

Harbour Children's Services 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: Harbour Children's Services Ltd.

Provider summary

The provider was registered on:	25/07/2023
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.	<p>We use a platform called Your Hippo; this provides all of the online mandatory training such as H&S, safeguarding, food hygiene, etc.</p> <p>All the team are aware of the mandatory training expectations and also new recruits are to complete training during registration and induction period.</p> <p>Additionally, we have several face to face mandatory trainings that take place and there is an expectation that all the team attend these. These include various topics such UASC, first aid, safer caring, PACE etc.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>We carry out a recruitment drive several times a year.</p> <p>Retention has been good at Ty Mesen since opening in 2023, however as bank staff generally have other commitments in their employment, we do often have bank staff leaving, therefore during management meetings we identify when a recruitment drive needs to take place and this acted upon, by advertising with Indeed. RM (Registered Manager) and DM (Deputy Manager) carry out interviews face to face and apply for checks and references.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Mesen	Care Home Service	Childrens Home

Service: Ty Mesen

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/07/2023
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">• A maximum of 4 individuals can be accommodated at this service.• The responsible individual for this service is Anne Patricia Armstrong
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Anne Armstrong
Manager(s)	Linda Roberts

Service contact details

Service Telephone Number	01745770760
Service Contact Email Address	linda@harbourchildrensservices.co.uk

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

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Library• Near public transport• Number of bathrooms with assisted bathing facilities: 6• Number of bedrooms with en-suite facilities: 4• Number of communal lounges: 3• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 4• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point
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Engagement with people using the service

<p>At every quarterly review carried out the RI (Responsible Individual) The Local Authority is asked to complete a survey about the service, care and outcomes we have provided for the young person they have placed. Additionally, when a child leaves Ty Mesen the Local Authority are asked to complete a survey about the service that has been provided. At the RI visit children living at Ty Mesen are asked to complete a survey, they are supported by a staff member to do this, if they wish. Additionally the RI will speak to them at that time about their views and about the care they have been provided. The Independent Person visits twice per year and at that time she speaks individually to the young person about their views</p>
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and wishes and feelings. She also asks about the service they are receiving and any gaps can be identified and Managers are spoken to, so this can be acted upon. The young people have been provided with an Advocate.

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?	£3000
The maximum weekly fee payable during the last financial year?	£5500

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	2	2
Deputy Manager	1	1
Senior Care Worker	3	3
Care Worker	21	25

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	Not relevant to this staff group
Deputy 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	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy 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	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	3	0	0
Care Worker	4	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	17

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	1
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	4	17

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	2	1
Care Worker	7	14

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	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	6 week rolling rota 9am to 9am following day - 1 on duty
Care Worker	6 week rolling rota 9am to 9am following day - 2 on duty