

Harbour Healthcare SW 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: Harbour Healthcare SW Limited

Provider summary

The provider was registered on:	01/06/2020
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.	Harbour Healthcare uses the online Your HIPPO elearning training platform for mandatory and required E-Learning and also records all practical sessions. Training is sourced via RCT Local Authority, the Local Health Board for health topics such as wounds, Parkinsons Disease falls diabetes etc. Orchard Rock an external training company provide a range of training needs eg fire marshal, first aid and additional clinical training requirements to ensure that staff are confident and competent.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Harbour homes prioritise staff recruitment and retention to ensure all required staffing is in place offering employee of the month, long service awards, counselling, awards ceremony biennial for staff achievements and commitment. The Home is successful in recruitment and retention for all of staff. The home has limited vacancies and staff teams are long term staff with little turnover. The management team, Regional Operations Manager and RI are also long standing providing ongoing stability.

Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Eirin	Care Home Service	Adults With Nursing
Ty Gwynno	Care Home Service	Adults With Nursing

Service: Ty Gwynno

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	01/06/2020
Maximum number of places	46
Service Conditions	<ul style="list-style-type: none">• A maximum of 46 individuals can be accommodated at this service• Harbour Healthcare SW Limited is registered to provide a Care Home Service at Ty Gwynno Ty Gwynno , Hafod Lane , Hopkinson Town , Pontypridd , CF37 2SD• The responsible individual for this service is Karen Dawn Davies-Read
How many people in total did the service provide care and support to during the last financial year?	66

Service management

Responsible Individual(s)	Karen Davies-Read
Manager(s)	Rebecca Harkus

Service contact details

Service Telephone Number	01443408848
Service Contact Email Address	ty.gwynno.manager@harbourhealthcare.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	<ul style="list-style-type: none">• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Cinema• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 5• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 3• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 46• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Stairlift• TV point
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Engagement with people using the service

We provide quarterly resident and relative meetings. A resident and relative notice board provides all required information. Residents have 3 monthly care plan reviews with their relatives. The RI meets with the residents, families and visiting professionals producing the 3 monthly and 6 monthly reports.

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 weekly fee payable during the last financial year?	£891
The maximum weekly fee payable during the last financial year?	£1533.95

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)	46
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	9	0
Care Worker	36	2
Domestic staff	5	0
Catering staff	3	1
Other Staff	7	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
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	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
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	9	0	0
Care Worker	36	0	0
Domestic staff	5	0	0
Catering staff	3	0	0
Other Staff	7	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
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	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
Registered Nurse (1+ Years in Practice)	4	1
Senior Care Worker	9	0
Care Worker	31	5
Domestic staff	3	2
Catering staff	3	0
Other Staff	7	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
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	9	0
Care Worker	28	8
Domestic staff	0	0
Catering staff	1	0
Other Staff	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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	0730-1930/ 1930-0730
Senior Care Worker	0730-1930/ 1930-730
Care Worker	0730-1930 1930-0730

Service: Ty Eirin

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	01/06/2020
Maximum number of places	90
Service Conditions	<ul style="list-style-type: none">• Harbour Healthcare SW Limited is registered to provide a Care Home Service at Ty Eirin Ty Eirin Care Home, Thomastown Tonyrefail, Porth, CF39 8EE• The responsible individual for this service is Karen Dawn Davies-Read• A maximum of 90 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?	107

Service management

Responsible Individual(s)	Karen Davies-Read
Manager(s)	Crystal Graham

Service contact details

Service Telephone Number	01443675010
Service Contact Email Address	ty.eirin.manager@harbourhealthcare.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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	<ul style="list-style-type: none">• Writing (Paper / Whiteboards)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Close to local shops / amenities• Education facility• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Library• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 8• Number of bedrooms with en-suite facilities: 90• Number of communal lounges: 5• Number of dining rooms: 5• Number of shared bedrooms: 0• Number of single bedrooms: 90• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wildlife / domesticated animals

Engagement with people using the service

We provide quarterly resident and relative meetings. A resident and relative notice board provides all required information. Residents have 3 monthly care plan reviews with their relatives. The RI meets with the residents, families and visiting professionals producing the 3 monthly and 6 monthly reports.

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?	£891
The maximum weekly fee payable during the last financial year?	£1400

Complaints processed by the service

Total number of formal complaints made during the last financial year	12
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	12

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	68
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Registered Nurse (1+ Years in Practice)	11	1
Senior Care Worker	18	0
Care Worker	69	0
Domestic staff	16	0
Catering staff	7	0
Other Staff	9	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
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	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
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	Working towards all staff completing

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	2	0	0
Registered Nurse (1+ Years in Practice)	11	0	0
Senior Care Worker	18	0	0
Care Worker	51	0	0
Domestic staff	12	0	0
Catering staff	7	0	0
Other Staff	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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	18	0
Domestic staff	4	0
Catering staff	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	2	0
Registered Nurse (1+ Years in Practice)	6	5
Senior Care Worker	12	6
Care Worker	40	29
Domestic staff	4	12
Catering staff	7	0
Other Staff	7	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	7am-7pm 7pm-7am 2.5 nurse day 2 night
Senior Care Worker	7am-7pm 7pm-7am 2 seniors day 2 at night
Care Worker	7am-7pm 7pm-7am 17 day 8 night