

# Sky Care North Wales 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.

## Contents

---

### [Provider: Sky Care North Wales Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: Bron Haul Care Home](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

## Provider: Sky Care North Wales Ltd

### Provider summary

The provider was registered on:	26/08/2022
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	<p>Training has been in the long run via flexabee/ online this is beneficial to the staff and service, DCC and local colleges for the QCF, fire safety training given by a local trainer and a variety of other courses including manual handling are given in person at the care home by a local trainer.</p> <p>The matrix is updated weekly and all mandatory's completed</p> <p>The planning is in line with Mandatory training and the training needs of our service users diagnosis and needs.</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>Staff are found via indeed and sponsorship, and recommendations.</p> <p>Sponsored staff are met by the owners in the first instance, the manager then issues an application form, an informal discussion takes place then if the criteria is met arranges for a formal interview and from here</p> <p>collection of two references is needed and then a clear enhanced DBS</p> <p>Induction period of 3 months is then commenced</p> <p>Supervisions are held min every three months.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Bron Haul Care Home	Care Home Service	Adults Without Nursing

## Service: Bron Haul Care Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	26/08/2022
<b>Maximum number of places</b>	37
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 37 individuals can be accommodated at this service.</li><li>• Sky Care North Wales Ltd is registered to provide a Care Home Service at Bron Haul Care Home Bron Haul Residential Home, 41-43, Brighton Road, Rhyl, LL18 3HL</li><li>• The responsible individual for this service is Aleem Choudhry</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	38

### Service management

<b>Responsible Individual(s)</b>	Aleem Choudhry
<b>Manager(s)</b>	Deborah Williams

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01745353730">01745 353730</a>
<b>Service Contact Email Address</b>	<a href="mailto:skycarewalesltd@gmail.com">skycarewalesltd@gmail.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Writing (Paper / Whiteboards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 6</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 4</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 35</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Stairlift</li><li>• TV point</li><li>• Wheelchair access</li></ul>
---

### Engagement with people using the service

A variety of different ways that include regular questionnaires that ask the feedback of service users and regular chats with all service users.
--

### Compliance and quality statement

### Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

### Fees charged by the service

The minimum weekly fee payable during the last financial year?	£875
The maximum weekly fee payable during the last financial year?	£975

### 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)	21
--	----

#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	2
Care Worker	18	4
Domestic staff	1	2
Catering staff	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
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

#### 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
Domestic staff	All staff have completed	All staff have completed
Catering 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
Domestic staff	All staff have completed	All staff have completed
Catering 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
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	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	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
Domestic staff	Not relevant to this staff group	All staff have completed
Catering 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
Senior Care Worker	1	0	0
Care Worker	18	0	0
Domestic staff	1	0	0
Catering staff	2	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	0
Domestic staff	0	0
Catering 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	1	0
Care Worker	13	5
Domestic staff	1	0
Catering staff	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	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	3	0
Domestic staff	0	0
Catering staff	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	0
Care Worker	7-1 = 6. 1-5 = 6 5-8 = 5 8-8pm = 2