

Goleudy Housing and Support 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: Goleudy Housing and Support Limited

Provider summary

The provider was registered on:	21/05/2019
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.	During the last financial year, an organisational training and development plan set mandatory and additional training requirements. Supervision sessions reviewed practice and identified individual and role-specific needs. All staff completed required and refresher training, including safeguarding, equality, diversity and inclusion, professional boundaries, medication and mental health first aid. Compliance was recorded in a training matrix monitored quarterly by the Responsible Individual.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Robust arrangements supported staff recruitment & retention. Recruitment followed a clear policy with safer recruitment measures, incl. structured interviews, checks & references. Salaries & benefits were regularly benchmarked. Detailed job descriptions, structured induction and probation supported new staff. Retention was promoted through supervision, development discussions, training, wellbeing support, generous leave & access to Paycare, contributing to a stable workforce.

Regulated services delivered by this provider

Service name	Service type	Type of care
Willow Project	Domiciliary Support Service	None

Service: Willow Project

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/05/2019
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Ioan Rhys DaviesCymdeithas Caer Las is registered to provide a domiciliary support service in West Glamorgan regional partnership area
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Ioan Davies
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01792589676
Service Contact Email Address	information@goleudy.org

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

Engagement with people using the service

<p>The service uses various arrangements to ensure effective service delivery. Clients receive monthly tenancy support meetings aligned with care plans and Welsh housing support outcomes, ensuring person-centred and high-standard support. Support plans are reviewed quarterly with support workers, fostering a safe space for feedback and engagement in activities. Clients also participate in quarterly tenants' meetings with staff and the registered manager, receiving updates on the organisation, local area, and project developments, promoting collaboration and a positive environment. Additionally, clients are offered quarterly one-to-one meetings with the responsible individual (RI), offering opportunities to discuss service improvements. RI contact details are also available for interim communication. Clients consistently report easy access to the RM, RI, and support team.</p>

Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£0

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	3

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	7	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	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	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

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	Working towards all staff completing
Care Worker	Not relevant to this staff group	All staff have completed

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	All staff have completed	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	Working towards all staff completing	Working towards all staff completing
Care Worker	All staff have completed	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	1	0	0
Care Worker	7	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

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	0
Care Worker	7	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	0	0
Care Worker	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	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	35 hours per week, 5 x 7 hour days.
Care Worker	Day Shift - 8am - 8pm. Night Shift - 8pm - 8am (2workers on shift)