

Highbury Support 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: Highbury Support Services LTD

Provider summary

The provider was registered on:	29/08/2018
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.	Training is identified within training meetings, supervision, Citizen feedback, role monitoring and Quality reviews. Training is monitored electronically using Care Control software. The System identifies and notifies management when training needs completing. Training topics are identified on the commencement of support and reviewed regularly. Highbury Support Services employ five qualified in house trainers and personalize training to meet the needs of Citizens.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment need is determined by commissioned hours and discussed weekly at HR meetings. Most recruitment is done by "word of mouth" and Indeed. Two managers and a Citizen / representative conduct interviews and follow all regulatory and legal practices. Staff retention is supported by an open door policy, regular well being events and staff well being check ins, staff / Citizen matching, regular team meetings, retention initiatives and team / individual reward systems.

Regulated services delivered by this provider

Service name	Service type	Type of care
Highbury Support Services LTD	Domiciliary Support Service	None

Service: Highbury Support Services LTD

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/08/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Paula Elizabeth ModiakHighbury Support Services LTD is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	50

Service management

Responsible Individual(s)	Paula Modiak
Manager(s)	Nicola Austerberry

Service contact details

Service Telephone Number	01745886547
Service Contact Email Address	nicky.a@highburyservices.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>The Responsible Individual consults with Staff, Citizens, Representatives and professionals on a 3 monthly basis by visiting / telephoning them. Data is collated and documented in the Regulation 73 report. The Registered Manager, Support Managers and Management Support Officers communicate with Staff, Citizens and stakeholders on a daily basis. Highbury Support Services employ a Quality Monitoring Officer who gains feedback from all stakeholders on a daily basis. Feedback is passed to Managers to action. Quality Assurance Questionnaires are distributed 6 monthly and reports generated to identify good practice and areas of practice that need improvement. Feedback is published in Highbury Support Services Head Office and given to all stakeholders on request. We will also look at any lessons to be learnt, or if any policy changes may be required.</p>
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Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£21.72
The maximum hourly rate payable during the last financial year?	£25.84

Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	5

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	71
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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)	5	0
Senior Care Worker	13	0
Care Worker	78	0
Planner	1	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	Working towards all staff completing	Working towards all staff completing
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	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	Working towards all staff completing	Working towards all staff completing
Planner	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)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	No staff have yet 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	Working towards all staff completing	Working towards all staff completing
Planner	Not relevant to this staff group	No staff have yet completed

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	Working towards all staff completing	Working towards all staff completing
Planner	Not relevant to this staff group	Not relevant to this staff group

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)	5	0	0
Senior Care Worker	13	0	0
Care Worker	78	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	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)	5	0
Senior Care Worker	9	4
Care Worker	57	21
Planner	1	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
Supervisory Staff (not providing direct care)	5	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	1	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	0	0
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1000 - 1000
Care Worker	1000 - 1000