

Bridgend County Borough Council Adults and Children's Services

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:	21/09/2018
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.	SCDWP offers a comprehensive training program tailored for the social care workforce, utilising a blend of e-learning, face-to-face sessions, and online modules. Each service's registered and designated managers hold the responsibility of upholding staff training matrices within their respective services. Every service maintains detailed records encompassing mandatory and core training, as well as individual-specific training needs and compliance mandates.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We've continued to refine our approach to advertising positions at Bridgend, leveraging targeted social media campaigns accompanied by informative info-graphics highlighting the comprehensive benefits available.

Regulated services delivered by this provider

Service name	Service type	Type of care
Hillsboro Residential Home for Children and Young People	Care Home Service	Childrens Home
Meadows View	Care Home Service	Childrens Home
Héronsbridge School	Special School Residential Service	None
Bryn Y Cae Residential Services for older people	Care Home Service	Adults Without Nursing
Ty Cwm Ogwr Residential Home for Older People	Care Home Service	Adults Without Nursing
Breakaway Short Stay Service	Care Home Service	Adults Without Nursing
Bridgend County Borough Council Domiciliary Care Services	Domiciliary Support Service	None
Bakers Way Short Breaks Service	Care Home Service	Childrens Home
Harwood House	Care Home Service	Childrens Home
Sunny Bank	Care Home Service	Childrens Home
Ty Llwynderw	Care Home Service	Adults Without Nursing
Ty Ynysawdre	Care Home Service	Adults Without Nursing

Service summary

Service Type	Special School Residential Service
Type of Care	None
Approval Date	11/02/2025
Maximum number of places	4
Service Conditions	- A maximum of 4 individuals can be accommodated at this service. - The responsible individual for this service is Jeremy Alun Evans
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Jeremy Evans
Manager(s)	Lisa Davies

Service contact details

Service Telephone Number	01656815725
Service Contact Email Address	head@heronsbridge.bridgend.cymru

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	- Objects of reference - Picture Exchange Communication System (PECS) - Social Stories - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Non-formal communication (e.g. body language, facial expressions) - Signalong - Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH) - Writing (Paper / Whiteboards)

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Education facility - Garden(s) - Gym / sports facilities - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 2 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 2 - Number of dining rooms: 2 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Sensory areas - Spa / hot tub - TV point
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Engagement with people using the service

Our parents advocate on behalf of the children - through visits, questionnaires and feedback via regular communication (dojo app).

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	6
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	4	1
Other Staff	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	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
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group
Other 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	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
Other Staff	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	1	0	0
Senior Care Worker	1	0	0
Care Worker	4	0	0
Other Staff	0	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
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	6

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	1	0
Care Worker	4	0
Other Staff	0	6

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
Senior Care Worker	1	0
Care Worker	2	2
Other Staff	0	6

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
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift: 3pm - 10pm Mon - Thurs 4 staff, Night Shift: 10pm - 9am 2 staff, Sleep In 10pm - 9am 2 staff
Care Worker	Day Shift: 3pm - 10pm Mon - Thurs 4 staff, Night Shift: 10pm - 9am 2 staff, Sleep In 10pm - 9am 2 staff