

Cheerful Elegant 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.

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Provider: Cheerful Elegant Healthcare Ltd

Provider summary

The provider was registered on:	02/08/2018
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.	We have regular staff supervision, appraisals, competency assessments, spot checks and team meetings in place to identify, plan and meet the training needs of staff. Training requirements are reviewed throughout the year and monitored through our training matrix to ensure mandatory and refresher training remains up to date. Additional training is arranged where required to meet the needs of people using the service and to support staff development.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>During the last financial year, we introduced a number of initiatives to support the recruitment and retention of staff. These included paying for staff DBS renewals, increasing staff wages, increasing travel expenses, paying above the Real Living Wage, providing additional training opportunities, and supporting staff to undertake QCF qualifications and professional development.</p> <p>We also implemented staff recognition schemes, including bonuses and monthly rewards, to acknowledge good performance</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Cheerful Elegant Healthcare Gwent	Domiciliary Support Service	None
Cheerful Elegant Healthcare - West Glamorgan	Domiciliary Support Service	None
Cheerful Elegant Healthcare Ltd	Domiciliary Support Service	None
Channel View Residential Care Home	Care Home Service	Adults Without Nursing

Service: Cheerful Elegant Healthcare Gwent

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	26/09/2024
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">Cheerful Elegant Healthcare Ltd is registered to provide a domiciliary support service in Gwent regional partnership areaThe responsible individual for this service is Abdul Mohammed
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Abdul Mohammed
Manager(s)	Ann Mohammed

Service contact details

Service Telephone Number	02921321063
Service Contact Email Address	cehealthcare@outlook.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

<p>During the last financial year, we consulted with individuals using the service through a variety of methods, including: Regular care plan reviews and person-centred review meetings, where individuals were encouraged to express their views, preferences, goals and any concerns regarding their care and support. Service user satisfaction questionnaires conducted annually to gather feedback on the quality, reliability and effectiveness of the service. Informal discussions during care visits and welfare checks, allowing individuals to provide ongoing feedback about their experiences. Direct contact with the Registered Manager, Responsible Individual and Assistant Manager through telephone calls, home visits and office meetings. Complaints, compliments and suggestions procedures, ensuring individuals could raise concerns or provide positive feedback at any time. Regulation 73 Responsible Individual visits, during which service users were interviewed to obtain their views on the quality.</p>
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</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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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£21.50
The maximum hourly rate payable during the last financial year?	£25

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)	6
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	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
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
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
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
Deputy Manager	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
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	6	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
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
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	6	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
Deputy Manager	1	0
Senior Care Worker	1	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
Senior Care Worker	0	0
Care Worker	6	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift = 9am - 5pm Day shift = 7am - 2pm Evening shift = 4pm - 10pm
Care Worker	Day shift = 7am - 2pm Evening shift = 4pm - 10pm (All staff)

Service: Channel View Residential Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/10/2018
Maximum number of places	11
Service Conditions	<ul style="list-style-type: none">• A maximum of 11 individuals can be accommodated at this service• Cheerful Elegant Healthcare Ltd is registered to provide a Care Home Service at Roma House Residential Care Home• The responsible individual for this service is Abdul Mohammed
How many people in total did the service provide care and support to during the last financial year?	10

Service management

Responsible Individual(s)	Abdul Mohammed
Manager(s)	Ann Mohammed, Abdul Mohammed

Service contact details

Service Telephone Number	01446736277
Service Contact Email Address	enquiries.channelview@outlook.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

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Library• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 10• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 1• Number of single bedrooms: 9• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• Stairlift• TV point• Wheelchair access
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Engagement with people using the service

Regularly assess and review individual progress is done regularly to help the ongoing health, development and overall wellbeing of our service users and also to have feedback from the service users about the service we provide for them.
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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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£950
The maximum weekly fee payable during the last financial year?	£1300

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)	11
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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	1	0
Care Worker	11	0
Domestic staff	1	0
Catering staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	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
Domestic staff	All staff have completed	All staff have completed
Catering 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	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	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
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering 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	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
Domestic staff	All staff have completed	Not relevant to this staff group
Catering staff	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	1	0	0
Care Worker	11	0	0
Domestic staff	1	0	0
Catering staff	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	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)	1	0
Senior Care Worker	1	0
Care Worker	10	1
Domestic staff	0	1
Catering staff	0	1

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	0
Senior Care Worker	1	0
Care Worker	0	0
Domestic staff	0	0
Catering 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
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	0	0
Care Worker	5	0
Domestic staff	0	0
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 8am - 8pm Day Shift 8am -5pm
Care Worker	1x staff= short day shift 8am - 5pm 6x staff= Day shift 8am - 8pm 4x staff = Night Shift - 8pm - 8am sleep shift 8pm - 8 am

Service: Cheerful Elegant Healthcare - West Glamorgan

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/11/2024
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none">Cheerful Elegant Healthcare Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership areaThe responsible individual for this service is Abdul Mohammed
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Abdul Mohammed
Manager(s)	Ann Mohammed

Service contact details

Service Telephone Number	02921321063
Service Contact Email Address	cehealthcare@outlook.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

<p>the arrangement made for consulting people who use the is service about the operation of the service is the the frequent Quality visit to our service users homes. We have a quality monitory visit which we conduct regularly to ensure people using our service are happy with the service we provide and also to give us feedback about the quality of care we provide to them.</p>

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</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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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£21.50
The maximum hourly rate payable during the last financial year?	£25

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
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Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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

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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	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

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

Service: Cheerful Elegant Healthcare Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/08/2018
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">Cheerful Elegant Healthcare Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership areaThe responsible individual for this service is Abdul Mohammed
How many people in total did the service provide care and support to during the last financial year?	31

Service management

Responsible Individual(s)	Abdul Mohammed
Manager(s)	Ann Mohammed

Service contact details

Service Telephone Number	02921321063
Service Contact Email Address	cehealthcare@outlook.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

The arrangements that were made for consulting people who use the service about the operation of the service during the last financial year is our frequent client Quality reviews and meetings. During these meeting people who use this service have the opportunity to discuss and give feedback about the service we provide for them.
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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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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£21.50
The maximum hourly rate payable during the last financial year?	£25

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)	35
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	35	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	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
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
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
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
Deputy Manager	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
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	35	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
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
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	31	4

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	1	0
Senior Care Worker	1	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
Senior Care Worker	0	0
Care Worker	12	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift = 9am - 4.30pm Day shift = 7am - 2pm Evening shift = 4pm - 10pm Long Day - 7am -8pm
Care Worker	Day shift = 7am - 2pm (All staff) Evening shift = 4pm - 10pm (All staff) Long Day = 7am - 9pm (with breaks - All staff)