

Annual Return 2024/2025

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Coastal Homecare Ltd	
The provider was registered on:	23/11/2018	
The regulated services delivered by this provider were:	Coastal Homecare Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/11/2018
	Responsible Individual(s)	Robin Owen
	Manager(s)	Karen Owen
	Partnership Area	North Wales
	Service Address	Coastal Homecare Ltd, 87 Foryd Road Kinmel Bay, Rhyl LL18 5LU

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>All staff attend regular in house training sessions and refresher courses. External training is also provided through Denbighshire County Council. New members of staff all complete a mandatory full induction programme.</p> <p>Training is also provided if there are any changes to legislation or internal policies.</p> <p>Staff are regularly evaluated through supervisions and spot checks which enables us to identify if they require any additional training</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Coastal Homecare advertises on job sites, social media and through our own website.</p> <p>We offer flexible working hours to suit staff needs.</p> <p>We offer enhanced pay for weekend shifts.</p> <p>We also offer an open door policy to provide all staff with the support they need. We offer QCF enrolment and progression opportunities</p>

Service Profile

Service Details

Name of Service	Coastal Homecare Ltd
Service Telephone Number	01745859474
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	WELSH

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	34
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Fees Charged

The minimum hourly rate payable during the last financial year?	29.87
The maximum hourly rate payable during the last financial year?	29.87
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We conduct QA questionnaires every 3 months Spot checks are carried out in citizens homes Internal reviews with all citizens every 6 months RI discussions Each citizen contacted by telephone (where possible)

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	After reviewing the feedback questionnaires completed by our citizens and analysing our latest Quality Assurance (QA) Report, I am confident that we are supporting them to live as independently as possible while ensuring they have choice and control over their lives.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	After reviewing several service delivery plans, I am confident that we are providing a person-centred, outcome-focused service.
The extent to which people feel safe and protected from abuse and neglect.	The feedback received from our citizens has been overwhelmingly positive. Based on conversations with several individuals, we believe this reflects that our citizens feel safe and are treated with dignity and respect.

The total number of full time equivalent posts at the service (as at 31 March)	12
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	2
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	3
	Equality, Diversity & Human Rights	2
	Manual Handling	8
	Safeguarding	1
	Dementia	1
	Positive Behaviour Management	1
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Sexual harrassment in the workplace Managing challenging behaviour Moving with dignity (single handed care) Tissue viability Medication	

Contractual arrangements for staff currently in post	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency first aid On call scenarios and good practice Documentation and record keeping Medication Pressure ulcer staging Catheter care
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	3
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	13
Equality, Diversity & Human Rights	13
Manual Handling	13
Safeguarding	13
Dementia	13
Positive Behaviour Management	8
Food Hygiene	13

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Sexual harassment in the workplace Infection control Medication refresher Catheter care Pressure ulcer stages Documentation & record keeping
Contractual arrangements for staff currently in post	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	2
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No