Skylark Care Solutions 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: Skylark Care Solutions Ltd
- Provider summary
- Training and workforce planning arrangements
- Regulated services delivered by this provider

Service: The Haven
- 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: Skylark Care Solutions Ltd

Provider summary

The provider was registered on:	20/02/2025
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.	During the last financial year, the service maintained a structured approach to staff training and development through supervision, appraisals, audits and competency assessments. Mandatory and specialist training was provided in line with CIW guidance and children's needs. In the last two quarters, Workforce Development Plans and an e-library were introduced, with staff completing two monthly training courses. Team meetings and supervision also reinforced learning and reflective practice.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	During the last financial year, the service maintained safer recruitment and retention arrangements to ensure a stable and skilled workforce. Recruitment processes included interviews, DBS checks, references and qualification verification. The service obtained Home Office Sponsorship Licence, enabling the recruitment and retention of permanent overseas staff and reducing reliance on agency workers. Staff retention was supported through supervision, team meetings, training, Workforce Development.

Regulated services delivered by this provider

Service name	Service type	Type of care
The Haven	Care Home Service	Childrens Home

Service: The Haven

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	20/02/2025
Maximum number of places	3
Service Conditions	• The responsible individual for this service is Grace Muumbe • A maximum of 3 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?	4

Service management

Responsible Individual(s)	Grace Muumbe
Manager(s)	Edison Muumbe

Service contact details

Service Telephone Number	07496895643
Service Contact Email Address	admin@skylarkcaresolutions.org

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

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.)
- Close to local shops / amenities
- Garden(s)
- Internet access
- Laundry service
- Near public transport
- Number of bathrooms with assisted bathing facilities: 0
- Number of bedrooms with en-suite facilities: 1
- Number of communal lounges: 1
- Number of dining rooms: 1
- Number of shared bedrooms: 0
- Number of single bedrooms: 3
- On-site parking
- Outdoor play area
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- Residents' kitchenette / communal kitchen
- TV point

Engagement with people using the service

During the last financial year, the service maintained open communication with children and young people, families, professionals and partner agencies to ensure feedback informed the operation and development of the service. Consultation took place through key work sessions, house meetings, reviews, professional meetings and daily interactions, enabling individuals to express their views, wishes and concerns in a supportive environment. The service promoted a culture where children, staff and professionals felt encouraged to share feedback, raise concerns and contribute ideas to improve the quality of care and support provided. Feedback from professionals and partner agencies was also considered within care planning and quality assurance processes. During the year, the service also identified the need to further strengthen consultation arrangements and plans were made to introduce formal feedback forms for children, families, professionals and partner agencies.

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?	£7250
The maximum weekly fee payable during the last financial year?	£7680

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	1
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)	7

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	2	2
Senior Care Worker	1	2
Care Worker	7	7

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
Senior Care Worker	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
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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet 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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy 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	All staff have completed	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
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

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
Senior Care Worker	1	0	0
Care Worker	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	5

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
Senior Care Worker	1	0
Care Worker	2	5

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	0	2
Senior Care Worker	0	1
Care Worker	0	7

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift (8am -8pm) Night Shift (8pm -8am)
Care Worker	Day shift (8am -8pm) Night shift (8pm -8am)