

Safehaven South Wales 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: Safehaven South Wales Ltd

Provider summary

The provider was registered on:	02/08/2018
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 is identified using CIW and Social Care Wales guidance and inline with our client needs. We have employed a training coordinator who schedules the training, monitors completion and annotates training on a spreadsheet. Manual handling is face to face, initial training then annual refresher training this is held in the Safehaven training room. Online training for modules such as fire safety, medication, H&S, is completed annually. We would also offer training for client specific needs.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment and retention remains difficult in this sector as a whole. We continue to recruit through Indeed and have also started to recruit via social media in the local area. We also have a staff initiative where employees recommend us to friends and if they join the team and pass probation the staff referring receives £50 gift card.

Regulated services delivered by this provider

Service name	Service type	Type of care
Safehaven South Wales Ltd	Domiciliary Support Service	None

Service: Safehaven South Wales Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/08/2018
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">Safehaven South Wales Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area
How many people in total did the service provide care and support to during the last financial year?	54

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Eva Thomas

Service contact details

Service Telephone Number	02921676949
Service Contact Email Address	admin@safehavensouthwales.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	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>Feedback is gained by Senior carers during their quarterly/ annual reviews, feedback is additionally gained during the Care Manager visits and RI visits. Additionally we provide all clients and/or families with a scoring based survey 9 - 12 monthly, 25 surveys were completed and returned by 31 Mar 2026 All our clients are offered and provided with a weekly schedule posted to their home addresses or emailed. Wh have recently started using tagtronics friend and family so they can monitor calls. We built a Safehaven website where we will provide information. Safehaven also have a facebook account. We are looking into instagram next.</p>
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Compliance and quality statement

<p>Inspected - Areas for Improvement</p> <p>Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.</p> <p>We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.80
The maximum hourly rate payable during the last financial year?	£25.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	3
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)	37
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	5	0
Care Worker	30	0
Planner	1	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	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	5	0	0
Care Worker	30	0	0
Planner	1	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	0
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	1	4
Care Worker	7	23
Planner	1	0

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	4	0
Care Worker	16	0
Planner	0	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
Senior Care Worker	1	0
Care Worker	3	0
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	3
Care Worker	17.5

