

Forever Kin Healthcare Ltd

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: Forever Kin Healthcare Ltd

Provider summary

The provider was registered on:	18/04/2024
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.	Each staff undertook a thorough and comprehensive induction process. Management and supervisors regularly evaluated/identified each employees' skill gap and areas for improvement through supervision, appraisal and feedback processes. Staff were encouraged to create individualized learning plans, outlining their career plans/goals. Staff were offered blended courses to bridge the gap- online and classroom and supported staff to undertake accredited learning like NVQ qualifications.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>The organisation focused on attracting candidates that share our values. Vacancies were advertised through targeted media outlets universities, word of mouth, indeed and government websites.</p> <p>We leveraged technology for efficient hiring, using applicant tracking systems, and optimizing job advertising. We outsourced specialist recruitment activities and offered competitive remuneration and professional development opportunities, mentorships, competitive working conditions to enhance job satisfaction.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Forever Kin Healthcare Ltd	Domiciliary Support Service	None

Service: Forever Kin Healthcare Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/04/2024
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Aquilina Rudo RusheshaForever Kin Healthcare Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership area
How many people in total did the service provide care and support to during the last financial year?	30

Service management

Responsible Individual(s)	Aquilina Rushesha
Manager(s)	Aquilina Rushesha

Service contact details

Service Telephone Number	01792 930181
Service Contact Email Address	info@forever-kin.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	<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 organisation engaged with service users and their families through various ways, underpinned by Reg 76. We ensured that this was person centred as well as adapted to suit the needs and abilities of the user. This included among others: Regular Surveys and Feedback forms- inviting service users to share their experiences and suggestions through structured questionnaires(adapted). Service user meetings-we held meetings with users and their circle of family and friends. These meetings included Care Planning and Review meetings as well as assessment meetings. Using communication books located in the service user home- ensuring that there is a constant visible interface- family, friends and other stakeholders We set up some of our user's family and friends on our monitoring platforms and thereby giving them real time engagement as part of our consultation strategy- they were able to comment/get input on a daily basis through logs. This was a huge success for clients with unique needs.</p>

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?	£22
The maximum hourly rate payable during the last financial year?	£27

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)	13
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	13	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
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
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	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
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
Care Worker	4	9	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
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
Care Worker	9	4

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
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
Care Worker	0	13

Typical shift patterns

Role type	Typical shift patterns
Care Worker	7am-10pm domiciliary shifts (start stop)for an average of 5 out of 7 days. Two days off.