ivolve CC 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: ivolve CC Ltd

Provider summary

The provider was registered on:	20/02/2019
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.	Ivolve has dedicated Learning and Development team, we have a training partner who supports staff and the service to identify training needs and roll out any training deemed necessary. Ivolve offers a comprehensive electronic learning management system, Learning Hub for e-learning, and an array of mandatory and developmental courses. In-house practical refreshers for Manual Handling, Positive Behavioural Support and Basic Life Support are completed and five day induction for new starters.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Ivolve has a dedicated People and Culture team, the Domcare@ East has a P&C partner who supports with all things personnel. The P and C team have a robust recruitment process in place to ensure safe recruitment, people must have a full employment history, an up-to-date DBS and references before they can be employed in the service. Each staff member has a 6 month induction booklet and staff retention is good with lots of staff benefits in place to reward and recognise good practice.

Regulated services delivered by this provider

Service name	Service type	Type of care
Domcare@Fieldbay (East)	Domiciliary Support Service	None

Service: Domcare@Fieldbay (East)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/02/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	• The responsible individual for this service is Jessica Lucy Hearne
How many people in total did the service provide care and support to during the last financial year?	32

Service management

Responsible Individual(s)	Jessica Hearne
Manager(s)	Tina Morgan, Alison Phipps

Service contact details

Service Telephone Number	01495240010
Service Contact Email Address	jessica.hearne@ivolve.care

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

There is an annual survey conducted to capture the "voices" of the people being supported in the service where they are encouraged to comment on the support they receive and any improvements they would like to see implemented. Also people have monthly "my meetings" where they are spoken to on an individual bases about the support they receive and how they would like to be supported going forward to achieve their desired outcomes, whether that is to do with hobbies and leisure activities, work/education their tenancy etc. Finally as the RI, I visit the service on a regular bases and conduct quarterly regulation 73 visits, where I routinely speak to the people being supported about the operation of the service and encourage people to share ideas about how the service could be developed to better meet their needs.

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.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£1077
The maximum hourly rate payable during the last financial year?	£4981

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	4

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	107

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	2
Care Worker	128	128

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	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
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	2	0	0
Care Worker	102	3	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	23	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Care Worker	80	48

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	1
Care Worker	105	23

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	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	9-21, 21, 9, 7am, 19pm, 19pm - 7am, 9 - 17