

Action Deafness

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.

Contents

[Provider: Action Deafness](#)

[Provider summary](#)
[Training and workforce planning arrangements](#)
[Regulated services delivered by this provider](#)

[Service: Action Deafness Specialist Support Services – Powys](#)

[Service summary](#)
[Service management](#)
[Service contact details](#)
[Languages used at the service](#)
[Engagement with people using the service](#)
[Compliance and quality statement](#)
[Fees charged by the service](#)
[Complaints processed by the service](#)
[Staff working at the service](#)

[Service: Action Deafness Specialist Support Services – Cardiff and Vale](#)

[Service summary](#)
[Service management](#)
[Service contact details](#)
[Languages used at the service](#)
[Engagement with people using the service](#)
[Compliance and quality statement](#)
[Fees charged by the service](#)
[Complaints processed by the service](#)
[Staff working at the service](#)

[Service: Action Deafness Specialist Support Services – Cwm Taff Morgannwg](#)

[Service summary](#)
[Service management](#)
[Service contact details](#)
[Languages used at the service](#)
[Engagement with people using the service](#)
[Compliance and quality statement](#)
[Fees charged by the service](#)
[Complaints processed by the service](#)
[Staff working at the service](#)

[Service: Action Deafness Specialist Support Services – West Wales](#)

[Service summary](#)
[Service management](#)
[Service contact details](#)
[Languages used at the service](#)
[Engagement with people using the service](#)
[Compliance and quality statement](#)
[Fees charged by the service](#)
[Complaints processed by the service](#)
[Staff working at the service](#)

[Service: Action Deafness Specialist Support Services – West Glamorgan](#)

[Service summary](#)
[Service management](#)
[Service contact details](#)
[Languages used at the service](#)
[Engagement with people using the service](#)
[Compliance and quality statement](#)
[Fees charged by the service](#)
[Complaints processed by the service](#)
[Staff working at the service](#)

[Service: Action Deafness Specialist Support Services – Gwent](#)

[Service summary](#)

Service management

Service contact details

Languages used at the service

Engagement with people using the service

Compliance and quality statement

Fees charged by the service

Complaints processed by the service

Staff working at the service

Provider: Action Deafness

Provider summary

The provider was registered on:	27/02/2025
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.	Training needs were identified through supervision and annual appraisals. A training matrix ensures staff complete mandatory areas such as safeguarding. New starters receive inductions, and managers carry out observations and spot checks. Learning from incidents and complaints informs ongoing training. Delivery includes face-to-face sessions, e-learning, and on-the-job coaching and mentoring.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment wasn't required due to strong retention, though safe recruitment processes are in place if needed. These include full applications, employment-history checks, structured interviews, DBS and right-to-work checks, and two references. Staff retention is supported through supervision, appraisals, CPD, training, wellbeing support, flexible working, and strong communication.

Regulated services delivered by this provider

Service name	Service type	Type of care
Action Deafness Specialist Support Services – Gwent	Domiciliary Support Service	None
Action Deafness Specialist Support Services – Cardiff and Vale	Domiciliary Support Service	None
Action Deafness Specialist Support Services – Cwm Taff Morgannwg	Domiciliary Support Service	None
Action Deafness Specialist Support Services – West Glamorgan	Domiciliary Support Service	None
Action Deafness Specialist Support Services – West Wales	Domiciliary Support Service	None
Action Deafness Specialist Support Services – Powys	Domiciliary Support Service	None

Service: Action Deafness Specialist Support Services – Powys

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/02/2025
Maximum number of places	0
Partnership Area	Powys
Service Conditions	- Action Deafness is registered to provide a domiciliary support service in Powys regional partnership area - The responsible individual for this service is Christopher Reid
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Christopher Reid
Manager(s)	Kate Galloway

Service contact details

Service Telephone Number	01443485687
Service Contact Email Address	cathbooth@actiondeafness.org.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	British Sign Language
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

People were involved in a consultation event run by Llais prior to the transfer of service provision from AT to AD * this transfer happened on December 2025 . Letters were drafted explaining the changes , asking for consent to receive support and given out to clients by the relevant staff team members . Staff ask clients for regular feedback and the manager or deputy has attended meetings/ reviews with SSD as requested . AD are currently working on our formal feedback document/ BSL video and this will be sent out in the summer .
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Compliance and quality statement

Not Inspected - Strong Internal Checks 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. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£37.50
The maximum hourly rate payable during the last financial year?	£37.50

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)	4.42
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	3	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

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
Deputy Manager	1	0	0
Care Worker	3	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
Deputy 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
Deputy Manager	1	0
Care Worker	2	1

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
Deputy Manager	1	0
Care Worker	3	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
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	9-6 pm weekdays , some weekend nd evening work . No of staff per shifts varies as is Outreach work so 121 in community

Service: Action Deafness Specialist Support Services – Cardiff and Vale

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/02/2025
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- Action Deafness is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area - The responsible individual for this service is Christopher Reid
How many people in total did the service provide care and support to during the last financial year?	12

Service management

Responsible Individual(s)	Christopher Reid
Manager(s)	Kate Galloway

Service contact details

Service Telephone Number	01443485687
Service Contact Email Address	cathbooth@actionondeafness.org.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	British Sign Language
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

People were involved in a consultation event run by Llais prior to the transfer of service provision from AT to AD * this transfer happened on December 2025 . Letters were drafted explaining the changes , asking for consent to receive support and given out to clients by the relevant staff team members . Staff ask clients for regular feedback and the manager or deputy has attended meetings/ reviews with SSD as requested . AD are currently working on our formal annual feedback document/ BSL video and this will be sent out in the summer .

Compliance and quality statement

Not Inspected - Strong Internal Checks 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. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£37.50
The maximum hourly rate payable during the last financial year?	£37.50

Complaints processed by 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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	4.42
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	3	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

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
Deputy Manager	1	0	0
Care Worker	3	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
Deputy 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
Deputy Manager	1	0
Care Worker	2	1

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
Deputy Manager	1	0
Care Worker	3	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
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	9-6 pm weekdays , some weekend nd evening work . No of staff per shifts varies as is Outreach work so 121 in community

Service: Action Deafness Specialist Support Services – Cwm Taff Morgannwg

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/02/2025
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	- Action Deafness is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area - The responsible individual for this service is Christopher Reid
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Christopher Reid
Manager(s)	Kate Galloway

Service contact details

Service Telephone Number	01443485687
Service Contact Email Address	cathbooth@actionondeafness.org.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	British Sign Language
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

People were involved in a consultation event run by Llais prior to the transfer of service provision from AT to AD * this transfer happened on December 2025 . Letters were drafted explaining the changes , asking for consent to receive support and given out to clients by the relevant staff team members . Staff ask clients for regular feedback and the manager or deputy has attended meetings/ reviews with SSD as requested . AD are currently working on our formal annual feedback document/ BSL video and this will be sent out in the summer .

Compliance and quality statement

Not Inspected - Strong Internal Checks 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. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£37.50
The maximum hourly rate payable during the last financial year?	£37.50

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)	4.42
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	3	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

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
Deputy Manager	1	0	0
Care Worker	3	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
Deputy 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
Deputy Manager	1	0
Care Worker	2	1

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
Deputy Manager	1	0
Care Worker	3	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
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	9-6 pm weekdays , some weekend nd evening work . No of staff per shifts varies as is Outreach work so 121 in community

Service: Action Deafness Specialist Support Services – West Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/02/2025
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	- Action Deafness is registered to provide a domiciliary support service in West Wales regional partnership area - The responsible individual for this service is Christopher Reid
How many people in total did the service provide care and support to during the last financial year?	13

Service management

Responsible Individual(s)	Christopher Reid
Manager(s)	Paula Allen

Service contact details

Service Telephone Number	01443485687
Service Contact Email Address	cathbooth@actiondeafness.org.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	British Sign Language
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

People were involved in a consultation event run by Llais prior to the transfer of service provision from AT to AD * this transfer happened on October 1st 2025 . Letters were drafted explaining the changes , asking for consent to receive support and given out to clients by the relevant staff team members . Staff ask clients for regular feedback and the manager or deputy has attended meetings/ reviews with SSD as requested . AD are currently working on our formal annual feedback document/ BSL video and this will be sent out in the summer .
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Compliance and quality statement

Not Inspected - Strong Internal Checks 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. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£43.75
The maximum hourly rate payable during the last financial year?	£43.75

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)	4.49
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Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Manual Handling and Safeguarding

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Senior Care Worker	1	0	0
Care Worker	4	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
Senior Care Worker	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
Senior Care Worker	0	1
Care Worker	1	3

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
Senior Care Worker	0	1
Care Worker	1	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
Senior Care Worker	0	0
Care Worker	0	3

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 9-5pm 1 staff
Care Worker	Day shift 9-5pm 3 staff, Day shift 9-2pm 1 staff

Service: Action Deafness Specialist Support Services – West Glamorgan

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/02/2025
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	- Action Deafness is registered to provide a domiciliary support service in West Glamorgan regional partnership area - The responsible individual for this service is Christopher Reid
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Christopher Reid
Manager(s)	Kate Galloway

Service contact details

Service Telephone Number	01443485687
Service Contact Email Address	cathbooth@actionondeafness.org.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	British Sign Language
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

People were involved in a consultation event run by Llais prior to the transfer of service provision from AT to AD * this transfer happened on December 2025 . Letters were drafted explaining the changes , asking for consent to receive support and given out to clients by the relevant staff team members . Staff ask clients for regular feedback and the manager or deputy has attended meetings/ reviews with SSD as requested . AD are currently working on our formal annual feedback document/ BSL video and this will be sent out in the summer .

Compliance and quality statement

Not Inspected - Strong Internal Checks 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. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£37.50
The maximum hourly rate payable during the last financial year?	£37.50

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)	4.42
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	3	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

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
Deputy Manager	1	0	0
Care Worker	3	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
Deputy 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
Deputy Manager	1	0
Care Worker	2	1

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
Deputy Manager	1	0
Care Worker	3	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
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	9-6 pm weekdays , some weekend nd evening work . No of staff per shifts varies as is Outreach work so 121 in community

Service: Action Deafness Specialist Support Services – Gwent

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/02/2025
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- Action Deafness is registered to provide a domiciliary support service in Gwent regional partnership area - The responsible individual for this service is Christopher Reid
How many people in total did the service provide care and support to during the last financial year?	10

Service management

Responsible Individual(s)	Christopher Reid
Manager(s)	Kate Galloway

Service contact details

Service Telephone Number	01443485687
Service Contact Email Address	cathbooth@actiondeafness.org.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	British Sign Language
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

People were involved in a consultation event run by Llais prior to the transfer of service provision from AT to AD * this transfer happened on December 2025 . Letters were drafted explaining the changes , asking for consent to receive support and given out to clients by the relevant staff team members . Staff ask clients for regular feedback and the manager or deputy has attended meetings/ reviews with SSD as requested . AD are currently working on our formal annual feedback document/ BSL video and this will be sent out in the summer .

Compliance and quality statement

Not Inspected - Strong Internal Checks 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. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£37.50
The maximum hourly rate payable during the last financial year?	£37.50

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)	4.42
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	3	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

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
Deputy Manager	1	0	0
Care Worker	3	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
Deputy 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
Deputy Manager	1	0
Care Worker	2	1

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
Deputy Manager	1	0
Care Worker	3	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
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	9-6 pm weekdays , some weekend nd evening work . No of staff per shifts varies as is Outreach work so 121 in community