

People Support 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 summary

The provider was registered on:	21/05/2021
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.	New staff complete a week-long classroom induction aligned with AWIF for Social Care Wales requirements. It covers topics such as infection control, PPE, dementia, food hygiene, equality, and inclusion. Training includes the Social & Wellbeing Act, All Wales Safeguarding Procedure, and All Wales Manual Handling. Staff also receive specialised training tailored to service users, like PEG feeding (NHS), medication MAR (local authority), and national well-being and record-keeping training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Our recruitment team ensures safe, high-quality hiring by advertising jobs on Indeed and social media, conducting due diligence checks, and face-to-face interviews. With a sponsorship license, we support international staff through the borderless system to meet Home Office requirements. Benefits include recognition days, Social Care Wales and DBS check fee coverage, paid training, QCF qualifications, supervisions, team meetings, appraisals, and reference checks, fostering inclusivity.

Regulated services delivered by this provider

Service name	Service type	Type of care
Powys Homecare	Domiciliary Support Service	None
People Support Limited	Domiciliary Support Service	None
People Support Limited	Domiciliary Support Service	None

Service: People Support Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/04/2023
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Gregory Harries-GriffithsPeople Support Ltd 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?	234

Service management

Responsible Individual(s)	Gregory Harries-Griffiths
Manager(s)	Nicola Hodges

Service contact details

Service Telephone Number	07446325981
Service Contact Email Address	grant.griffiths@peoplesupportuk.net

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

<p>Throughout the last financial year, we consulted individuals using our service through assessments, reviews, and an annual survey. These included one-on-one discussions, group forums, and ongoing feedback via our service user portal. To comply with Regulation 73, we made deliberate and structured arrangements to consult with people who use our service. Senior management, including the Responsible Individual, met regularly with individuals to gather insights, while alternative communication methods ensured inclusivity for all. Feedback focused on care quality, responsiveness, and satisfaction, and was used to adjust care plans, enhance staff training, improve scheduling, and provide additional resources. This demonstrated our commitment to voice, choice, and continuous service improvement.</p>
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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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	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)	61
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	72	3
Planner	1	0
Other Staff	3	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	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
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	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	All staff have completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
Planner	No staff have yet completed	All staff have completed
Other Staff	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
Senior Care Worker	3	0	0
Care Worker	54	0	0
Planner	1	0	0
Other Staff	3	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	1	17
Planner	0	0
Other Staff	0	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
Senior Care Worker	3	0
Care Worker	34	38
Planner	1	0
Other Staff	3	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
Deputy Manager	1	0
Senior Care Worker	0	3
Care Worker	17	55
Planner	0	0
Other Staff	2	1

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
Planner	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am-4pm
Care Worker	7am - 2pm with 24 staff 3pm-10pm with 15 staff

Service: Powys Homecare

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/05/2021
Maximum number of places	0
Partnership Area	Powys
Service Conditions	<ul style="list-style-type: none">• People Support Ltd is registered to provide a domiciliary support service in Powys regional partnership area• The responsible individual for this service is Gregory Harries-Griffiths
How many people in total did the service provide care and support to during the last financial year?	88

Service management

Responsible Individual(s)	Gregory Harries-Griffiths
Manager(s)	Laura Wygold,

Service contact details

Service Telephone Number	01938 705089
Service Contact Email Address	greg@peoplesupportwales.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

Engagement with people using the service

Over the past financial year, Powys people support branch has implemented various methods to gather input from service users and improve operations. These included quarterly feedback surveys, service review meetings, one-on-one consultations, suggestion boxes, and a user representation panel, with input also gathered from caregivers where needed. Feedback led to concrete changes like revised service hours, improved staff training, enhanced scheduling systems, and more frequent wellness checks, ensuring user needs were prioritised and their voices shaped the service's development.

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 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	3
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)	25
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	5	0
Care Worker	20	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
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
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	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
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
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	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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
Senior Care Worker	5	0	0
Care Worker	9	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	11

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
Senior Care Worker	4	1
Care Worker	11	9

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	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
Deputy Manager	0	0
Senior Care Worker	3	3
Care Worker	14	14

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am-2pm= 2 staff. 2pm-10pm= 2 staff
Care Worker	7am- 2pm= 7staff. 7pm-10pm = 7staff

Service: People Support Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/10/2024
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">• People Support Ltd is registered to provide a domiciliary support service in West Wales regional partnership area• The responsible individual for this service is Gregory Harries-Griffiths
How many people in total did the service provide care and support to during the last financial year?	475

Service management

Responsible Individual(s)	Gregory Harries-Griffiths
Manager(s)	Lisa Collins, Andrew Downey

Service contact details

Service Telephone Number	03337722633
Service Contact Email Address	grant@peoplesupportwales.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

Engagement with people using the service

<p>Throughout the last financial year, we consulted individuals using our service through assessments, reviews, and an annual survey. These included one-on-one discussions, group forums, and ongoing feedback via our service user portal. To comply with Regulation 73, we made deliberate and structured arrangements to consult with people who use our service. Senior management, including the Responsible Individual, met regularly with individuals to gather insights, while alternative communication methods ensured inclusivity for all. Feedback focused on care quality, responsiveness, and satisfaction, and was used to adjust care plans, enhance staff training, improve scheduling, and provide additional resources. This demonstrated our commitment to voice, choice, and continuous service improvement.</p>
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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	1
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	97
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	11	1
Care Worker	122	5
Planner	1	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
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
Planner	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
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
Planner	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
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
Planner	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
Deputy 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
Planner	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	No staff have yet 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
Planner	No staff have yet 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	2	0	0
Deputy Manager	0	1	0
Supervisory Staff (not providing direct care)	3	0	0
Senior Care Worker	11	0	0
Care Worker	99	0	0
Planner	1	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	23
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	11	0
Care Worker	69	53
Planner	1	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	1
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	3
Senior Care Worker	5	3
Care Worker	21	62
Planner	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	3	3
Care Worker	9	9
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Team 1- Working average 7 hours per day over 5 days per week/ every other weekend off. Team 2- 7am - 11pm 5 rolling rota 5 staff, 7am till 15.00pm 5 days a week 1 staff
Care Worker	Team 1- Full timers working an average of 7 hours per day over 5 days. Part time staff working an average of 7 hours per day/days depending on part time contract. 0 Hour casual staff give availability and 4 weeks rota completed. Team 2- 7am - 11 pm 5 rolling rota 40 staff, 7am till 15.00pm 5 days a week 20 staff , 16.00pm till 23.00pm 5 days a week. 10 staff 9am till 14.30pm mums runs 4 days a week 5 staff

