

Harbour Care Services 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: Harbour Care Services Limited

Provider summary

The provider was registered on:	20/09/2018
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.	Training Matrix is updated evidence of completed staff training. Training courses sourced electronically and in person attendance, using a system called Atlas training for the care profession. Staff have a training needs analysis completed at least annually leading to a professional development plan as required which includes: Core training, qualifications that would enable them to continue to perform their role, training and activities requirements for registration with SCW.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We recognise that recruitment and retention of staff is based on seeking and nurturing staff with the right values that match our ethos. We monitor that we have the right staff in the right numbers with the right skills and the right behaviours. We provide opportunities for staff to have a voice and promote active engagement for all stakeholders in the service. We ensure that all staff are accountable for their practice and they understand their role and how it fits into the service.

Regulated services delivered by this provider

Service name	Service type	Type of care
Harbour Care Services Ltd	Domiciliary Support Service	None

Service: Harbour Care Services Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/09/2018
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">Harbour Care Services Limited is registered to provide a domiciliary support service in Western Bay regional partnership areaThe responsible individual for this service is Samantha Christine Busby
How many people in total did the service provide care and support to during the last financial year?	64

Service management

Responsible Individual(s)	Samantha Busby
Manager(s)	Avril Busby

Service contact details

Service Telephone Number	01646663188
Service Contact Email Address	info@harbourcareservices.org.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	<ul style="list-style-type: none">Welsh
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

Annual Questionnaire - Individual's, families and advocates written format Review of care plans - individuals consulted, satisfaction of service received Face to face visits from the RI together with telephone conversations Staff spot checks - individuals consulted, satisfaction of service received discussed face to face by senior staff members
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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?	£32.46
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	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	23
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	18	8

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	Working towards all staff completing

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	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
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	2	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	18	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	2	0
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	11	7

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	12	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	1	1
Care Worker	5	5

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	37.5 hours each various shifts
Care Worker	6.40am until 1.30pm shift 10 staff 4pm until 6.30 pm - 3 staff 6.30 until 10pm shift 10 staff

