

Dyffryn Support Agency limited

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 summary

The provider was registered on:	09/05/2019
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.	Dyffryn Support Agency identifies staff training needs through induction, supervision, appraisals, competency assessments and quality assurance processes. Staff complete mandatory e-learning and face-to-face training including safeguarding, medication, health and safety, moving and handling and CPI intervention training. Compliance is monitored through a training matrix. Staff are supported to achieve QCF Level 2 qualifications and ongoing professional development.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Dyffryn Support Agency recruits staff through online advertising, recruitment agencies and staff referrals. Safe recruitment processes include interviews, references, DBS and right-to-work checks. Staff retention remains positive through regular supervision, training, open communication and staff wellbeing support. Employees have access to an Employee Assistance Programme, competitive pay, Christmas bonuses and staff incentives, helping maintain a stable and skilled workforce.

Regulated services delivered by this provider

Service name	Service type	Type of care
Dyffryn Support Agency	Domiciliary Support Service	None

Service: Dyffryn Support Agency

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	09/05/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- Dyffryn Support Agency limited is registered to provide a domiciliary support service in North Wales regional partnership area - The responsible individual for this service is Sion Hayes
How many people in total did the service provide care and support to during the last financial year?	23

Service management

Responsible Individual(s)	Sion Hayes
Manager(s)	Hugh Wynne

Service contact details

Service Telephone Number	01745345055
Service Contact Email Address	sion@dyffrynagency.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	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

Annual Surveys Citizens consultation meetings Reg 73 Feedback Person Centred Reviews Citizen Forum
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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?	£19.49
The maximum hourly rate payable during the last financial year?	£24.40

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	2
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)	59
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	7	0
Care Worker	47	1
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	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	Working towards all staff completing	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	Not relevant to this staff group
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy 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
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
Deputy 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	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
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	Not relevant to this staff group
Deputy Manager	Working towards all staff completing	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	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	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
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	7	0	0
Care Worker	42	0	0
Other Staff	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	5
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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	7	0
Care Worker	24	23
Other Staff	0	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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	6	1
Care Worker	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	2
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7 Managers working at Dyffryn Support Agency operates a range of staffing arrangements across its supported living services based on individual assessed needs. The most common staffing model is a long day shift between 07:00 and 23:00, with one member of staff providing support and additional staff deployed during busier periods, activities, appointments and community access. Some services utilise shorter morning, afternoon or evening shifts to meet individual needs. Where required by assessed need and risk assessment, services also operate waking night or sleep-in arrangements with one member of staff on duty overnight. Staffing levels are reviewed regularly to ensure they remain appropriate to the needs, preferences and outcomes of the people supported
Care Worker	47 staff working across Dyffryn Support Agency operates a range of staffing arrangements across its supported living services based on individual assessed needs. The most common staffing model is a long day shift between 07:00 and 23:00, with one member of staff providing support and additional staff deployed during busier periods, activities, appointments and community access. Some services utilise shorter morning, afternoon or evening shifts to meet individual needs. Where required by assessed need and risk assessment, services also operate waking night or sleep-in arrangements with one member of staff on duty overnight. Staffing levels are reviewed regularly to ensure they remain appropriate to the needs, preferences and outcomes of the people supported