

Ymddiriedolaeth Gofalwyr Gogledd Cymru-Gwasanaethau Gofal Croesffyrdd Carers Trust North Wales-Crossroads Care 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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Service: Ymddiriedolaeth Gofalwyr Gogledd Cymru Gwasanaethau Gofal Croesffyrdd Carers trust North Wales Crossroads Care Services

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**Provider: Ymddiriedolaeth Gofalwyr Gogledd Cymru-Gwasanaethau Gofal Croesffyrdd
Carers Trust North Wales-Crossroads Care Services**

Provider summary

The provider was registered on:	16/01/2019
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.	We have a Team Manager who oversees all induction, mandatory and refresher training. she keeps a training matrix and our software flags up any training due within the following month on her dashboard.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>As a network partner of Carers Trust National we have very robust recruitment policies and procedures in place that we strictly adhere to. We have struggled with recruitment over the past 12 months but our retention record is excellent, with few staff leaving us unless it is to retire.</p> <p>Once we have successfully recruited we follow induction training and ensure compliance with both CIW and social care wales.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Carers Trust North Wales and Ceredigion Crossroads Care Services	Domiciliary Support Service	None
Ymddiriedolaeth Gofalwyr Gogledd Cymru Gwasanaethau Gofal Croesffyrdd Carers trust North Wales Crossroads Care Services	Domiciliary Support Service	None

Service: Carers Trust North Wales and Ceredigion Crossroads Care Services

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	11/06/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Alison JonesYmddiriedolaeth Gofalwyr Gogledd Cymru-Gwasanaethau Gofal Croesffyrdd Carers Trust North Wales-Crossroads Care Services is registered to provide a domiciliary support service in West Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	291

Service management

Responsible Individual(s)	Alison Jones
Manager(s)	Karen Allen, Alison Jones

Service contact details

Service Telephone Number	01492542212
Service Contact Email Address	northwales@nwcrossroads.org.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	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>We send out annual questionnaires to all service users. We receive regular feedback re the RI reports and these are discussed with the RCM if any amendments to service are requested. We consult with carers and the people they care for through our dementia centres. Our RCM is in constant contact from setting up new services with all service users and talks often to carers on the telephone. Staff are encouraged to report any changes/concerns they have to the RCM immediately and also are asked routinely at each supervision/appraisal about their clients. we consult re any new services we are thinking of offering to ensure it is what service users actually want/need.</p>

Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23
The maximum hourly rate payable during the last financial year?	£28

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)	30
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	3	0
Care Worker	34	3
Other Staff	1	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	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	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	3	0	0
Care Worker	34	0	0
Other Staff	1	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	0

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	2
Care Worker	0	34
Other Staff	0	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
Senior Care Worker	3	0
Care Worker	34	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
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Monday - Friday 8am - 8pm
Care Worker	Monday - Friday 8am - 8pm

Service: Ymddiriedolaeth Gofalwyr Gogledd Cymru Gwasanaethau Gofal Croesffyrdd Carers trust North Wales Crossroads Care Services

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	16/01/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none"> The responsible individual for this service is Alison Jones Ymddiriedolaeth Gofalwyr Gogledd Cymru-Gwasanaethau Gofal Croesffyrdd Carers Trust North Wales-Crossroads Care Services is registered to provide a domiciliary support service in North Wales regional partnership area
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Care Worker	0	0
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Full time v part time information

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Care Worker	0	0
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