

Homestyle Care 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: Homestyle Care Limited

Provider summary

The provider was registered on:	01/03/2019
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.	The organisation has a robust training platform and dedicated team which ensure all staff are compliant with all required training. Staff are required to complete within a set timeframe, with annual refreshers on applicable courses. Courses include - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>The recruitment of staff is completed at service level but oversight and governance is in place centrally. The service will complete interviews and gather the required information to ensure SCW compliance and fitness of staff. The formal appointment of staff is then signed off by the responsible individual and the recruitment & Compliance team.</p> <p>Turnover is monitored monthly by the Responsible Individual and central team, and the service complete a bi-annual review of quality which reviews leave</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
The White House	Care Home Service	Adults Without Nursing

Service: The White House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/03/2019
Maximum number of places	7
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Lisa Jayne BourneA maximum of 7 individuals can be accommodated at this serviceHomestyle Care Limited is registered to provide a Care Home Service at The White House THE WHITE HOUSE, BRIARY WAY, BRIDGEND CF31 2PT
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Lisa Bourne
Manager(s)	Helen Miller

Service contact details

Service Telephone Number	01656647616
Service Contact Email Address	manager.whitehouse@accomplish-group.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

Service facilities and accommodation

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Internet accessLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 5Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 7On-site parkingOutdoor play areaQuiet areasResidents' kitchenette / communal kitchenSensory areasTV pointWheelchair access

Engagement with people using the service

Quality report carried out Feedback forms in Lobby
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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?	£2440.40
The maximum weekly fee payable during the last financial year?	£5952.23

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)	28
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	4	0
Care Worker	29	0

Training undertaken

Induction and Health & Safety

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

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	All staff have completed
Deputy 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	All staff have completed	All staff have completed
Deputy 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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet 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	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
Deputy 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
Deputy Manager	2	0	0
Senior Care Worker	4	0	0
Care Worker	26	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	3

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	1
Senior Care Worker	4	0
Care Worker	28	1

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	1
Senior Care Worker	1	3
Care Worker	6	7

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	1 x senior works 4 x 12 hour shifts, 3 x senior workers work 3 x 12 hour shifts - these can be 7-7, 8-8,9-9 or 7-7 night shift
Care Worker	work a variance of 7-7,8-8,9-9 night shift is 7pm-7am