

Service Direct 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: Service Direct Limited

Provider summary

The provider was registered on:	13/03/2025
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.	Service Direct identifies training needs through induction, supervision, appraisals, audits and feedback. Staff complete mandatory training aligned to CIW and Social Care Wales, supported by a training matrix to monitor compliance. Training is delivered via e-learning and practical sessions, with refreshers scheduled. Additional training is provided based on service user needs, ensuring staff remain competent and deliver safe, person-centred care. Training is provided in line with contractual
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Service Direct follows safe recruitment practices including DBS checks, references and values-based interviews. Staff are recruited locally to support continuity. Retention is supported through competitive pay, flexible working, induction, supervision and ongoing training. A stable core team and bank staff. Workforce planning ensures safe staffing and continuity of care despite sector challenges.

Regulated services delivered by this provider

Service name	Service type	Type of care
Service Direct West Wales	Domiciliary Support Service	None

Service: Service Direct West Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/03/2025
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	- Service Direct Limited is registered to provide a domiciliary support service in West Wales regional partnership area - The responsible individual for this service is Grant John Harries-Griffiths
How many people in total did the service provide care and support to during the last financial year?	55

Service management

Responsible Individual(s)	Grant Harries-Griffiths
Manager(s)	Donna Humphrey

Service contact details

Service Telephone Number	07446325981
Service Contact Email Address	grantgriffiths1@icloud.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

Engagement with people using the service

Service Direct consults people through surveys, online feedback and regular reviews. Quarterly reviews are completed to gather views on care and outcomes. 'Meet the RI' opportunities allow direct engagement with the Responsible Individual. The complaints procedure is promoted at assessment and during reviews to encourage feedback. This ensures people's views inform service improvement.

Compliance and quality statement

Not Inspected - Strong Internal Checks Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.50
The maximum hourly rate payable during the last financial year?	£36.88

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)	13
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	2	0
Care Worker	15	5

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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	All staff have completed
Supervisory Staff (not providing direct care)	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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

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
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	2	0	0
Care Worker	13	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	2	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	1	1
Senior Care Worker	2	0
Care Worker	7	8

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
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	0	0
Care Worker	3	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1
Care Worker	7