

SL Healthcare Agency 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: SL Healthcare Agency Ltd

Provider summary

The provider was registered on:	10/01/2024
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.	At SL Healthcare Care Service, we are committed to a robust approach to staff training and development. We conduct quarterly supervision sessions and integrate annual appraisals into our comprehensive training analysis, ensuring that every employee receives ongoing support and clear performance feedback. We also prioritize individual training requests by offering flexible learning options. Staff can choose between face-to-face sessions or online courses, empowering them to enhance their skill se
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment and retention are critical challenges in agency management, impacting the overall success and stability of our operations. To address these challenges, SL Healthcare Service has implemented several strategies, including increased hourly rates and guaranteed contracts, providing stability and competitive compensation. We have introduced flexible working hours to accommodate our employees' diverse needs, boosting morale and recognizing hard work through staff raffles and 'Employee of t

Regulated services delivered by this provider

Service name	Service type	Type of care
SL Healthcare Agency	Domiciliary Support Service	None
SL Healthcare Agency Ltd	Domiciliary Support Service	None

Service: SL Healthcare Agency

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/03/2024
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- SL Healthcare Agency Ltd is registered to provide a domiciliary support service in Gwent regional partnership area - The responsible individual for this service is Seham Abdulghani Laksari
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Seham Laksari
Manager(s)	Andrew Davis

Service contact details

Service Telephone Number	02920 028732
Service Contact Email Address	infoslagency2020@gmail.com

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

Meeting with the service user and their family before starting care is a crucial step in understanding their needs and preferences. By explaining the requests from the social worker team and matching the carer with the service user, we ensure a more personalized approach. Our focus on creating outcomes for the service user and planning care around these goals demonstrates a strong commitment to individual needs. Regularly reviewing care plans every three months and inviting all stakeholders to these reviews is a proactive way to assess how well the outcomes are being met. This practice not only allows for necessary modifications but also empowers the service user by ensuring their voice is heard and their input is valued. Such dedication to responsiveness can greatly enhance the quality of care provided. Client feedback is crucial to our continuous improvement and success. We gather this feedback through quarterly reviews, and during daily interactions with clients and their families.

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.
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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)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	20	0
Planner	1	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
Planner	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
Planner	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
Planner	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
Planner	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
Planner	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	20	0	0
Planner	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
Care Worker	0	0
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	15	5
Planner	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	1	0
Care Worker	2	0
Planner	0	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	18	0
Planner	1	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day shift, 8am - 8pm

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	10/01/2024
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- SL Healthcare Agency Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area - The responsible individual for this service is Seham Abdulghani Laksari
How many people in total did the service provide care and support to during the last financial year?	23

Service management

Responsible Individual(s)	Seham Laksari
Manager(s)	Andrew Davis

Service contact details

Service Telephone Number	02920028732
Service Contact Email Address	infoslagency2020@gmail.com

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

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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.80
The maximum hourly rate payable during the last financial year?	£23.80

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)	15
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	20	0
Planner	1	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
Planner	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
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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	20	0	0
Planner	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
Care Worker	0	0
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	15	5
Planner	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	1	0
Care Worker	2	0
Planner	0	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	18	0
Planner	1	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day shift, 8am - 8pm