

Tender Loving 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: Tender Loving Care Limited

Provider summary

The provider was registered on:	19/03/2019
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.	<p>Following Induction training, careful supervision is carried by coaching at calls and in the care home, care workers are supervised and deemed competent in all areas and further training will be given where any gaps in knowledge and competency arise. Spot checks are carried out to make sure the teams are working as trained and records of all competency and training, on personnel files.</p> <p>Mandatory training that requires updating flags up on our operational platform. Audits track compliance.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Retention is good, regular supervision and open lines of communication and contact with Team Leaders, Assistant and Care Manager supports this.</p> <p>Recruitment is robust, all 1st and 2nd interviews are recorded and references checked, DBS updates are mandatory and CRB checks carried out prior to starting work.</p> <p>We pay above minimum wage and offer good company benefits and support. The lines of communication are open between the teams of care workers and managers and support is a supervision topic.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Chaseley House Residential home	Care Home Service	Adults Without Nursing
Tender Loving Care Limited	Domiciliary Support Service	None

Service: Chaseley House Residential home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/07/2022
Maximum number of places	15
Service Conditions	<ul style="list-style-type: none">A maximum of 15 individuals can be accommodated at this service.The responsible individual for this service is Olwen Mary Dean
How many people in total did the service provide care and support to during the last financial year?	34

Service management

Responsible Individual(s)	Olwen Dean
Manager(s)	Catherine Williams

Service contact details

Service Telephone Number	01492592177
Service Contact Email Address	olwen@tenderlovingcare.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

Service facilities and accommodation

<ul style="list-style-type: none">Close to local shops / amenitiesGarden(s)Internet accessNear public transportNumber of bathrooms with assisted bathing facilities: 15Number of bedrooms with en-suite facilities: 15Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 15On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointStairliftTV pointWheelchair access

Engagement with people using the service

The service holds meetings where residents and their representatives are invited and welcomed, they can discuss ideas and make suggestions to improve the service. The manager is available by appointment, to discuss concerns in private and will make a risk judgement about privacy and confidentiality of the person using the service. This will consider their fluctuating mental capacity where appropriate.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£846.23
The maximum weekly fee payable during the last financial year?	£930.16

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Care Worker	12	12
Domestic staff	1	1
Catering staff	3	3
Other Staff	1	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
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Care Worker	12	0	0
Domestic staff	1	0	0
Catering staff	3	0	0
Other Staff	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
Manager	0	0
Deputy Manager	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	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	0	1
Care Worker	9	3
Domestic staff	0	1
Catering staff	1	2
Other Staff	1	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	0	0
Care Worker	12	0
Domestic staff	1	0
Catering staff	3	0
Other Staff	1	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	1	1
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day 8am-8pm Night 8pm - 8am Day 8am - 2pm and 2pm - 8pm 2 staff on each shift day shifts can be 6hrs or 12 hours Night shifts are 12 hrs.

Service: Tender Loving Care Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/03/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">Tender Loving Care Limited is registered to provide a domiciliary support service in North Wales regional partnership areaThe responsible individual for this service is Helen Cameron Darling
How many people in total did the service provide care and support to during the last financial year?	360

Service management

Responsible Individual(s)	Helen Darling
Manager(s)	Olwen Dean, Kerry Brown, Catherine Williams

Service contact details

Service Telephone Number	01492 592177
Service Contact Email Address	cathy@tenderlovingcare.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	<ul style="list-style-type: none">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

Surveys are carried out at 3 weeks, 6 weeks and 3 monthly following the commencement date of our services. Senior care workers communicate with service users and feedback to managers and admin teams.

Compliance and quality statement

Not Inspected - Strong Internal Checks 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. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£27.60
The maximum hourly rate payable during the last financial year?	£27.60

Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	5

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	97
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	8	8
Deputy Manager	1	1
Senior Care Worker	10	10
Care Worker	72	72
Other Staff	4	4

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
Senior Care Worker	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
Senior Care Worker	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
Senior Care Worker	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
Senior Care Worker	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
Senior Care Worker	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	8	0	0
Deputy Manager	1	0	0
Senior Care Worker	10	0	0
Care Worker	72	0	0
Other Staff	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
Senior Care Worker	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	8	0
Deputy Manager	1	0
Senior Care Worker	10	0
Care Worker	50	22
Other Staff	2	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	6	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	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	2	2
Deputy Manager	1	1
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 2pm early 4pm-10pm late split shift combination of above
Care Worker	7am - 2pm early 4pm-10pm late split shift combination of above