

# Gozian healthcare 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.

## Contents

---

### Provider: Gozian healthcare LTD

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

### Service: Gozian Healthcare Ltd.

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: Gozian healthcare LTD

### Provider summary

The provider was registered on:	10/08/2022
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>	In the last financial year, Gozian Healthcare Ltd used annual appraisals, supervisions, and compliance monitoring to identify and meet training needs. Staff received mandatory and role-specific training, with refresher sessions scheduled regularly. Personal Development Plans were created to support growth, and training was tracked digitally to ensure compliance and ongoing development.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	We implemented values-based recruitment with thorough pre-employment checks, structured onboarding, and targeted advertising. Staff retention was supported through ongoing training, flexible working, supervision, recognition schemes, and wellbeing support. Regular feedback and exit interviews informed continuous improvement in staff experience and satisfaction.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Gozian Healthcare Ltd.	Domiciliary Support Service	None

## Service: Gozian Healthcare Ltd.

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	10/08/2022
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none"><li>• Gozian healthcare LTD is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area</li><li>• The responsible individual for this service is Promise Nkwachukwu Alioha</li></ul>
How many people in total did the service provide care and support to during the last financial year?	118

### Service management

Responsible Individual(s)	Promise Alioha
Manager(s)	Sara Phillips

### Service contact details

Service Telephone Number	<a href="tel:02920362575">02920362575</a>
Service Contact Email Address	<a href="mailto:gozianhealthcare@gmail.com">gozianhealthcare@gmail.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

<p>During the last financial year, Gozian Healthcare Ltd consulted with people using the service through quarterly service user forums, satisfaction surveys, and regular key worker reviews. Service users were involved in their own care planning and reviews, allowing their voices to inform wider service improvements. Suggestion boxes and a digital feedback pilot provided additional ways to share views. Feedback received led to changes such as improved meal options, better communication from staff, and enhanced activity planning. Themes were reviewed at management level and used to shape the Quality of Care Review.</p>
--

### Compliance and quality statement

<p><b>Inspected - Delivering Quality Care</b></p> <p>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.</p> <p>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.</p>
---

### 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?	£26.75

### Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	4

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	1.00
--	------

#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	6	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	16	0
Care Worker	27	0

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	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
Supervisory Staff (not providing direct care)	6	0	0
Registered Nurse (1+ Years in Practice)	1	0	0
Senior Care Worker	16	0	0
Care Worker	27	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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	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
Supervisory Staff (not providing direct care)	6	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	16	0
Care Worker	27	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
Supervisory Staff (not providing direct care)	6	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	16	0
Care Worker	27	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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0

### Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Flexible
Senior Care Worker	Day Shift - 10, Night Shift - 6
Care Worker	Day Shift - 19, Night Shift - 8