

LIVING HOPE SOCIAL 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: LIVING HOPE SOCIAL CARE LIMITED

Provider summary

The provider was registered on:	23/02/2023
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.	Living Hope maintained a structured and responsive approach to staff training to ensure our carers were fully equipped to deliver safe, person-centred care in clients' homes. Training needs were through supervisions, appraisals, and client feedback. Training covered mandatory and specialist topics. New staff completed a full induction, and ongoing support included competency checks and mentoring. Training was monitored and evaluated to ensure effectiveness and compliance.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Living Hope recruited staff through targeted adverts, streamlined interviews, and robust checks including DBS and references. New staff received a full induction with shadowing. To retain staff, the company offered regular supervision, ongoing training, flexible shifts, recognition, and clear progression paths. These efforts supported a positive work environment and encouraged long-term commitment from care staff.

Regulated services delivered by this provider

Service name	Service type	Type of care
Living Hope Social Care Limited	Domiciliary Support Service	None

Service: Living Hope Social Care Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/02/2023
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">LIVING HOPE SOCIAL CARE LIMITED is registered to provide a domiciliary support service in North Wales regional partnership areaThe responsible individual for this service is Petronellah MASEKO,
How many people in total did the service provide care and support to during the last financial year?	82

Service management

Responsible Individual(s)	Petronellah MASEKO,
Manager(s)	Petronellah MASEKO,

Service contact details

Service Telephone Number	07868290777
Service Contact Email Address	info@livinghopesocialcare.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

<p>During the last financial year, Living Hope Social Care engaged in ongoing consultation with individuals using our service, their families, and professionals. Regular face-to-face RI visits allowed service users to provide feedback and contribute to decisions around their care, routines, and service improvements. Care coordinators conducted weekly and monthly reviews to assess progress and update care plans, involving families and carers where appropriate. We maintained a clear, accessible process for raising concerns or suggestions, with prompt follow-up and action. These consultation methods ensured that service users' voices were heard and reflected in service planning. Our approach supports person centred care, promoting voice, choice, and control in all aspects of service delivery.</p>
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Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£12.80
The maximum hourly rate payable during the last financial year?	£15

Complaints processed by the service

Total number of formal complaints made during the last financial year	10
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	10

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Senior Care Worker	10	0
Care Worker	42	20

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Senior Care Worker	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
Senior Care Worker	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
Senior Care Worker	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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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	2	0	0
Senior Care Worker	10	0	0
Care Worker	31	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
Senior Care Worker	0	0
Care Worker	0	11

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Senior Care Worker	10	0
Care Worker	31	11

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	2
Senior Care Worker	0	0
Care Worker	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	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	day shift 9am to 5pm 4 staff
Care Worker	Day shift 7am to 10 pm average depending on the run as some runs are shorter than others 20 staff on average each day