

Before You Start

As part of your Annual Return, you are required to upload workforce information about your provider and services using a set of pre-defined templates.

All templates that apply to your provider and its associated services are available via the 'Workforce Templates' menu.

**Important**

- \* You must only use the templates provided within the 'Workforce Templates' menu.
- \* Only the templates provided will be accepted.
- \* Completed templates must be uploaded to the relevant sections of your return.

The information you upload will be checked and verified. You will not be able to successfully submit your Annual Return until all required templates have been uploaded and verified.

Please select the language(s) you want to publish the Annual Return in.

If you are a provider who provides or is working towards providing an 'Active Offer' of the Welsh Language, you may wish to complete and submit your Annual Return in both languages. If you select 'Both' all free text questions within the return will be displayed in both Welsh and English. You will be required to enter both the Welsh and English text into the corresponding answer box allowing you to publish the return in both languages.

If you select 'English' all free text questions will be displayed in English only.

If you select 'Welsh' all free text questions will be displayed in Welsh only.

Note: You are able to change the language of publication at any point prior to submission.

In which language(s) do you want to publish the Annual Return?	English
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Provider Details

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31 March 2026.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Abc Care Newport Ltd	
The provider was registered on:	22/05/2025	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Abc Care Newport	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/05/2025
	Responsible Individual(s)	Lisa Shane
	Manager(s)	Gail Sherrard
	Partnership Area	Gwent
	Service Conditions	Abc Care Newport Ltd is registered to provide a domiciliary support service in Gwent regional partnership area The responsible individual for this service is Lisa Elizabeth Cathleen Shane

Provider Profile

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the provider and answer all questions.

Provider Name	Abc Care Newport Ltd
Is the Provider Name correct?	Yes
Note: If the name of the provider has changed due to a change of legal entity, you must contact the CIW Registration Team immediately on 0300 7900 126 and select Option 1, when prompted to do so.	

Registered Company Number	15773249
Is the Registered Company Number correct?	Yes

Registered provider's primary address:	57b Lower Dock Street, Newport, NP20 1EF
Is the registered provider's address correct?	Yes
Note: If the address of the organisation has changed due to a change of legal entity, please contact the Registration Team on 0300 7900 126 and select Option 1, when prompted to do so.	

The information displayed below details your service provider's contact details and preferred language of communication. Please check the information held by CIW is correct.

**Please Note:** If the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the provider telephone number, email address and preferred language of communications correct?' and follow the onscreen instructions to update your provider profile.

Provider Telephone Number	01633 766229
Provider Telephone Number	abccarenewport@hotmail.com
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of communication for telephone calls	English
Preferred language of written communication (including emails and letters)	English
Website address	www.abccarenewport.co.uk
Are the provider telephone number, email address and preferred language of communications correct?	Yes

The following sets out a list of organisation officers associated with your organisation as registered with Companies House i.e. Directors, Trustees.

	Lisa Shane (Similar Officer) Rafiq Tufail (Director) Mahfooza Tufail (Director)
Is the list of organisational officers correct?	Yes

The following sets out the conditions that CIW have imposed upon your registration. Imposed conditions are in addition to the standard conditions for example reduced capacity numbers.

The conditions imposed upon the service provider	There are no imposed conditions associated to this provider
Is the above information correct?	Yes

The following lists all regulated services the service provider is registered to provide

Name of Service	1st Line of Address	Service Type
Abc Care Newport	57b Lower Dock Street	Domiciliary Support Service
Is the list of regulated services correct?		Yes

#### Training and Workforce Planning

Information about training and workforce planning.

**Please Note!** When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.

If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.

All new staff complete a comprehensive induction aligned with recognised care standards, including mandatory training such as safeguarding, medication administration, moving and handling, Health & Safety including COSHH, Food Hygiene, First Aid, Person-centred care. We support staff to complete their AWIF (All Wales Induction Framework) and to achieve recognised qualifications (e.g. NVQ in Health and Social Care) and provide continuous professional development through regular refresher training

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.

If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.

We operate a proactive and values-based recruitment approach to attract compassionate, reliable, and competent care staff. Our methods include advertising through local job platforms, Social media, community networks, and partnerships with local Job centres, training providers. All candidates are subject to a thorough selection process, including structured interviews, reference checks, share code checks and enhanced DBS screening ensuring suitability for working with vulnerable individuals.

#### People at the provider

Use this section to upload the workforce information about people who work at the provider. It is important that the workforce information you provide is only about those people working in Wales.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the provider.

Please upload the workforce information for this provider	ciw_ar2026_providerworkforce_nonla_en.xlsx
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#### Service Profile

##### Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Abc Care Newport
Is the registered service name correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

**PLEASE NOTE:** if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Primary address from where the service is being delivered from is:	57b Lower Dock Street, Newport, NP20 1EF
Additional addresses from which the service delivered from:	
Service Telephone Number	01633 766229
Service Telephone Number	abccarenewport@hotmail.com
Website address	www.abccarenewport.co.uk
What is the main language through which the service is provided?	English

Are the service's address, contact details, agreed consent and preferred language of communication correct?	Yes
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#### People At The Service

List of the designated Responsible Individual(s) for this regulated service.	
Responsible Individual(s)	Lisa Shane
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service	
Service Managers	Gail Sherrard
Are the service managers correct?	Yes

The total number of full time equivalent posts at the service (as at 31 March)	6
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Use this section to upload the workforce information about people who work at this service.  The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.	
Please upload your complete 'Service Workforce'	ciw_ar2026_serviceworkforce_en (1).xlsx

#### Statement of Purpose

The average number of domiciliary hours currently provided by the service on a weekly basis is:	251 - 500
We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection..  <i>This information is used in the CIW directory to help people find appropriate care services.</i>	
The most recent Statement of Purpose was submitted to CIW on	20/05/2025

Does CIW currently have your most up to date Statement of Purpose?

Yes

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	31
How many people were being provided care and support by the service as at 31 March?	23

### Fees Charged

The minimum hourly rate payable during the last financial year?	24
The maximum hourly rate payable during the last financial year?	32
How many hours of care and support was provided in the last week of the financial year?	119
If you wish to add further detail or comment regarding the scale of charges please do so below	Unfortunately we have failed at present to become an approved provider for the local authorities within the Gwent Regional Partnership Board but have recently been able to submit a tender to be considered with NCC During this very difficult timeframe we have had to substantially reduce our fees to be competitive to gain packages of care within the private sector to maintain the service and remain buoyant within the domiciliary social care framework.

### Complaints

#### Service complaints and arrangements for consulting people who use the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes

**Please Note!** When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?  If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	During assessment the service user is at the heart of this process and consulted on how they prefer their care to be delivered. Service user guides provided to each service user. We conduct Monthly quality audits with service user/ NOK. Reviews as and when needed if identified needs have changed otherwise conduct 3 monthly reviews ( within compliance )to ensure care needs remain the same or have changed and draw up an amended service delivery plan.
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### Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate 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.

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

**Please Note!** The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Declare & Submit

**Please Note!** Important: You do not have the required permissions to complete this section or submit the provider's Annual Return.

Any Responsible Individual (or another organisational officer not designated as the RI) within the Service Provider is permitted to complete the Service Provider Declaration and Submit the completed Annual Return to CIW



I declare the information provided within this Annual Return is true to the best of my knowledge.

**Please Note!** In completing this form, you agree that the publication of any information you provide in your responses is compliant with UK GDPR.



I confirm the information I have provided does not include any inflammatory language, personal data, or information by which an individual can be identified. I understand the information provided will be published by CIW and I am satisfied that any information I have provided is compliant with UK GDPR for this purpose.