

True Focus Care 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: True Focus Care LTD

Provider summary

The provider was registered on:	21/10/2020
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 and development plan is in place for staff continual professional development. Staff complete their QCF level 3 in Health & Social Care children and young people. A monthly subscription is paid for eLearning and webinars for all staff employed. We also commission in Face-to-face training TRM Practitioner, Positive Behavioural Management, First Aid ADHD and self harm any training identified by staff will be sourced and commissioned. We are able to access Swansea City Council training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We fully recognise that our staff team forms the essential strength of our service and we are committed to supporting individual growth and development for our employees. By providing training, regular supervisions, support our staff to feel valued, pay increase, staff survey's, thorough induction programme and team building days. We do not have a large turn over of staff. We have only had one member of staff leave during the last financial year. We have now recruited this position.

Regulated services delivered by this provider

Service name	Service type	Type of care
Melyn Rose House	Care Home Service	Childrens Home

Service: Melyn Rose House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	21/10/2020
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 Tina Anne Hawkins
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Tina Hawkins
Manager(s)	Jacqueline Cooper

Service contact details

Service Telephone Number	01792936145
Service Contact Email Address	truefocuscareltd@outlook.com

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">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 1• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 4• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• TV point

Engagement with people using the service

<p>Online surveys are distributed to young people, professionals, and family members to gather feedback on service quality and effectiveness. Regular discussions with Social Workers review the care provided and focus on each young person's individual outcomes, ensuring plans remain relevant and person-centred. Young people are encouraged to actively participate through weekly children's meetings, where they can express their views and contribute to decision-making. Promoting empowerment and voice is central to the service, helping individuals feel valued while building confidence and independence. A participation video has been developed to introduce the home and support understanding of the environment. Additionally, a clear complaints procedure ensures concerns can be raised and addressed promptly. Commissioners carry out regular audits to maintain accountability and ensure the service consistently meets required standards and delivers positive outcomes.</p>
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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 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?	£3991
The maximum weekly fee payable during the last financial year?	£4563

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)	11
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	12	0

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
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
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
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
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
Deputy Manager	All staff have completed	All staff have completed
Care Worker	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
Deputy Manager	1	0	0
Care Worker	8	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
Care Worker	4	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Care Worker	6	6

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	0
Care Worker	3	9

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	08.00-20.10 Day shift x two staff. 20.00-08.10 waking night two staff