

Castell Ventures 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: Castell Ventures LTD

Provider summary

The provider was registered on:	22/11/2018
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.	We provided training to staff through a mixture of in-classroom training delivered by in-house trainers and external training companies. We also use E-learning where appropriate to do so. All training is planned and staff are assigned to courses when refreshers are required. This is monitored through a training matrix. All staff are paid to attend training and all training is free. We identify staff training need based upon the needs of people we support and provide service specific training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have an active recruitment programme through which we advertise for staff and complete recruitment on a needs basis. We paid the Real Living Wage rate for 2025/26 and provided staff with additional benefits such as a health cash plan and a attendance reward scheme. All staff are provided with Bi-monthly supervisions and performance improvements are identified through practice observations.

Regulated services delivered by this provider

Service name	Service type	Type of care
Castell Care and Support - West Wales	Domiciliary Support Service	None
Castell Care and Support - North	Domiciliary Support Service	None

Service: Castell Care and Support - North

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/12/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">Castell Ventures LTD is registered to provide a domiciliary support service in North Wales regional partnership areaThe responsible individual for this service is Faye Hughes
How many people in total did the service provide care and support to during the last financial year?	45

Service management

Responsible Individual(s)	Faye Hughes
Manager(s)	Faye Hughes, Charlotte Roberts

Service contact details

Service Telephone Number	03001232998
Service Contact Email Address	info@castellventures.wales

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

<p>We completed satisfaction surveys, these designed to be inclusive for all by providing different response options and using visual support for people where required. We met with people on a 1:1 basis through quality reviews. Each person had a three-month care service review where they are encouraged to share their view of the service they received. Overall, when asking the people we support, relatives and professionals, level of satisfaction, we achieved 83% satisfaction which is consistent with results from 2024/25. Systems are in place to ensure people using the service are regularly consulted about their care and the quality of the service provided. The RI attends services once every three months to obtain customer views, feedback gathered during RI visits and ongoing engagement is evidenced, acted upon and contributes to continuous improvement.</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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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£21.62
The maximum hourly rate payable during the last financial year?	£25.59

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)	78
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	7	1
Care Worker	75	9

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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	7	0	0
Care Worker	74	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
Care Worker	0	1

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	7	0
Care Worker	43	32

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	5
Care Worker	15	25

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day hours 8am-10pm, 2-4 staff, service depending. Night shift 10pm-8am, 1-2 staff service depending.

Service: Castell Care and Support - West Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/03/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">Castell Ventures LTD is registered to provide a domiciliary support service in West Wales regional partnership areaThe responsible individual for this service is Faye Hughes
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Faye Hughes
Manager(s)	Faye Hughes

Service contact details

Service Telephone Number	03001232998
Service Contact Email Address	info@castellventures.wales

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

The service did not provide any care services in the last year
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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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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£0

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)	0
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