

38.6 Solutions 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:	14/05/2019
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.	All staff are enrolled on the Social Care Induction upon completion of our in-house induction and probation period. Supervision is held regularly utilizing Personal Development Plans to identify training desired and required. All support staff are required to register with Social Care Wales and must therefore complete the training to support registration. A training matrix is regularly updated and reviewed to identify training needs, and an agreed budget is maintained.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment remains a challenge within the sector; we utilize an online recruitment service which ensures transparency with applicants regarding the demands of the role and skill requirements. Core staff are able to fulfil our minimum staffing requirements and retain a positive work-life balance, with further support from a team of bank staff who enjoy the flexibility of the role. Increased staff wages above national average and widened the grading and scales to include a wider range of skills

Regulated services delivered by this provider

Service name	Service type	Type of care
Elwy House Family Assessment Centre	Residential Family Centre	None
Bath House Residential Assessment Centre	Residential Family Centre	None

Service: Bath House Residential Assessment Centre

Service summary

Service Type	Residential Family Centre
Type of Care	None
Approval Date	14/05/2019
Maximum number of places	10
Service Conditions	- A maximum of 10 individuals can be accommodated at this service. - The responsible individual for this service is Karen Patricia Waring
How many people in total did the service provide care and support to during the last financial year?	19

Service management

Responsible Individual(s)	Karen Waring
Manager(s)	Karen Waring

Service contact details

Service Telephone Number	01745355662
Service Contact Email Address	admin@38-6solutions.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	Welsh
Non-verbal communication methods used at the service	- Non-formal communication (e.g. body language, facial expressions) - Writing (Paper / Whiteboards) - Assistive Technology

Service facilities and accommodation

- Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Independent Visitor visiting a minimum of every 4 months meeting with residents individually. We provide anonymous surveys every six weeks in residents preferred language and accessible format, utilizing a tick questionnaire with a scoring system which leaves space for comment. We also have a suggestion box placed in an area which is not visible via CCTV providing individuals with anonymity. Families may also provide anon feedback via QR codes around the property utilizing mobile technology Responsible Individual visits where residents are spoken to independently where they are encouraged to express their views or raise any issues. Residents Meetings, held monthly, Key Worker 1-1 Reflective Sessions are held weekly
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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
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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?	£1200
The maximum weekly fee payable during the last financial year?	£11700

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)	16
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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	4	1
Care Worker	13	2
Social Worker	2	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	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	Working towards all staff completing
Social 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
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	Working towards all staff completing	Working towards all staff completing
Social Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	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	Working towards all staff completing	Working towards all staff completing
Social 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
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Working towards all staff completing	Working towards all staff completing
Social Worker	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
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	Working towards all staff completing	Working towards all staff completing
Social Worker	All staff have completed	Not relevant to this staff group

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	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	4	0	0
Care Worker	7	0	0
Social Worker	1	1	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	1
Senior Care Worker	0	0
Care Worker	0	6
Social Worker	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)	2	1
Senior Care Worker	4	0
Care Worker	3	10
Social Worker	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	2	2
Care Worker	6	7
Social Worker	1	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	0	0
Care Worker	0	0
Social Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	12 hours 8-8
Care Worker	12hours 8-8

Service: Elwy House Family Assessment Centre

Service summary

Service Type	Residential Family Centre
Type of Care	None
Approval Date	29/09/2022
Maximum number of places	12
Service Conditions	- The responsible individual for this service is karen patricia waring - The responsible individual for this service is Karen Patricia Waring - A maximum of 12 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	25

Service management

Responsible Individual(s)	Karen Waring
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01745369458
Service Contact Email Address	phillippa.hughes@38-6solutions.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	Welsh
Non-verbal communication methods used at the service	- Assistive Technology - Writing (Paper / Whiteboards) - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Non-formal communication (e.g. body language, facial expressions) - Objects of reference

Service facilities and accommodation

- Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 4 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - Outdoor play area - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Independent Visitor visiting a minimum of every 4 months meeting with residents individually. We provide anonymous surveys every six weeks in residents preferred language and accessible format, including online via QR code, utilizing a tick questionnaire with a scoring system which leaves space for comment. We also have a suggestion box placed in an area which is not visible via CCTV providing individuals with anonymity. Responsible Individual visits where residents are spoken to independently where they are encouraged to express their views or raise any issues. Residents Meetings, held

Compliance and quality statement

Inspected - Delivering Quality Care

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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?	£1200
The maximum weekly fee payable during the last financial year?	£11700

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
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)	16
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
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Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	4	1
Care Worker	13	2
Social Worker	2	0

Training undertaken

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Role type	Induction	Health & Safety
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Social Worker	All staff have completed	Not relevant to this staff group

Contractual arrangements

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Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
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Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	4	0	0
Care Worker	7	0	0
Social Worker	1	1	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	1
Senior Care Worker	0	0
Care Worker	0	6
Social Worker	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)	2	1
Senior Care Worker	4	0
Care Worker	3	10
Social Worker	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
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Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	2	2
Care Worker	6	7
Social Worker	1	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
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Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Social Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
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