

The Hospice of the Valleys

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: The Hospice of the Valleys

Provider summary

The provider was registered on:	07/11/2018
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.	<p>The following allow the management and staff to explore training needs.</p> <ul style="list-style-type: none">• One to one with line manager• Annual IPR• Monthly Staff Meeting <p>Training is provided in house by our clinical nurse specialists, by ABUHB, or BGCBC Workforce Development. We also access a number of e-learning courses via Bright.</p> <p>All training is in line with our Training Policy. A regular audit of the training matrix is also completed to ensure that all staff are competent and confident to carry out their role.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>As we are a very small team our staff turnover is very small and we do not recruit frequently throughout the year. Our recruitment policy is adhered to at all time.</p> <p>All vacancies are advertised on NHS Jobs and can be applied for using this platform. There is an interview panel for all vacancies which includes representatives from our HR Team and the Hospice at Home Team. All candidates undergo all pre employment checks as required of us by the regulations.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Hospice of the Valleys - Hospice at Home	Domiciliary Support Service	None

Service: Hospice of the Valleys - Hospice at Home

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	07/11/2018
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Sarah Louise HarriesHospice of the Valleys is registered to provide a domiciliary support service in Gwent regional partnership area
How many people in total did the service provide care and support to during the last financial year?	115

Service management

Responsible Individual(s)	Sarah Harries
Manager(s)	Rachel Mills

Service contact details

Service Telephone Number	01495717277
Service Contact Email Address	enquiries@hospiceofthevalleys.com

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 maintain open and frequent communication with all of the individuals using and their families. Our manager speaks to individuals and their families on a daily basis (Monday to Friday) which gives the opportunity for any discussions about the service to be had. Individuals are consulted in regards to what they would like the service to help them to achieve, which has then been formalised in their care plan. Our Hospice at Home HealthCare Support workers are also very much advocates for the individuals and will also communicate to management any feedback that they have received. Our Responsible Individual carries out visits to people using the service to discuss the service and any feedback which is then incorporated into their Quality of Care Reports. The Hospice at Home Service follows Hospice of the Valleys Complaint Procedure and copies are available to those that require it.</p>
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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	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	7
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	10	1

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	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
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
Care Worker	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
Care Worker	0	3

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	2	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
Care Worker	10	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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	10pm - 7am average 3 per night