

# Blue Heart Care Group Ltd

## Annual Return 2025/2026

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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: Blue Heart Care Group Ltd

### Provider summary

The provider was registered on:	19/02/2026
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	Training needs are identified through role requirements, regulation and supervision and the complexity of our clients. A training matrix within CareBeans/QCS tracks compliance and renewal. Engagement with policies is monitored, including time spent reviewing updates, supported by team meetings and knowledge checks. Training is delivered online and practically where required. All Wales Manual Handling will be completed in line with local authority requirements once service delivery begins.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Recruitment has not yet commenced as the service is in mobilisation, with workforce development aligned to confirmed demand. A robust safer recruitment process is in place, including full vetting, DBS and references. The service benefits from an established recruitment division. Retention is supported through fair working arrangements, avoidance of zero-hour contracts, structured induction, training, supervision, a good wage and ongoing staff engagement.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Blue Heart Homecare	Domiciliary Support Service	None

## Service: Blue Heart Homecare

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/02/2026
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none"><li>Blue Heart Care Group Ltd is registered to provide a domiciliary support service in Gwent regional partnership area</li><li>The responsible individual for this service is Jonathan Gary Freeman</li></ul>
How many people in total did the service provide care and support to during the last financial year?	0

### Service management

Responsible Individual(s)	Jonathan Freeman
Manager(s)	Gemma Lang

### Service contact details

Service Telephone Number	<a href="tel:01633646900">01633 646900</a>
Service Contact Email Address	<a href="mailto:gemma@blueheartcare.co.uk">gemma@blueheartcare.co.uk</a>

### 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

<p>As the service has not yet commenced delivery of care, there are currently no individuals receiving support to formally consult. However, arrangements are in place to ensure meaningful involvement from the outset. Feedback will be gathered through CareBeans, enabling automated questionnaires to individuals, families and professionals at set intervals. A daily "face gauge" will also be used during visits to capture real-time feedback. Staff feedback will be sought on an ongoing basis. Planned spot visits will allow senior staff to observe practice and engage directly with individuals. In addition, individuals will be offered the opportunity to provide feedback as part of regulatory visits, arranged in advance and, with consent, completed face to face or via telephone.</p>
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### Compliance and quality statement

<p><b>Not Inspected - Strong Internal Checks</b></p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£0

### 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)	1
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#### Posts and vacancies

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

#### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	All staff have completed

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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

#### 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

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0

#### Staff qualifications

#### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1

**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