

Walsingham Support

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: Walsingham Support

Provider summary

| | |
|--|--|
| The provider was registered on: | 16/10/2019 |
| The following lists the provider conditions: | There are no conditions associated to the provider |

Training and workforce planning arrangements

| | |
|--|--|
| <p>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</p> | <p>The LNA is an annual assessment by L&D, heads of service, and managers to identify training needs across regions and corporate services. L&D collates this into a costed plan, prioritised by funding. It supports blended, cost-effective learning aligned with budget cycles. Proposals for training changes go to the Head of L&D, SLT, and ELT. The LNA becomes a mandatory guide on RADAR, reviewed annually. Unmet needs are recorded in the People Risk Register.</p> |
| <p>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</p> | <p>Over the past year, we introduced values-based recruitment to better align hiring with our mission. A values evaluation now starts the process, filtering candidates by alignment with our principles.</p> <p>Interviews include values-based questions and all questions are shared in advance to support fairness and reduce anxiety. These changes improved retention, strengthened candidate fit, and deepened staff alignment with our values of compassion, dignity, and respect in care.</p> |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|---|-----------------------------|--------------|
| Walsingham Support Domiciliary Care - Gwent | Domiciliary Support Service | None |
| Walsingham Support Domiciliary Care - Cwm Taf Morgannwg | Domiciliary Support Service | None |
| Walsingham Support Domiciliary Care Wales - Powys | Domiciliary Support Service | None |
| Walsingham Support Domiciliary Care - West Wales | Domiciliary Support Service | None |
| Walsingham Support Domiciliary Care - Western Bay | Domiciliary Support Service | None |

Service: Walsingham Support Domiciliary Care - Gwent

Service summary

| | |
|--|---|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 06/05/2025 |
| Maximum number of places | 0 |
| Partnership Area | Gwent |
| Service Conditions | <ul style="list-style-type: none">Walsingham Support is registered to provide a domiciliary support service in Gwent regional partnership areaThe responsible individual for this service is Thomas Sharples |
| How many people in total did the service provide care and support to during the last financial year? | 1 |

Service management

| | |
|---------------------------|-----------------|
| Responsible Individual(s) | Thomas Sharples |
| Manager(s) | Robert Hannifan |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 01792 312980 |
| Service Contact Email Address | Quality@walsingham.com |

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>Throughout the year we have consulted with individuals through several means: - People's parliament – this forum provides individuals a chance to meet to discuss hot topics within their local area and create action plans for the group and organisation. This then creates an elected party to represent each forum at a National Forum chaired by our expert by experience and former trustee. This forum is also attended by our CEO and RI. - Annual Surveys – our annual surveys are completed on a sixmonthly cycle and gathers responses from both families and individuals we support. - RI and CEO attended family meetings to discuss any changes in Walsingham and developments in the support models. - Individuals we support also provide key insight during our annual leadership conference which is attend through regional representative (separate to those involved in the People Parliament) to have insight on values, staff culture and behaviours.</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? | £22.50 |
| The maximum hourly rate payable during the last financial year? | £22.50 |

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) | 4.48 |
|---|------|

Service: Walsingham Support Domiciliary Care - West Wales

Service summary

| | |
|--|--|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 06/05/2025 |
| Maximum number of places | 0 |
| Partnership Area | West Wales |
| Service Conditions | <ul style="list-style-type: none">Walsingham Support is registered to provide a domiciliary support service in West Wales regional partnership areaThe responsible individual for this service is Thomas Sharples |
| How many people in total did the service provide care and support to during the last financial year? | 0 |

Service management

| | |
|---------------------------|-----------------|
| Responsible Individual(s) | Thomas Sharples |
| Manager(s) | Robert Hannifan |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 01792 312980 |
| Service Contact Email Address | Quality@walsingham.cpm |

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

| |
|---|
| No individuals supported in this area at this time. |
|---|

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? | £0 |
| The maximum hourly rate 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) | 0 |
|---|---|

Service: Walsingham Support Domiciliary Care - Cwm Taf Morgannwg

Service summary

| | |
|--|---|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 19/11/2020 |
| Maximum number of places | 0 |
| Partnership Area | Cwm Taf Morgannwg |
| Service Conditions | <ul style="list-style-type: none">Walsingham Support is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership areaThe responsible individual for this service is Thomas Sharples |
| How many people in total did the service provide care and support to during the last financial year? | 0 |

Service management

| | |
|---------------------------|-----------------|
| Responsible Individual(s) | Thomas Sharples |
| Manager(s) | Robert Hannifan |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 02083435600 |
| Service Contact Email Address | Quality@walsingham.com |

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

| |
|--|
| Currently not supporting any individuals under this registration |
|--|

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? | £0 |
| The maximum hourly rate 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) | 0 |
|---|---|

Service: Walsingham Support Domiciliary Care - Western Bay

Service summary

| | |
|--|--|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 16/10/2019 |
| Maximum number of places | 0 |
| Partnership Area | West Glamorgan |
| Service Conditions | <ul style="list-style-type: none">The responsible individual for this service is Thomas SharplesWalsingham Support is registered to provide a domiciliary support service in West Glamorgan regional partnership area |
| How many people in total did the service provide care and support to during the last financial year? | 46 |

Service management

| | |
|---------------------------|-----------------|
| Responsible Individual(s) | Thomas Sharples |
| Manager(s) | Robert Hannifan |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 02083435600 |
| Service Contact Email Address | Quality@walsingham.com |

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>Throughout the year we have consulted with individuals through several means: - People's parliament – this forum provides individuals a chance to meet to discuss hot topics within their local area and create action plans for the group and organisation. This then creates an elected party to represent each forum at a National Forum chaired by our expert by experience and former trustee. This forum is also attended by our CEO and RI. - Annual Surveys – our annual surveys are completed on a sixmonthly cycle and gathers responses from both families and individuals we support. - RI and CEO attended family meetings to discuss any changes in Walsingham and developments in the support models. - Individuals we support also provide key insight during our annual leadership conference which is attend through regional representative (separate to those involved in the People Parliament) to have insight on values, staff culture and behaviours.</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? | £22.00 |
| The maximum hourly rate payable during the last financial year? | £26.41 |

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 | 1 |
| Number of complaints partially upheld | 0 |
| Number of complaints not upheld | 1 |

Staff working at the service

Staff summary

| | |
|--|--------|
| The total number of full time equivalent posts at the service (as at 31 March) | 120.80 |
|--|--------|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|---|----------------------|-----------------|
| Manager | 1 | 0 |
| Supervisory Staff (not providing direct care) | 15 | 0 |
| Care Worker | 156 | 4 |

Training undertaken

Induction and Health & Safety

| Role type | Induction | Health & Safety |
|---|--------------------------------------|--------------------------------------|
| Manager | Not relevant to this staff group | All staff have completed |
| Supervisory Staff (not providing direct care) | All staff have completed | All staff have completed |
| Care Worker | Working towards all staff completing | Working towards all staff completing |

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 |
| Supervisory Staff (not providing direct care) | All staff have completed | All staff have completed |
| Care Worker | Working towards all staff completing | Working towards all staff completing |

Manual Handling and Safeguarding

| Role type | Manual Handling | Safeguarding |
|---|--------------------------------------|--------------------------|
| Manager | Not relevant to this staff group | All staff have completed |
| Supervisory Staff (not providing direct care) | All staff have completed | All staff have completed |
| Care Worker | Working towards all staff completing | All staff have completed |

Medicine Management and Dementia

| Role type | Medicine Management | Dementia |
|---|--------------------------------------|--------------------------------------|
| Manager | Not relevant to this staff group | All staff have completed |
| Supervisory Staff (not providing direct care) | All staff have completed | All staff have completed |
| Care Worker | Working towards all staff completing | Working towards all staff completing |

Positive Behaviour Management and Food Hygiene

| Role type | Positive Behaviour Management | Food Hygiene |
|---|--------------------------------------|--------------------------------------|
| Manager | All staff have completed | Not relevant to this staff group |
| Supervisory Staff (not providing direct care) | All staff have completed | All staff have completed |
| Care Worker | Working towards all staff completing | Working towards all staff completing |

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) | 15 | 0 | 0 |
| Care Worker | 145 | 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 |
| Care Worker | 0 | 11 |

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) | 15 | 0 |
| Care Worker | 107 | 49 |

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 |
| Supervisory Staff (not providing direct care) | 14 | 0 |
| Care Worker | 82 | 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 |
| Supervisory Staff (not providing direct care) | 1 | 0 |
| Care Worker | 74 | 0 |

Typical shift patterns

| Role type | Typical shift patterns |
|-------------|---|
| Care Worker | Day Shift - 7am-10pm = 59 (maximum) staff on shift. Waking Night Shift - 10pm-7am = 11 (maximum) staff on shift. Sleep In Shift - 10pm-7am = 18 staff on shift. |

Service: Walsingham Support Domiciliary Care Wales - Powys

Service summary

| | |
|--|---|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 19/11/2020 |
| Maximum number of places | 0 |
| Partnership Area | Powys |
| Service Conditions | <ul style="list-style-type: none">Walsingham Support is registered to provide a domiciliary support service in Powys regional partnership areaThe responsible individual for this service is Thomas Sharples |
| How many people in total did the service provide care and support to during the last financial year? | 0 |

Service management

| | |
|---------------------------|-----------------|
| Responsible Individual(s) | Thomas Sharples |
| Manager(s) | Robert Hannifan |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 02083435600 |
| Service Contact Email Address | quality@walsingham.com |

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

| |
|--|
| We currently don't support any individuals under this registration |
|--|

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? | £0 |
| The maximum hourly rate 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) | 0 |
|---|---|