

3 Circles 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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Service: 3 Circles Care Limited

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Provider: 3 Circles Care Limited

Provider summary

The provider was registered on:	18/02/2019
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 use Redcrier, an online training provider for our staff training. From this, we download a training matrix which gives us an overview of staff who have completed all certificates and staff who have certificates outstanding. We regularly review the daily reports prepared by staff after service user visits and we also carry out spot checks. We arrange for additional training or shadowing as applicable if spot checks or reports identify a lack of competency or confidence in certain areas.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment still proves to be very challenging. We currently have credit on Totaljobs for another 6 advertisements. However, advertising via Facebook, and asking for referrals from current staff have proved to be the best strategy. If we recruit someone who has been introduced by a member of our own staff and the new recruit passes the recruitment/induction process and remains employed with the company for a minimum of 6 months then the person who has introduced them receives a monetary bonus.

Regulated services delivered by this provider

Service name	Service type	Type of care
3 Circles Care Limited	Domiciliary Support Service	None
3 Circles Care Limited	Domiciliary Support Service	None

Service: 3 Circles Care Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/02/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	3 Circles Care Limited is registered to provide a domiciliary support service in Gwent regional partnership area - The responsible individual for this service is Mary Heidi Charlton
How many people in total did the service provide care and support to during the last financial year?	30

Service management

Responsible Individual(s)	Mary Charlton
Manager(s)	Rosalie Thomas

Service contact details

Service Telephone Number	01873269273
Service Contact Email Address	info@3circlescare.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	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

We carry out quarterly quality assurance surveys from which we produce a Quality Assurance report. We offer our service users the opportunity to receive a copy of this report if they so wish; sadly, most are not interested in this. We also carry out quarterly care reviews. The care reviews ensure that any changes which are needed to the care plans are made and they also give our service users the opportunity to feed back to us with regard to the standard of service, attitude of staff, professionalism, competence and areas of our service which they feel need improvement. We encourage our service users to be open and honest with us with regard to any concerns they may have. We are a very small company, and the RI is generally the person who answers the telephone. This means that we provide a very personal service, and that complaints/concerns are dealt with from the top.

Compliance and quality statement

Inspected - Delivering Quality Care 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. 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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£33.75
The maximum hourly rate payable during the last financial year?	£35.50

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	15	5

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
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
Deputy 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	Working towards all staff completing	All staff have completed
Deputy 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
Deputy 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
Deputy 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
Deputy Manager	1	0	0
Care Worker	15	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
Care Worker	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
Care Worker	0	15

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
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
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	07.00 to 15.00 15.00 to 21.30

Service: 3 Circles Care Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/02/2019
Maximum number of places	0
Partnership Area	Powys
Service Conditions	3 Circles Care Limited is registered to provide a domiciliary support service in Powys regional partnership area - The responsible individual for this service is Mary Heidi Charlton
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Mary Charlton
Manager(s)	Rosalie Thomas

Service contact details

Service Telephone Number	01873269273
Service Contact Email Address	info@3circlescare.co.uk

Languages used at the service

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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£33.75
The maximum hourly rate payable during the last financial year?	£35.50

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	1
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)	2
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	15	5

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
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

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Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Care Worker	15	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
Care Worker	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
Care Worker	0	15

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
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
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	07.00 to 15.00 15.00 to 21.30