

# Skybound Therapies Ltd

## Annual Return 2025/2026

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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: Skybound Therapies Ltd

### Provider summary

The provider was registered on:	01/05/2021
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	Staff are thoroughly inducted to the company and the client they are working with. At induction training needs are identified, training courses are provided via Careskills Academy. Training such as physical intervention training and first aid are sourced from local training providers. Gaps in knowledge are identified at the induction stage and training plans for each staff member are created. Professional development courses are offered throughout duration of employment also.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	All recruitment is bespoke to each package of care provided. Indeed is used to place Job adverts and safer recruitment practices are followed at the interviewing stage. Second interviews that are client focussed take place before a Job offer occurs. Staff are then inducted and assigned a line manager who supervises closely for the 6 month probation period. Wellbeing measures are put in place to aid retention of staff, such as the psychological flexibility programme and well being weekend.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Skybound Plas Seren	Care Home Service	Childrens Home
Skybound Therapies Ltd	Domiciliary Support Service	None
Skybound Therapies Ltd West Glamorgan	Domiciliary Support Service	None
Skybound Therapies Ltd West Wales	Domiciliary Support Service	None
Skybound Therapies Ltd Gwent	Domiciliary Support Service	None
Skybound Therapies Ltd CTM	Domiciliary Support Service	None

## Service: Skybound Therapies Ltd

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	05/05/2021
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none"><li>• Skybound Therapies Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area</li><li>• The responsible individual for this service is Risca Louise Solomon</li></ul>
How many people in total did the service provide care and support to during the last financial year?	4

### Service management

Responsible Individual(s)	Risca Solomon
Manager(s)	Samantha Pounder

### Service contact details

Service Telephone Number	<a href="tel:01437751261">01437751261</a>
Service Contact Email Address	<a href="mailto:info@skyboundtherapies.co.uk">info@skyboundtherapies.co.uk</a>

### 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	<ul style="list-style-type: none"><li>• Welsh</li></ul>
Non-verbal communication methods used at the service	<ul style="list-style-type: none"><li>• Assistive Technology</li><li>• Picture Exchange Communication System (PECS)</li><li>• Signalong</li><li>• Objects of reference</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Total Communication</li><li>• Intensive interaction</li><li>• Non-formal communication (e.g. body language, facial expressions)</li></ul>

### Engagement with people using the service

Quality assurance questionnaires and Stakeholder quality assurance questionnaires. RI Visits to service also consulted those using the service. Social media platforms also are widely used.
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### Compliance and quality statement

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

The minimum hourly rate payable during the last financial year?	£32.00
The maximum hourly rate payable during the last financial year?	£32.00

### 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)	5
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	6	0
Care Worker	10	2
Occupational Therapist	1	0
Other Staff	3	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
Occupational Therapist	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
Occupational Therapist	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
Occupational Therapist	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	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Other Staff	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Other Staff	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
Senior Care Worker	6	0	0
Care Worker	10	0	0
Occupational Therapist	1	0	0
Other Staff	3	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
Occupational Therapist	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	4	2
Care Worker	7	3
Occupational Therapist	1	0
Other Staff	3	0

#### **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	0	0
Care Worker	0	0
Occupational Therapist	0	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
Occupational Therapist	0	0
Other Staff	0	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	8am-5pm
Care Worker	8am-5pm

## Service: Skybound Therapies Ltd CTM

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/05/2021
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none"><li>• Skybound Therapies Ltd is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area</li><li>• The responsible individual for this service is Risca Louise Solomon</li></ul>
How many people in total did the service provide care and support to during the last financial year?	1

### Service management

Responsible Individual(s)	Risca Solomon
Manager(s)	Samantha Pounder

### Service contact details

Service Telephone Number	<a href="tel:01437751261">01437751261</a>
Service Contact Email Address	<a href="mailto:info@skyboundtherapies.co.uk">info@skyboundtherapies.co.uk</a>

### 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	<ul style="list-style-type: none"><li>• Intensive interaction</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Assistive Technology</li><li>• Picture Exchange Communication System (PECS)</li><li>• Signalong</li></ul>

### Engagement with people using the service

The arrangements include termly Quality Assurance checks from the Registered Manager, Responsible Individual visits, a minimum of six weekly visits by a therapeutic consultant, regular updates and involvement of clients and client representatives with updates to the Personal Plan.
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### Compliance and quality statement

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

The minimum hourly rate payable during the last financial year?	£32.00
The maximum hourly rate payable during the last financial year?	£32.00

### 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)	2
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	3	0
Occupational Therapist	1	0
Other Staff	2	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
Occupational Therapist	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
Occupational Therapist	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
Occupational Therapist	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	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
Occupational Therapist	All staff have completed	Not relevant to this staff group
Other Staff	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Other Staff	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
Senior Care Worker	1	0	0
Care Worker	3	0	0
Occupational Therapist	1	0	0
Other Staff	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
Senior Care Worker	0	0
Care Worker	0	0
Occupational Therapist	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	0
Care Worker	2	1
Occupational Therapist	1	0
Other Staff	1	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	1	0
Care Worker	1	0
Occupational Therapist	0	0
Other Staff	2	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	2	0
Occupational Therapist	0	0
Other Staff	0	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	9-3pm
Care Worker	9-3pm

## Service: Skybound Therapies Ltd West Glamorgan

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/05/2021
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none"><li>Skybound Therapies Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership area</li><li>The responsible individual for this service is Risca Louise Solomon</li></ul>
How many people in total did the service provide care and support to during the last financial year?	0

### Service management

Responsible Individual(s)	Risca Solomon
Manager(s)	Samantha Pounder

### Service contact details

Service Telephone Number	<a href="tel:01437751238">01437751238</a>
Service Contact Email Address	<a href="mailto:info@skyboundtherapies.co.uk">info@skyboundtherapies.co.uk</a>

### 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

The arrangements include termly Quality Assurance checks from the Registered Manager, Responsible Individual visits, a minimum of six weekly visits by a therapeutic consultant, regular updates and involvement of clients and client representatives with updates to the Personal Plan.
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### Compliance and quality statement

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

<b>Total number of formal complaints made during the last financial year</b>	0
<b>Number of active complaints outstanding</b>	0
<b>Number of complaints upheld</b>	0
<b>Number of complaints partially upheld</b>	0
<b>Number of complaints not upheld</b>	0

**Staff working at the service**

**Staff summary**

<b>The total number of full time equivalent posts at the service (as at 31 March)</b>	0
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## Service: Skybound Plas Seren

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	04/03/2026
<b>Maximum number of places</b>	2
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 2 individuals can be accommodated at this service.</li><li>• The responsible individual for this service is Risca Louise Solomon</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	0

### Service management

<b>Responsible Individual(s)</b>	Risca Solomon
<b>Manager(s)</b>	Samantha Pounder

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01437751261">01437751261</a>
<b>Service Contact Email Address</b>	<a href="mailto:Risca.solomon@skyboundtherapies.co.uk">Risca.solomon@skyboundtherapies.co.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	Both
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Assistive Technology</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Intensive interaction</li><li>• Picture Exchange Communication System (PECS)</li><li>• Signalong</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Total Communication</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Number of bathrooms with assisted bathing facilities: 2</li><li>• Number of bedrooms with en-suite facilities: 2</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 2</li><li>• On-site parking</li><li>• Outdoor play area</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• Sensory areas</li></ul>
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### Engagement with people using the service

Service only opened on 2nd April.
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## Compliance and quality statement

### Not Inspected - Strong Internal Checks

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.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

## Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee 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)	4
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	2
Care Worker	2	8
Occupational Therapist	1	0
Planner	1	0
Other Staff	3	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
Occupational Therapist	All staff have completed	All staff have completed
Planner	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
Occupational Therapist	All staff have completed	All staff have completed
Planner	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
Occupational Therapist	All staff have completed	All staff have completed
Planner	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	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
Occupational Therapist	All staff have completed	Not relevant to this staff group
Planner	All staff have completed	Not relevant to this staff group
Other Staff	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	All staff have completed
Other Staff	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
Senior Care Worker	2	0	0
Care Worker	2	0	0
Occupational Therapist	1	0	0
Planner	1	0	0
Other Staff	3	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
Occupational Therapist	0	0
Planner	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	2	0
Care Worker	2	0
Occupational Therapist	1	0
Planner	0	1
Other Staff	3	0

#### 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	2	0
Care Worker	1	0
Occupational Therapist	1	0
Planner	1	0
Other Staff	3	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	1	0
Occupational Therapist	0	0
Planner	0	0
Other Staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	6.30-3pm, 2.30pm - 11pm, 11pm - 7am.
Care Worker	6.30-3pm, 2.30pm - 11pm, 11pm - 7am.

## Service: Skybound Therapies Ltd West Wales

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/05/2021
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none"><li>• Skybound Therapies Ltd is registered to provide a domiciliary support service in West Wales regional partnership area</li><li>• The responsible individual for this service is Risca Louise Solomon</li></ul>
How many people in total did the service provide care and support to during the last financial year?	10

### Service management

Responsible Individual(s)	Risca Solomon
Manager(s)	Samantha Pounder

### Service contact details

Service Telephone Number	<a href="tel:01437751261">01437751261</a>
Service Contact Email Address	<a href="mailto:info@skyboundtherapies.co.uk">info@skyboundtherapies.co.uk</a>

### 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	<ul style="list-style-type: none"><li>• Welsh</li></ul>
Non-verbal communication methods used at the service	<ul style="list-style-type: none"><li>• Assistive Technology</li><li>• Picture Exchange Communication System (PECS)</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Intensive interaction</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Total Communication</li></ul>

### Engagement with people using the service

Quality assurance questionnaires and Stakeholder quality assurance questionnaires. RI Visits to service also consulted those using the service. Social media platforms also are widely used.
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### Compliance and quality statement

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

The minimum hourly rate payable during the last financial year?	£32.00
The maximum hourly rate payable during the last financial year?	£32.00

### 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)	21.63
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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	4	0
Care Worker	10	2
Occupational Therapist	1	0
Planner	1	0
Other Staff	5	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
Occupational Therapist	All staff have completed	All staff have completed
Planner	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
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
Occupational Therapist	All staff have completed	All staff have completed
Planner	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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	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
Occupational Therapist	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	No staff have yet 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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	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
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
Occupational Therapist	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	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
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	4	0	0
Care Worker	10	0	0
Occupational Therapist	1	0	0
Planner	1	0	0
Other Staff	5	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	0
Care Worker	0	0
Occupational Therapist	0	0
Planner	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
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	4	0
Care Worker	8	2
Occupational Therapist	1	0
Planner	0	1
Other Staff	4	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
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	3	1
Care Worker	4	0
Occupational Therapist	1	0
Planner	1	0
Other Staff	3	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)	0	0
Senior Care Worker	0	0
Care Worker	6	0
Occupational Therapist	0	0
Planner	0	0
Other Staff	0	0

#### Typical shift patterns

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Senior Care Worker</b>	8am -5pm
<b>Care Worker</b>	8am-5pm

## Service: Skybound Therapies Ltd Gwent

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/05/2021
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none"><li>Skybound Therapies Ltd is registered to provide a domiciliary support service in Gwent regional partnership area</li><li>The responsible individual for this service is Risca Louise Solomon</li></ul>
How many people in total did the service provide care and support to during the last financial year?	0

### Service management

Responsible Individual(s)	Risca Solomon
Manager(s)	Samantha Pounder

### Service contact details

Service Telephone Number	<a href="tel:01437751261">01437751261</a>
Service Contact Email Address	<a href="mailto:info@skyboundtherapies.co.uk">info@skyboundtherapies.co.uk</a>

### 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

service is currently dormant
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### Compliance and quality statement

<p><b>Not Inspected - Strong Internal Checks</b></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>
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### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£32.00
The maximum hourly rate payable during the last financial year?	£32.00

### Complaints processed by the service

<b>Total number of formal complaints made during the last financial year</b>	0
<b>Number of active complaints outstanding</b>	0
<b>Number of complaints upheld</b>	0
<b>Number of complaints partially upheld</b>	0
<b>Number of complaints not upheld</b>	0

**Staff working at the service**

**Staff summary**

<b>The total number of full time equivalent posts at the service (as at 31 March)</b>	1
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