

## 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:	Evolving Care Limited	
The provider was registered on:	10/04/2025	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Evolving Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/04/2025
	Responsible Individual(s)	Carol Vickers
	Manager(s)	ANNE PORTER
	Partnership Area	North Wales
	Service Conditions	Evolving Care Limited is registered to provide a domiciliary support service in North Wales regional partnership area The responsible individual for this service is Carol Vickers

### Provider Profile

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	Evolving Care Limited
Is the Provider Name correct?	Yes
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.	

Registered Company Number	08075731
Is the Registered Company Number correct?	Yes

Registered provider's primary address:	196 Edleston Road, Crewe, CW2 7EP
Is the registered provider's address correct?	Yes
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.	

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	01270 448336
Provider Telephone Number	cvickers@evolvingcare.co.uk
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	www.evolvingcare.co.uk
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.

	Carol Vickers (Director) Lance Vickers (Director)
Is the list of organisational officers 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
Evolving Care Ltd	110 High Street	Domiciliary Support Service
Is the list of regulated services correct?		Yes

#### Training and Workforce Planning

Information about training and workforce planning.

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.

During the last financial year, Evolving Care maintained a structured and systematic approach to identifying, planning and meeting the training and development needs of all staff.

##### 1. Identifying Training Needs

Training needs were identified through a combination of strategic, organisational and individual-level processes, ensuring alignment with service objectives and regulatory requirements

2. Senior management retained oversight through regular reporting

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.

During the last financial year, Evolving Care maintained robust arrangements for the recruitment and retention of staff to ensure safe, high quality and person centred care, in line with the Care Inspectorate Wales (CIW) expectations and Regulations 2016

Recruitment was informed by ongoing workforce planning, considering service demand, dependency levels, skills mix and continuity of care. This supported CIW outcomes relating to sufficient staffing and safe care delivery.

#### 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

ciw\_ar2026\_providerworkforce\_nonla\_en.xlsx

#### 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	Evolving Care Ltd
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:	110 High Street, Prestatyn, LL19 9BH
Additional addresses from which the service delivered from:	
Service Telephone Number	01745421885
Service Contact Email Address	cvickers@evolvingcare.co.uk
Website address	
What is the main language through which the service is provided?	English
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?	English
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)	Carol Vickers
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service

Service Managers	ANNE PORTER
Are the service managers correct?	Yes

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

13

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:

251 - 500

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	10/04/2025
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?	37
How many people were being provided care and support by the service as at 31 March?	36

##### Fees Charged

The minimum hourly rate payable during the last financial year?	29.50
The maximum hourly rate payable during the last financial year?	29.50
How many hours of care and support was provided in the last week of the financial year?	450
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	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?.</p> <p>If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.</p>	<p>Summary</p> <p>During the last financial year, the service used a combination of surveys, meetings, individual reviews, feedback mechanisms, and inclusive consultation practices to ensure that people who use the service were actively involved in discussions about how the service operates. These arrangements supported ongoing improvement and reinforced the service's commitment to person-centred and responsive delivery.</p> <p>Routine Feedback and Surveys Service users were consulted regularly through structured feedback mechanisms</p> <p>Individual Reviews and Care Planning Consultation was embedded within individual reviews and planning processes. Service users were encouraged and supported to express their views</p> <p>Complaints, Compliments, and Suggestions The service maintained a transparent and accessible complaints and compliments process. Service users were informed of how to raise concerns or provide positive feedback, and were supported to do so if needed</p> <p>Information provided in Welsh or English format</p>
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Statement of Compliance

<p>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.</p>	<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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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

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

