

United Care Solutions 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 summary

The provider was registered on:	18/02/2022
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.	All staff are required to complete mandatory training within the first 6 months of their employment. Failure to do so may result in probation being extended or even terminated. Individual staff training records are monitored via a training matrix which is shared with the RI, Home Managers and Deputies. Majority of mandatory training is available via e-learning for all staff, in addition to using external training providers. External training has been sourced for a number of training courses
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The recruitment and retention of staff is mainly overseen by the RI and Office Manager. The office Manager currently produces a monthly KPI report which monitors the turnover and retention of both services. As a company we currently advertise on Indeed and We Care Wales. The Home Managers liaise with the RI often around staffing numbers, this is mainly discussed in Manager Supervisions.

Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Groeso	Care Home Service	Childrens Home
Ty Crud-Y-Gan	Care Home Service	Childrens Home

Service: Ty Crud-Y-Gan

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	20/07/2023
Maximum number of places	4
Service Conditions	- The responsible individual for this service is Christopher William Lake - A maximum of 4 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Christopher Lake
Manager(s)	Gina Bevan

Service contact details

Service Telephone Number	01495441484
Service Contact Email Address	chris@unitedcaresolutions.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	Bengali
Non-verbal communication methods used at the service	- Social Stories - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Picture Exchange Communication System (PECS)

Service facilities and accommodation

- Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 2 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Phone point - TV point
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Engagement with people using the service

In addition to attending LAC reviews for each child every 6 months, quality assurance questionnaires, and constant liaising with professionals and family give us opportunity to communicate operational practices. All children are assigned key workers and again the main purpose of these individuals is to work in the best interests of the children in our care. Each key worker collates a monthly report which monitors the health, educational and well being needs of each child. These key worker reports help feed into the quarterly and annual quality assurance reports completed by the Responsible Individual.

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
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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?	£7000
The maximum weekly fee payable during the last financial year?	£7000

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)	14
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Care Worker	14	14

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
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
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
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	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
Deputy Manager	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
Care Worker	11	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
Care Worker	3	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
Care Worker	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	1	0
Deputy Manager	1	0
Care Worker	5	9

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	In term time day dhift is 2pm-9pm 4-5 staff, Night shift 1 staff waking night and 2 staff sleep in. In school holidays day shift= 9am-9pm 4-5 staff. Night shift 1 shtaff waking night 2 staff sleep in, 3 in total

Service: Ty Groeso

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	18/02/2022
Maximum number of places	4
Service Conditions	- The responsible individual for this service is Christopher William Lake - A maximum of 4 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Christopher Lake
Manager(s)	Llion Bevan

Service contact details

Service Telephone Number	01633846811
Service Contact Email Address	tygroeso@unitedcaresolutions.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	- Picture Exchange Communication System (PECS) - Social Stories - Assistive Technology - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Non-formal communication (e.g. body language, facial expressions) - Objects of reference

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 2 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 3 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Quiet areas - Sensory areas - TV point
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Engagement with people using the service

In addition to attending LAC reviews for each child every 6 months, quality assurance questionnaires, and constant liaising with professionals and family give us opportunity to communicate operational practices. All children are assigned key workers and again the main purpose of these individuals is to work in the best interests of the children in our care.

Each key worker collates a monthly report which monitors the health, educational and well being needs of each child. These key worker reports help feed into the quarterly and annual quality assurance reports completed by the Responsible Individual.

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?	£6615
The maximum weekly fee payable during the last financial year?	£7717

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)	18
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Care Worker	16	16

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
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
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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
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Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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Care Worker	All staff have completed	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
Deputy Manager	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
Care Worker	12	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
Care Worker	4	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
Care Worker	12	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
Care Worker	5	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
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	In term time 2pm-9pm day shift 5 staff. Night shift 9pm-9am 2 waking night and 1 sleep. In School holidays 9am-9pm 5 staff, Night shift 9pm-9am 2 waking night and 1 sleep