

D&S Care Homes 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:	11/07/2018
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.	Staff training is reviewed constantly and is monitored to ensure compliance. Staff are good at completing their mandatory training within the timescales given and extra training is given as and when required. The administration manager and team leaders monitor training and ensure staff complete their training within the appropriate timescale, and managers oversee this and offer support where needed. Staff receive training courses online, face to face with external agencies and 'in-house'.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff retention has been generally good within the last year and the management team are looking into ways to continue to improve the benefits and support for staff employed at D&S care homes. Recruitment is ongoing and advertisement for available roles is presented on a number of online platforms. The company have also attended several job fayres. Recruitment follows safer recruitment guidelines and procedures to ensure that appropriate candidates are employed.

Regulated services delivered by this provider

Service name	Service type	Type of care
D&S Care Homes Ltd - Ty Cwmafan	Care Home Service	Childrens Home
D&S Care Homes Ltd - Ty Nedd	Care Home Service	Childrens Home

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	11/07/2018
Maximum number of places	4
Service Conditions	- The responsible individual for this service is Sarah Elizabeth Allen - 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?	7

Service management

Responsible Individual(s)	Sarah Allen
Manager(s)	Chantelle John

Service contact details

Service Telephone Number	01639633357
Service Contact Email Address	suzanne@dscarehomes.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	Welsh
Non-verbal communication methods used at the service	- Writing (Paper / Whiteboards) - Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Pet friendly (or by arrangement) - Quiet areas - Residents' kitchenette / communal kitchen - Sensory areas - TV point

Engagement with people using the service

Young people are given questionnaires regularly to obtain feedback about the service as well as being given information about using the complaints procedure and contact information for advocates, IRO's, CIW, SCW, the RI etc. in their welcome booklets and this information is also available on request if required. Young people also have regular house meetings to discuss the home and any concerns or ideas that they may have.

Compliance and quality statement

Inspected - Delivering Quality Care
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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?	£4292
The maximum weekly fee payable during the last financial year?	£9174.31

Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	4
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)	8
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	3	1
Care Worker	9	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Senior Care Worker	3	0	0
Care Worker	5	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
Senior Care Worker	0	0
Care Worker	0	4

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	3	0
Care Worker	4	5

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Senior Care Worker	3	0
Care Worker	7	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Mixture of day and night shifts. Days 7am to 19:20pm. Nights 19:00pm - 7:20am. 3 shifts per week on a set rota
Care Worker	Mixture of day and night shifts. Days 7am to 19:20pm. Nights 19:00pm - 7:20am. 3 shifts per week on a set rota

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	11/07/2018
Maximum number of places	3
Service Conditions	- The responsible individual for this service is Sarah Elizabeth Allen - A maximum of 3 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?	6

Service management

Responsible Individual(s)	Sarah Allen
Manager(s)	Kimberley Youngs

Service contact details

Service Telephone Number	01639766354
Service Contact Email Address	suzanne@dscarehomes.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	Welsh
Non-verbal communication methods used at the service	- Non-formal communication (e.g. body language, facial expressions) - Writing (Paper / Whiteboards)

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Ground-floor accommodation only - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 3 - On-site parking - Pet friendly (or by arrangement) - Quiet areas - Residents' kitchenette / communal kitchen - Sensory areas - TV point

Engagement with people using the service

Young people are given questionnaires regularly to obtain feedback about the service as well as being given information about using the complaints procedure and contact information for advocates, IRO's, CIW, SCW, the RI etc. in their welcome booklets and this information is also available on request if required. Young people also have regular house meetings to discuss the home and any concerns or ideas that they may have.

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?	£4820.34
The maximum weekly fee payable during the last financial year?	£11059

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	3	0
Care Worker	15	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Senior Care Worker	3	0	0
Care Worker	9	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
Senior Care Worker	0	0
Care Worker	0	6

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	3	0
Care Worker	8	7

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
Senior Care Worker	3	0
Care Worker	3	12

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Mixture of day and night shifts. Days 7am to 19:20pm. Nights 19:00pm - 7:20am. 3 shifts per week on a set rota
Care Worker	Mixture of day and night shifts. Days 7am to 19:20pm. Nights 19:00pm - 7:20am. 3 shifts per week on a set rota

