient and effective manner. Protected learning time was allocated to ensure all team members could participate without impacting service delivery. Evaluation and follow-up assessments were conducted to measure the effectiveness of training and identify areas for further development. This ensured a well equipped staff force.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We used recruitment channels, including job advertisements, and professional networking A streamlined application and interview process was designed to assess skills and suitability for care roles effectively. Competitive salary packages and benefits, including flexible working options, supported staff well-being and job satisfaction. Regular engagement sessions encouraged staff feedback and ensured concerns were addressed promptly, improving overall retention rates.

Regulated services delivered by this provider

Service name	Service type	Type of care
iCwtch Healthcare	Domiciliary Support Service	None

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	14/08/2024
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	- iCwtch Healthcare Limited is registered to provide a domiciliary support service in West Glamorgan regional partnership area - The responsible individual for this service is Cynthia Chisesa
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Cynthia Chisesa
Manager(s)	Elizabeth Chiselwa Chonta Ikachana

Service contact details

Service Telephone Number	01792439127
Service Contact Email Address	info@icwtchhealthcare.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

Regular one-to-one discussions provided individuals with opportunities to share their experiences and suggest improvements. Periodic service review surveys allowed service users to anonymously provide feedback on the quality of care, communication, and overall satisfaction. Family and advocate consultations were conducted, where appropriate, to gather additional insights into the experience of service users. Quarterly feedback meetings encouraged open dialogue about service operations, addressing any concerns promptly. Feedback was systematically reviewed to identify common themes and areas requiring enhancement. Adjustments were made where necessary, including refining communication methods and implementing new care strategies. Service users were informed of changes and improvements made based on their input, ensuring transparency and accountability. By maintaining these consultation arrangements, we upheld our commitment to providing person-centered care.

Compliance and quality statement

Inspected - Areas for Improvement Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act. We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25
The maximum hourly rate payable during the last financial year?	£26

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)	1
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Deputy Manager	All staff have completed	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0

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

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