ivolve DC 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 DC Ltd

Provider summary

The provider was registered on:	26/04/2019
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 service 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 Limited	Domiciliary Support Service	None
Domcare@fieldbay ltd	Domiciliary Support Service	None

Service: Domcare@Fieldbay Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/05/2020
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
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?	38

Service management

Responsible Individual(s)	Jessica Hearne
Manager(s)	Gemma Lamoratta

Service contact details

Service Telephone Number	01792771850
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

An annual survey is conducted to capture the voices of the individuals we support. This survey invites them to share their thoughts on the quality of support they receive and suggest any improvements they would like to see. In addition, the survey is open to relatives and associated professionals, allowing them to provide valuable feedback on the service. Each person also participates in monthly "My Meetings," where they are engaged in one-on-one discussions about their current support and future aspirations. These conversations focus on areas such as hobbies, leisure activities, employment or education, and tenancy goals, ensuring that support is tailored to their individual needs and desired outcomes documented in istrive outcomes. Regular visits from RI to maintain regular communication with the individuals we support, encouraging them to share their ideas and perspectives on how the service can evolve 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?	£1167
The maximum hourly rate payable during the last financial year?	£3815

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	55

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Care Worker	59	59

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	1	0	0
Care Worker	54	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
Care Worker	5	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	37	22

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	54	5

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	8am - 21, 8 - 3, 3 -9, 8am - 21pm

Service: Domcare@fieldbay ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	26/04/2019
Maximum number of places	0
Partnership Area	West Glamorgan
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?	16

Service management

Responsible Individual(s)	Jessica Hearne
Manager(s)	Gemma Lamoratta

Service contact details

Service Telephone Number	01792 784081
Service Contact Email Address	jessica.hearne@ivolve.care

Languages used at the service

What is the main language through which the service is provided?	Both
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

An annual survey is conducted to capture the voices of the individuals we support. This survey invites them to share their thoughts on the quality of support they receive and suggest any improvements they would like to see. In addition, the survey is open to relatives and associated professionals, allowing them to provide valuable feedback on the service. Each person also participates in monthly "My Meetings," where they are engaged in one-on-one discussions about their current support and future aspirations. These conversations focus on areas such as hobbies, leisure activities, employment or education, and tenancy goals, ensuring that support is tailored to their individual needs and desired outcomes. Regular Reg 73 visits are completed to ascertain the feedback from people we support, colleagues and families, as the RI I maintain regular communication with individuals encouraging them to share their ideas and perspectives on how the home can evolve to better to meet needs of people

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?	£1617
The maximum hourly rate payable during the last financial year?	£3815

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	34

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Care Worker	34	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	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	1	0	0
Care Worker	25	4	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	5	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	21	13

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
Care Worker	34	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	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	8am - 21, 8 - 3, 3 -9, 8am - 21pm