

NEXT STEP NURSING 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: NEXT STEP NURSING LTD](#)

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

[Service: Next Steps Nursing Cardiff & 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: Next Steps Nursing North 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: Next Steps Nursing Cwm Taf 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: Next Steps Nursing 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](#)

[Service: Next Steps Nursing 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: Next Steps Nursing 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: Next Steps Nursing 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](#)

Provider summary

The provider was registered on:	09/01/2025
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.	Next Step Nursing identifies staff training needs through induction, supervisions, and client requirements. An annual plan includes mandatory and specialist training, delivered via online modules, face-to-face sessions, and competency checks. All training is tracked digitally, and refreshers are scheduled. Staff must complete required training before providing care. We ensure all workers are skilled, compliant, and supported to deliver safe, person-centred care in Wales.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Next Step Nursing recruits safely via interviews, full background checks, and thorough induction. Staff are matched to clients based on skills and values. To retain staff, we offer flexible shifts, regular supervision, CPD, and staff rewards. Feedback is gathered through surveys and exit interviews. A positive team culture, strong support, and clear progression pathways help us maintain a skilled, stable workforce across Wales.

Regulated services delivered by this provider

Service name	Service type	Type of care
Next Steps Nursing West Wales	Domiciliary Support Service	None
Next Steps Nursing Gwent	Domiciliary Support Service	None
Next Steps Nursing North Wales	Domiciliary Support Service	None
Next Steps Nursing Cardiff & Vale	Domiciliary Support Service	None
Next Steps Nursing West Glamorgan	Domiciliary Support Service	None
Next Steps Nursing Cwm Taf Morgannwg	Domiciliary Support Service	None
Next Steps Nursing Powys	Domiciliary Support Service	None

Service: Next Steps Nursing Cardiff & Vale

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	09/01/2025
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- NEXT STEP NURSING LTD is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area - The responsible individual for this service is Tracey Elizabeth Chard Jenkins
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Tracey Jenkins
Manager(s)	Judy Paraggua

Service contact details

Service Telephone Number	02039076789
Service Contact Email Address	info@nextstepnursing.co.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	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

N/A

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?	£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)	0
--	---

Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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
Planner	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	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
Planner	Not relevant to this staff group	Not relevant to this staff group

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	0	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	1
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
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
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
Planner	0	1

Service: Next Steps Nursing North Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	09/01/2025
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- NEXT STEP NURSING LTD is registered to provide a domiciliary support service in North Wales regional partnership area - The responsible individual for this service is Tracey Elizabeth Chard Jenkins
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	Tracey Jenkins
Manager(s)	Amanda Jones

Service contact details

Service Telephone Number	02039076789
Service Contact Email Address	info@nextstepnursing.co.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	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

Regular reviews with Manager.

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?	£29.99
The maximum hourly rate payable during the last financial year?	£29.99

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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
--	---

Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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
Planner	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	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
Planner	Not relevant to this staff group	Not relevant to this staff group

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	0	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	1
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
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
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
Planner	0	1

Service: Next Steps Nursing Cwm Taf Morgannwg

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	09/01/2025
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	- NEXT STEP NURSING LTD is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area - The responsible individual for this service is Tracey Elizabeth Chard Jenkins
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Tracey Jenkins
Manager(s)	Jocelyn Navarro

Service contact details

Service Telephone Number	02039076789
Service Contact Email Address	info@nextstepnursing.co.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	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

No people using service

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?	£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)	0
--	---

Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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
Planner	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	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
Planner	Not relevant to this staff group	Not relevant to this staff group

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	0	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	1
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
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
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
Planner	0	1

Service: Next Steps Nursing Gwent

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	09/01/2025
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- NEXT STEP NURSING LTD is registered to provide a domiciliary support service in Gwent regional partnership area - The responsible individual for this service is Tracey Elizabeth Chard Jenkins
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Tracey Jenkins
Manager(s)	Jocelyn Navarro

Service contact details

Service Telephone Number	02039076789
Service Contact Email Address	info@nextstepnursing.co.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	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

No people were provided with services during this period.

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?	£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)	0
--	---

Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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
Planner	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	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
Planner	Not relevant to this staff group	Not relevant to this staff group

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	0	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	1
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
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
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
Planner	0	1

Service: Next Steps Nursing West Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	09/01/2025
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	- NEXT STEP NURSING LTD is registered to provide a domiciliary support service in West Wales regional partnership area - The responsible individual for this service is Tracey Elizabeth Chard Jenkins
How many people in total did the service provide care and support to during the last financial year?	30

Service management

Responsible Individual(s)	Tracey Jenkins
Manager(s)	Jocelyn Navarro

Service contact details

Service Telephone Number	02039076789
Service Contact Email Address	info@nextstepnursing.co.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	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

Emails, through our ECM system called Log My Care, Customer Survey, RI Visits. RM Quality Reviews

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?	£25.00
The maximum hourly rate payable during the last financial year?	£35.00

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)	10
--	----

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	17	5
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	Not relevant to this staff group	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	Not relevant to this staff group	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	Not relevant to this staff group	All staff have completed
Planner	Not relevant to this staff group	Not relevant to this staff group

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	0	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	17	0
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Care Worker	17	0
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	0	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	0	0
Planner	0	1

Typical shift patterns

Role type	Typical shift patterns
Care Worker	If Dom runs 7am to 3m & 3pm to 11pm. If supported Livng it's ad hoc dependent on needs.

Service: Next Steps Nursing West Glamorgan

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	09/01/2025
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	- NEXT STEP NURSING LTD is registered to provide a domiciliary support service in West Glamorgan regional partnership area - The responsible individual for this service is Tracey Elizabeth Chard Jenkins
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Tracey Jenkins
Manager(s)	Judy Paraggua

Service contact details

Service Telephone Number	02039076789
Service Contact Email Address	info@nextstepnursing.co.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	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

No people receiving service.

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?	£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)	0
--	---

Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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
Planner	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	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
Planner	Not relevant to this staff group	Not relevant to this staff group

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	0	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	1
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
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
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
Planner	0	1

Service: Next Steps Nursing Powys

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	09/01/2025
Maximum number of places	0
Partnership Area	Powys
Service Conditions	- NEXT STEP NURSING LTD is registered to provide a domiciliary support service in Powys regional partnership area - The responsible individual for this service is Tracey Elizabeth Chard Jenkins
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Tracey Jenkins
Manager(s)	Praveen Mahalingappa, Charlene Evans

Service contact details

Service Telephone Number	02039076789
Service Contact Email Address	info@nextstepnursing.co.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	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

N/A

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?	£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)	0
--	---

Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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
Planner	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	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
Planner	Not relevant to this staff group	Not relevant to this staff group

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	0	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	1
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
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
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
Planner	0	1