

Annual Return 2025/2026

Before You Start

As part of your Annual Return, you are required to upload workforce information about your provider and services using a set of pre-defined templates.

All templates that apply to your provider and its associated services are available via the 'Workforce Templates' menu.

Important

* You must only use the templates provided within the 'Workforce Templates' menu.

* Only the templates provided will be accepted.

* Completed templates must be uploaded to the relevant sections of your return.

The information you upload will be checked and verified. You will not be able to successfully submit your Annual Return until all required templates have been uploaded and verified.

Please select the language(s) you want to publish the Annual Return in.

If you are a provider who provides or is working towards providing an 'Active Offer' of the Welsh Language, you may wish to complete and submit your Annual Return in both languages. If you select 'Both' all free text questions within the return will be displayed in both Welsh and English. You will be required to enter both the Welsh and English text into the corresponding answer box allowing you to publish the return in both languages.

If you select 'English' all free text questions will be displayed in English only.

If you select 'Welsh' all free text questions will be displayed in Welsh only.

Note: You are able to change the language of publication at any point prior to submission.

In which language(s) do you want to publish the Annual Return?	English
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Provider Details

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31 March 2026.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Comfort Care Recruitment and Training Limited	
The provider was registered on:	07/03/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Comfort Care Recruitment and Training Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	07/03/2023
	Responsible Individual(s)	
	Manager(s)	Ambrose Isibor
	Partnership Area	Cardiff and Vale
	Service Conditions	Comfort Care Recruitment and Training Limited is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area Comfort Care Recruitment and Training Limited is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the provider and answer all questions.

Provider Name	Comfort Care Recruitment and Training Limited
Is the Provider Name correct? Note: If the name of the provider has changed due to a change of legal entity, you must contact the CIW Registration Team immediately on 0300 7900 126 and select Option 1, when prompted to do so.	Yes

Registered Company Number	9960838
Is the Registered Company Number correct?	Yes

Registered provider's primary address:	Wellington House , Wellington Street , Atlas Road , Cardiff , CF11 9BE
Is the registered provider's address correct? Note: If the address of the organisation has changed due to a change of legal entity, please contact the Registration Team on 0300 7900 126 and select Option 1, when prompted to do so.	Yes

The information displayed below details your service provider's contact details and preferred language of communication. Please check the information held by CIW is correct.

Please Note: If the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the provider telephone number, email address and preferred language of communications correct?' and follow the onscreen instructions to update your provider profile.

Provider Telephone Number	02922676695
Provider Telephone Number	cardiff@comfortrecruitmentltd.com
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of communication for telephone calls	English
Preferred language of written communication (including emails and letters)	English
Website address	https://comfortcarerecruitmentandtrainingltd.com/
Are the provider telephone number, email address and preferred language of communications correct?	Yes

The following sets out a list of organisation officers associated with your organisation as registered with Companies House i.e. Directors, Trustees.

	Ambrose Isibor (Director) Benson Ozour (Director) Anita Chiwe (Company Secretary) Ambrose Isibor (Director)
Is the list of organisational officers correct?	Yes

Details of Holding Company

Name of Holding Company	COMFORT CARE RECRUITMENT AND TRAINING LTD
Company Number	9960838

Holding Company address	310 High Street, Croydon, CR0 1NG
Is the holding company address correct?	Yes

The following sets out the conditions that CIW have imposed upon your registration. Imposed conditions are in addition to the standard conditions for example reduced capacity numbers.

The conditions imposed upon the service provider	There are no imposed conditions associated to this provider
Is the above information correct?	Yes

The following lists all regulated services the service provider is registered to provide

Name of Service	1st Line of Address	Service Type
Comfort Care Recruitment and Training Limited	W2 Business Centre, First Floor, Clare Road Suite	Domiciliary Support Service
Is the list of regulated services correct?		Yes

Training and Workforce Planning

Information about training and workforce planning.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	Comfort Care Recruitment & Training Limited's Training and Development Policy supports all staff learning needs. A Reflective Learning Record captures key learning and safe practice. Training is delivered through My Learning Cloud, in collaboration with Cardiff Care Academy, and external providers offering Health and Social Care Wales principles, AWIF, NVQ development, and person-centred training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	CCRT strengthened recruitment and retention through partnerships with Cardiff Care Academy and Insignia Global, securing qualified HCAs and SHCAs. We attended roadshows and used social media, our website, LinkedIn and flyers to attract candidates. Staff wellbeing was supported by Evolving Minds, with collaborative reflection sessions and recognition events, including HCA of the Year.

People at the provider

Use this section to upload the workforce information about people who work at the provider. It is important that the workforce information you provide is only about those people working in Wales.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the provider.

Please upload the workforce information for this provider	Workforce information_CIW.xlsx
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Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Comfort Care Recruitment and Training Limited
Is the registered service name correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Primary address from where the service is being delivered from is:	W2 Business Centre, First Floor, Clare Road Suite, Wellington House, Wellington Street, Cardiff, CF11 9BE
Additional addresses from which the service delivered from:	
Service Telephone Number	02922676695
Service Contact Email Address	cardiff@comfortrecruitmentltd.com
Website address	https://comfortcarerecruitmentandtrainingltd.com/
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	
Non-verbal communication methods used at the service	
What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	Both
Are the service's address, contact details, agreed consent and preferred language of communication correct?	Yes

People At The Service

List of the designated Responsible Individual(s) for this regulated service.

Responsible Individual(s)	Ambrose Isibor
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service

Service Managers	Ambrose Isibor
Are the service managers correct?	Yes

The total number of full time equivalent posts at the service (as at 31 March)	16
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Use this section to upload the workforce information about people who work at this service.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.

Please upload your complete 'Service Workforce'	ciw_ar2026_serviceworkforce_en.xlsx
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Statement of Purpose

The average number of domiciliary hours currently provided by the service on a weekly basis is:	0 - 250
We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection.. <i>This information is used in the CIW directory to help people find appropriate care services.</i>	
The most recent Statement of Purpose was submitted to CIW on	09/07/2022
Does CIW currently have your most up to date Statement of Purpose?	Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
How many people were being provided care and support by the service as at 31 March?	23

Fees Charged

The minimum hourly rate payable during the last financial year?	23.80
The maximum hourly rate payable during the last financial year?	23.80
How many hours of care and support was provided in the last week of the financial year?	245
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use the service	
Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
Is the information about complaints correct?	Yes

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?.

If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.

Individuals, families, friends and NOK were fully informed of our policies and procedures, including how to raise complaints, compliments or comments. Where concerns arose, CCRT applied Duty of Candour to act openly and put matters right. In line with the Social Services and Well-being (Wales) Act 2014 and CIW Regulations, we ensured people had voice, choice and control in shaping their care. Consultation arrangements included the use of our care management system, OnCare, service questionnaires, feedback forms, review meetings and RI visits. Regular spot checks, meet-and-greet sessions and welfare checks provided further opportunities for people to express their views. These mechanisms ensured continuous engagement and supported a responsive, person-centred service throughout the financial year.

Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate statement.

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.

I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Disclaimer

IMPORTANT

This PDF provides an opportunity to review the content of your draft Annual Return before formal submission. The Annual Return is only deemed as submitted once the 'Declare and Submit' section of the webform has been completed and the return formally submitted.