

Bluebell Care at Home 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.

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Provider: Bluebell Care at Home LTD

Provider summary

| | |
|--|--|
| The provider was registered on: | 20/11/2018 |
| 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. | We have a training matrix in place which allows us to identify what training is required for our team members all mandatory courses. We provide both mandatory and non-mandatory courses and these are completed via online courses or through Flintshire Council. Specialised training is sought when required. We continually encourage personal development and will seek out training for those who have a noted an interest in a particular field relevant to their role. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | Retention of staff has remained high over the last financial year. As a business we promote and encourage personal growth. We provide a fair wage to staff to reflect their work and provide financial benefits such as yearly bonuses. We are on the Home Office Approved List for Sponsorships and have employed two full time members of staff. We continue to advertise through Indeed and try to generate interest through word of mouth and social media. |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|---------------------------|-----------------------------|--------------|
| Bluebell Care at Home Ltd | Domiciliary Support Service | None |

Service: Bluebell Care at Home Ltd

Service summary

| | |
|--|--|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 20/11/2018 |
| Maximum number of places | 0 |
| Partnership Area | North Wales |
| Service Conditions | <ul style="list-style-type: none">Bluebell Care at Home LTD is registered to provide a domiciliary support service in North Wales regional partnership areaThe responsible individual for this service is Victoria Lorraine Buckley |
| How many people in total did the service provide care and support to during the last financial year? | 34 |

Service management

| | |
|---------------------------|-----------------|
| Responsible Individual(s) | Victoria Owen |
| Manager(s) | Julie Macintyre |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 01352218130 |
| Service Contact Email Address | victoria@bluebellcareathome.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 | 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>Prior to any care being provided an introductory meeting is set up with the Service user and their families. During this meeting information is passed to the Service User about Bluebell Care at Home, this documentation includes the Service User Guide and meet the team documentation. Following the care package commencing the Service User is then sent a quality assurance questionnaire each year. We promote and encourage an 'open door' policy of communication and the Responsible Individual and Manager are always available for the Service User and their families</p> |
|---|

Compliance and quality statement

| |
|--|
| <p>Not Inspected - Strong Internal Checks</p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p> |
|--|

Fees charged by the service

| | |
|---|--------|
| The minimum hourly rate payable during the last financial year? | £25.28 |
| The maximum hourly rate payable during the last financial year? | £27.08 |

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) | 11 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|-------------|----------------------|-----------------|
| Manager | 2 | 0 |
| Care Worker | 11 | 2 |

Training undertaken

Induction and Health & Safety

| Role type | Induction | Health & Safety |
|-------------|--------------------------|--------------------------|
| Manager | 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 |
| Care Worker | 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 |
| Care Worker | 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 |
| Care Worker | All staff have completed | 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 |
| 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 | 2 | 0 | 0 |
| Care Worker | 4 | 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 |
| Care Worker | 0 | 7 |

Full time v part time information

| Role type | No. of full time staff | No. of part time staff |
|-------------|------------------------|------------------------|
| Manager | 2 | 0 |
| Care Worker | 7 | 4 |

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

| Role type | Hold required qualification | Working towards required qualification - not apprenticeship |
|-------------|-----------------------------|---|
| Manager | 2 | 0 |
| Care Worker | 8 | 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 |
| Care Worker | 3 | 3 |

Typical shift patterns

| Role type | Typical shift patterns |
|-------------|---|
| Care Worker | Day Shift 08:00 - 14:00, 6 staff. Night Shift 16:00 - 21:15 - 4 staff |