

Voyage 1 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: Voyage 1 Limited

Provider summary

The provider was registered on:	15/04/2019
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.	During the last financial year, staff training needs were identified through supervision, appraisals, audits and feedback. Mandatory and specialist training was monitored through a digital matrix. Staff completed induction, refresher and role-specific training in line with CIW and Social Care Wales requirements. Ongoing supervision, competency checks and quality assurance ensured staff remained skilled to deliver safe, person-centred care.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	During the last financial year, safer recruitment processes ensured staff were suitable, qualified and DBS checked in line with CIW requirements. Staff retention was supported through supervision, training, wellbeing support, flexible working and career development opportunities. Workforce planning and regular monitoring ensured sufficient skilled staff were available to provide safe, consistent and person-centred care.

Regulated services delivered by this provider

Service name	Service type	Type of care
Voyage (DCA) North Wales	Domiciliary Support Service	None
Voyage (DCA) De Cymru	Domiciliary Support Service	None
Voyage (DCA) Powys	Domiciliary Support Service	None

Service: Voyage (DCA) North Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/04/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Hayley Georgina EvansVoyage 1 Limited is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	66

Service management

Responsible Individual(s)	Hayley Evans
Manager(s)	Amy Walters

Service contact details

Service Telephone Number	01978752289
Service Contact Email Address	amywalters1@voyagecare.com

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

Monthly Forums within the DCA office with people we support from each service.
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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?	£12.60
The maximum hourly rate payable during the last financial year?	£14.10

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)	78
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	6	1
Senior Care Worker	7	0
Care Worker	121	4

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
Supervisory Staff (not providing direct care)	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy Manager	2	0	0
Supervisory Staff (not providing direct care)	6	0	0
Senior Care Worker	7	0	0
Care Worker	107	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	14	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	6	0
Senior Care Worker	7	0
Care Worker	63	58

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	2	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	7	0
Care Worker	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day support 07:00-23:00, Sleep ins 23:00-07:00. 1:1 suport can vary between 1hr-12hr shifts.
Care Worker	Day support 07:00-23:00, Sleep ins 23:00-07:00. 1:1 suport can vary between 1hr-12hr shifts.

Service: Voyage (DCA) Powys

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/11/2019
Maximum number of places	0
Partnership Area	Powys
Service Conditions	<ul style="list-style-type: none">Voyage 1 Limited is registered to provide a domiciliary support service in Powys regional partnership areaThe responsible individual for this service is Hayley Georgina Evans
How many people in total did the service provide care and support to during the last financial year?	20

Service management

Responsible Individual(s)	Hayley Evans
Manager(s)	April Owen

Service contact details

Service Telephone Number	01938 552513
Service Contact Email Address	AprilOwen@voyagecare.com

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

Key worker meetings, support plan reviews, newsletters
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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?	£12.65
The maximum hourly rate payable during the last financial year?	£12.65

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	1
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)	24
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	1	0
Care Worker	58	4

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
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	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Not relevant to this staff group
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	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
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
Supervisory Staff (not providing direct care)	3	0	0
Senior Care Worker	1	0	0
Care Worker	52	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
Senior Care Worker	0	0
Care Worker	3	3

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)	3	0
Senior Care Worker	1	0
Care Worker	58	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)	2	1
Senior Care Worker	1	0
Care Worker	47	11

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	9-5 Monday to Friday 1 staff per shift
Care Worker	Carno - 7am-3pm 7 staff divided by 3 services- 4 staff in 1. 2 staff in the remaining 3pm-9m 7 staff as above 11pm-7am 3 1 in each service for a sleep shift CCF - 8am-3pm 7 staff 3pm-9pm 6 staff 9pm-7am 2 staff 11pm-7am 2 sleep in staff

Service: Voyage (DCA) De Cymru

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/04/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Hayley Georgina EvansVoyage 1 Limited is registered to provide a domiciliary support service in Gwent regional partnership area
How many people in total did the service provide care and support to during the last financial year?	14

Service management

Responsible Individual(s)	Hayley Evans
Manager(s)	Hayleigh Southall

Service contact details

Service Telephone Number	01633254421
Service Contact Email Address	hayleighsouthall@voyagecare.com

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

Letters, newsletters, meetings and reviews. For the wider scope it would be news shared through Zest.

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?	£12.60
The maximum hourly rate payable during the last financial year?	£14.10

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)	27
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	2	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
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
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
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
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
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)	1	0	0
Senior Care Worker	2	0	0
Care Worker	19	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
Senior Care Worker	0	0
Care Worker	0	8

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)	1	0
Senior Care Worker	2	0
Care Worker	9	18

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)	0	1
Senior Care Worker	0	2
Care Worker	3	11

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day hours can be anything between 7am and 11pm, the nights and sleep ins are from 11pm-7am
Care Worker	Day hours can be anything between 7am and 11pm, the nights and sleep ins are from 11pm-7am