

Llesiant Delta Wellbeing

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: Llesiant Delta Wellbeing

Provider summary

The provider was registered on:	01/03/2021
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 implement a comprehensive training program that commences with an in-depth induction, lasting 5-8 weeks which is reviewed to ensure its relevance and effectiveness. Regular supervision or well-being meetings are conducted to identify additional training needs, against a robust training and development policy this is also done through team meetings, best practice, and customer and staff surveys. The assessment of training is overseen by team leaders and the registered manager.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	These include offering competitive annual leave and pay benefits, career development and continuous training opportunities. The manager and team leaders strive to maintain a positive culture with clear communication pathways and feedback. We have a robust shortlisting and interview process, which results in the highest scoring candidates being successful in the post.

Regulated services delivered by this provider

Service name	Service type	Type of care
Llesiant Delta Wellbeing CONNECT	Domiciliary Support Service	None

Service: Llesiant Delta Wellbeing CONNECT

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/03/2021
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">Llesiant Delta Wellbeing is registered to provide a domiciliary support service in West Wales regional partnership areaThe responsible individual for this service is Samantha Jane Watkins
How many people in total did the service provide care and support to during the last financial year?	496

Service management

Responsible Individual(s)	Samantha Watkins
Manager(s)	Sarah Vaughan

Service contact details

Service Telephone Number	03003332222
Service Contact Email Address	info@deltawellbeing.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

<p>The service maintains a strong focus on engaging with service users, as well as staff and stakeholders to support the continuous improvement of service delivery. A range of communication channels are used to gather feedback, ensuring that individuals have regular opportunities to share their views on how the service operates. In addition to ongoing engagement, formal consultation takes place through annual surveys which are designed to assess satisfaction levels and identify opportunities for improvement. The feedback received from customers is overwhelmingly positive, with 92% expressing a high level of satisfaction with the service they received. 92% of customers rated the staff as excellent for politeness, 88% commended the staff for their excellent listening skills, and 81% praised the staff for their ability to clearly explain the support packages to them. These efforts reflect our commitment to maintaining high standards through active consultation and 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?	£32.34
The maximum hourly rate payable during the last financial year?	£32.34

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)	30
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	26	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
Supervisory Staff (not providing direct care)	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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	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	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	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	Not relevant to this staff group	All staff have completed
Deputy Manager	All staff have completed	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	1	1	0
Care Worker	20	2	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	4	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
Supervisory Staff (not providing direct care)	2	0
Care Worker	20	6

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	23	3

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	1
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Morning 7am - 7pm, Late 10am - 7pm & Night Shift 7pm - 7am. Staff work on a 4 days of work followed by 4 days of rest. There is an average of 6 staff working during the day and a total of 4 staff working during the night.