

Pathway Care Limited

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: Pathway Care Limited

Provider summary

The provider was registered on:	30/09/2019
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.	Each member of staff has a annual appraisal and Learning and Development forms part of that process. This will identify any training needs. This is collated by the L&D Manager who will facilitate and commission external trainers. The agency has a CPEL programme in place for those Social Workers that are newly qualified. The L&D Manager is experienced in this role due previous experience/roles. The agency is proud to lead with wellbeing and trauma informed practice.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The agency has recruited a number of employed staff in the last 12 months. All of which have been subject to the safer recruitment process via the HR team. Staff have regular supervision and appraisals and are consulted with once a year via a staff survey. Team meetings are held fortnightly and Senior Managers are visible and meet with staff regularly. The agency promotes a supportive and learning environment for all staff.

Regulated services delivered by this provider

Service name	Service type	Type of care
Pathway Care Ltd (Trading as Calon Cymru Fostering)	Fostering Service	None

Service: Pathway Care Ltd (Trading as Calon Cymru Fostering)

Service summary

Service Type	Fostering Service
Type of Care	None
Approval Date	30/09/2019
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none">Pathway Care Limited is registered to provide a Fostering Service in Wales.
How many children were supported by the service during the last financial year?	281
How many foster families were supported by the service during the last financial year?	174

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Claire Stonier

Service contact details

Service Telephone Number	02920811173
Service Contact Email Address	mail@caloncymrufostering.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

Annual survey for foster carers plus a net promoter survey once a year. Foster Carers are also consulted with as part of their annual review and as part of the Carer forum whereby each support group has a representative. Children are consulted with via foster carer's annual review, 121 engagement with allocated support/outreach workers, as part of the the youth council and via young people's participation groups held throughout the year. Local authority partners are consulted with prior to the foster carer's annual review. Where possible parents are also consulted with.
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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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Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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)	37
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	11	0
Deputy Manager	1	0
Social Worker	18	0
Other Staff	14	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Social Worker	All staff have completed	Working towards all staff completing
Other Staff	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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Social Worker	Working towards all staff completing	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Social Worker	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Social Worker	No staff have yet completed	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Social Worker	Working towards all staff completing	Not relevant to this staff group
Other Staff	Working towards all staff completing	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	11	0	0
Deputy Manager	1	0	0
Social Worker	18	0	0
Other Staff	8	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
Social Worker	0	0
Other Staff	0	6

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	9	2
Deputy Manager	1	0
Social Worker	16	2
Other Staff	11	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Social Worker	0	0
Other Staff	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
Deputy Manager	0	0
Social Worker	0	0
Other Staff	0	0