

Quayside Care 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: Quayside Care LTD

Provider summary

The provider was registered on:	26/03/2021
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.	Training needs were identified through supervision, appraisal, TNAs, incident reviews and staff feedback. A yearly training plan and individual plans were implemented. Mandatory, induction and specialist training were delivered by accredited providers, with competencies signed off and a training matrix monitored to ensure compliance.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff were recruited through safer recruitment processes, clear job adverts and values-based interviews. Compliance checks, induction and support improved retention. Regular supervision, wellbeing initiatives, flexible rotas and progression opportunities helped retain staff, with exit feedback used to strengthen recruitment and retention arrangements.

Regulated services delivered by this provider

Service name	Service type	Type of care
Quayside Care LTD	Domiciliary Support Service	None

Service: Quayside Care LTD

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	26/03/2021
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	- Quayside Care LTD is registered to provide a domiciliary support service in West Wales regional partnership area - The responsible individual for this service is Sheena Marie Halpin-Williams
How many people in total did the service provide care and support to during the last financial year?	188

Service management

Responsible Individual(s)	Sheena Halpin-Williams
Manager(s)	Elizabeth Halpin-Williams

Service contact details

Service Telephone Number	01834891518
Service Contact Email Address	quaysidecareltd@gmail.com

Languages used at the service

What is the main language through which the service is provided?	Both
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

People were consulted through regular reviews, supervision feedback, satisfaction surveys, spot-check conversations and informal contact. Comments were recorded and used to improve care plans, staffing, communication and service delivery. Themes were reviewed by management, and changes were shared with individuals and families to show how their views shaped the service.
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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?	£20.00
The maximum hourly rate payable during the last financial year?	£43.85

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)	48
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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	8	0
Care Worker	39	2

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
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	8	0	0
Care Worker	39	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	8	0
Care Worker	23	16

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	0
Senior Care Worker	4	0
Care Worker	18	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	1	1
Senior Care Worker	4	4
Care Worker	21	21

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Variable
Care Worker	3 - 4 two week rolling rota

