

# Lovine Care Limited

## Annual Return 2025/2026

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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

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### Provider: Lovine Care Limited

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

### Service: Lovine Care Limited

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: Lovine Care Limited

### Provider summary

The provider was registered on:	22/12/2020
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	Staff employed by Lovine Care are required to complete an in depth induction which includes all training relevant to their job role prior to providing care to ensure they are knowledgeable and competent to carry out their role to a high standard. All staff are encouraged to familiarise themselves with our policies and procedures during the induction process (Safeguarding and Medication in particular.) All staff are required to refresh their training annually.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>Arrangements in place for recruiting staff during the last financial year include the use of Indeed, and using social media platforms such as Facebook and Instagram. We have also used our website.</p> <p>Recruitment and retention has been challenging over the past year. Lovine Care has recruited 5 members of staff but have suffered the loss of five members of staff who left due to personal commitments. To retain staff we strive to ensure that staff have a healthy work / home life balance.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Lovine Care Limited	Domiciliary Support Service	None

## Service: Lovine Care Limited

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/12/2020
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none"><li>Lovine Care Limited is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area</li><li>The responsible individual for this service is Charlotte Michelle June Irvine</li></ul>
How many people in total did the service provide care and support to during the last financial year?	14

### Service management

Responsible Individual(s)	Charlotte Irvine
Manager(s)	Charlotte Irvine

### Service contact details

Service Telephone Number	<a href="tel:01446393123">01446393123</a>
Service Contact Email Address	<a href="mailto:lovinecare@outlook.com">lovinecare@outlook.com</a>

### 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

All service users receive a copy of our Statement of Purpose and Service User Guide. All service users are consulted in relation to the operation of our service during the initial assessment and are updated of any changes as and when they occur. Service users receive regular check in's during their first month of receiving care from us to answer any questions they may have.

### 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?	£32.65
The maximum hourly rate payable during the last financial year?	£34.50

### 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	1
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)	7
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	6	0
Planner	1	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Planner	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
Planner	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
Planner	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
Planner	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
Senior Care Worker	0	0	0
Care Worker	0	0	0
Planner	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
Senior Care Worker	0	1
Care Worker	0	6
Planner	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
Senior Care Worker	1	0
Care Worker	4	2
Planner	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	1	0
Senior Care Worker	0	0
Care Worker	6	0
Planner	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	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	Day shift 07:15am-22:00pm 1 staff 2 days per week 08:00-14:00pm 3 days per week 1 staff
Care Worker	Day shift 07:15am-14:00pm 4 staff Night shift 16:00-22:00pm 2 staff