

# ALTIME CARE 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: ALTIME CARE LTD

### Provider summary

The provider was registered on:	23/01/2026
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>	Altime Care was only registered this year. However, Regular Annual Appraisals, Supervisions and spot checks to identify training needs and to plan delivery are in place. Comprehensive training modules are available for staff through our e-learning partners. We utilize Internal training suite with highly trained individuals.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	We run recruitment campaigns via job boards, social media, and job centres. We offer competitive pay, structured onboarding, and ongoing training. Staff benefit from retention bonuses, recognition and referral schemes. We also provide flexible rotas, wellbeing initiatives, and use exit interviews and feedback to improve retention.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Altime Care Ltd (West Wales)	Domiciliary Support Service	None

## Service: Altime Care Ltd (West Wales)

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/01/2026
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none"><li>ALTIME CARE LTD is registered to provide a domiciliary support service in West Wales regional partnership area</li><li>The responsible individual for this service is Prince ADU-AFFUL</li></ul>
How many people in total did the service provide care and support to during the last financial year?	7

### Service management

Responsible Individual(s)	Prince ADU-AFFUL
Manager(s)	Nicholas Davies

### Service contact details

Service Telephone Number	<a href="tel:07539551972">07539551972</a>
Service Contact Email Address	<a href="mailto:Prince@altimecare.com">Prince@altimecare.com</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

3 MONTHLY REVIEWS ANNUAL FEEDBACK SURVEY FOR QUALITY ASSURANCE
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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?	£20
The maximum hourly rate payable during the last financial year?	£26

### 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)	0
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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	4	5

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
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

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
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

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
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

#### 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	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

### 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	0	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	4

#### 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	0	4

#### 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	4	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	Day shift 7am-9.30pm, 4 Staff