

4Most Healthcare 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: 4Most Healthcare Limited

Provider summary

The provider was registered on:	12/11/2025
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.	A structured system was in place to identify and meet staff training. Training requirements were identified through recruitment, induction, regular supervision, annual appraisals, spot checks and competency assessments. Feedback from the service users, incidents, audits and complaints also informed ongoing training needs. A training matrix was maintained and supported to complete the Social Care Wales Induction Framework and progress towards relevant qualifications in line with SCW requirements
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	A robust recruitment processes were in place to ensure the selection of suitable staff, including safer recruitment checks such as DBS verification, references, right to work and values-based interviews. Staff retention was supported through regular supervision, staff engagement, access to training and opportunities for professional development, promoting job satisfaction and competence. Also, measures such as flexible working, recognition of staff contributions and supportive management approach

Regulated services delivered by this provider

Service name	Service type	Type of care
4Most healthcare limited	Domiciliary Support Service	None

Service: 4Most healthcare limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/11/2025
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rekha Pandalil Thankachan4Most Healthcare 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?	1

Service management

Responsible Individual(s)	Rekha Pandalil Thankachan
Manager(s)	Rekha Pandalil Thankachan

Service contact details

Service Telephone Number	07828051910
Service Contact Email Address	info@4mosthealthcare.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

Company was not operational during the last financial year
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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?	£25.28
The maximum hourly rate payable during the last financial year?	£25.28

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)	0.25
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	1	0
Care Worker	2	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Registered Nurse (1+ Years in Practice)	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
Registered Nurse (1+ Years in Practice)	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
Registered Nurse (1+ Years in Practice)	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	Working towards all staff completing	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	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	0	0	0
Registered Nurse (1+ Years in Practice)	1	0	0
Care Worker	0	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	1
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	2

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	1	0
Care Worker	0	2

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	0	1
Registered Nurse (1+ Years in Practice)	1	0
Care Worker	0	2

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
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Manager is the registered Nurse, Day shift 9 am- 2 pm
Care Worker	Day shift 9 am -10 am, Evening shift 5pm -6pm