

INDEPENDENT USER HW - BESPOKE SUPPORT SERVICE 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: INDEPENDENT USER HW - BESPOKE SUPPORT SERVICE LIMITED

Provider summary

The provider was registered on:	11/06/2018
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.	throughout the year regular plans and processes are put in place to plan and organise training needs that are both mandatory and specialist training depending on the needs of the individuals we support and the staff needs. a training matrix is provided and updated monthly or as and when training is completed. the requirement from Social Care Wales for advising them of the continual professional development has now changed and there is no current requirement for staff to submit training data.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	we are delighted that the workforce is stable and there is very little movement of staff. We work hard to support our valued staff and support them in all professional areas. There are National complex issues with staff recruitment but we work hard to retain the right staff and ensure they are well trained and supported. We do not ask staff to work excessive hours and we give three months notice for rotas so staff can plan holidays and personal outings. This ensures they have work / home balance

Regulated services delivered by this provider

Service name	Service type	Type of care
Independent User Bespoke Support Service (IUBSS)	Domiciliary Support Service	None

Service: Independent User Bespoke Support Service (IUBSS)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	11/06/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">INDEPENDENT USER HW - BESPOKE SUPPORT SERVICE LIMITED is registered to provide a domiciliary support service in North Wales regional partnership areaThe responsible individual for this service is Catherine Jane Wantling
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Catherine Wantling
Manager(s)	Catherine Wantling

Service contact details

Service Telephone Number	07903112791
Service Contact Email Address	cw@iubssltd.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

we have continuous consultation open with people who use the service. We are delighted that we have many compliments from people who are very happy with our service. We ask people to answer our happiness surveys. We are also very keen to reflect on our practice and ask our valued staff to frequently give us feedback.

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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0.00
The maximum hourly rate payable during the last financial year?	£0.00

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
Care Worker	10	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
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
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
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
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
Care Worker	10	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
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
Care Worker	9	1

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
Care Worker	5	4

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	day shift 07:00-21:00hrs 2 staff Night shift 21:00hrs -07:00 1 staff