

Crosshands Home Services 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: Crosshands Home Services Ltd

Provider summary

The provider was registered on:	12/02/2019
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.	Training needs were identified through supervision, appraisals, competency checks, audits, and incident/feedback review. A training matrix monitored mandatory and role-specific training and highlighted gaps. Staff completed induction in line with the All Wales Induction Framework and ongoing training via e-learning and practical assessment. Compliance was regularly reviewed and any gaps addressed promptly.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Safe recruitment processes included interviews, references, and DBS checks. Values-based recruitment ensured suitability for care roles. Retention was supported through supervision, appraisals, training (which is fully funded), flexible working, and management support. Staff wellbeing was promoted through a Christmas bonus, birthday voucher scheme, and refer-a-friend scheme (£100 each for referrer and new starter), alongside regular engagement and feedback.

Regulated services delivered by this provider

Service name	Service type	Type of care
Crosshands Home Services Ltd (Swansea)	Domiciliary Support Service	None
CrossHands Home Services Ltd (CrossHands)	Domiciliary Support Service	None

Service: Crosshands Home Services Ltd (Swansea)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/02/2019
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	• Crosshands Home Services Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership area • The responsible individual for this service is David Robert Mattinson
How many people in total did the service provide care and support to during the last financial year?	98

Service management

Responsible Individual(s)	David Mattinson
Manager(s)	Hayley Goodwin

Service contact details

Service Telephone Number	01792792693
Service Contact Email Address	info@chsltd.org.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	• Welsh
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

Quarterly reviews are in place, Yearly Care Questionnaires are sent out to service users and family's can be part of the process
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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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22.03
The maximum hourly rate payable during the last financial year?	£27.00

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)	19
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	1	0
Care Worker	21	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	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

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
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	0	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	1
Care Worker	0	17

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	1	0
Care Worker	9	12

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	1	0
Care Worker	12	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	07.00 am - 13.30 pm 45%. 15.00 pm - 22.00 pm 25%. No night shift, 30% day off or annual leave
Care Worker	07.00 am - 13.30 pm 45%. 15.00 pm - 22.00 pm 25%. No night shift, 30% day off or annual leave

Service: CrossHands Home Services Ltd (CrossHands)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/02/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	• Crosshands Home Services Ltd is registered to provide a domiciliary support service in West Wales regional partnership area • The responsible individual for this service is David Robert Mattinson
How many people in total did the service provide care and support to during the last financial year?	138

Service management

Responsible Individual(s)	David Mattinson
Manager(s)	Vicky Sanders

Service contact details

Service Telephone Number	01269844610
Service Contact Email Address	info@chsltd.org.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	• Welsh
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

Service users were consulted about the operation of the service through RI visits carried out in their homes, regular care plan reviews with service users, and the use of quality assurance questionnaires. Feedback gathered was recorded and used to monitor the quality of care provided and to make improvements where appropriate.

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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22
The maximum hourly rate payable during the last financial year?	£30

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	17	0
Planner	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
Planner	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	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Planner	Working towards all staff completing	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
Planner	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	Working towards all staff completing
Planner	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Planner	Working towards all staff completing	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
Senior Care Worker	2	0	0
Care Worker	10	0	0
Planner	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	7
Planner	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	2	0
Care Worker	10	7
Planner	1	0

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	2	0
Care Worker	14	3
Planner	1	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am-8.30pm split shift 1 perday
Care Worker	7am -13.45 2 daily 7am -8.30pm 4 daily 4pm -9pm 1 daily