

Star Care Solutions 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: Star Care Solutions Limited

Provider summary

The provider was registered on:	14/09/2023
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.	Staff training needs are identified through quarterly spot checks, regular supervisions and annual appraisals. A training matrix is maintained to monitor mandatory and refresher training. Staff complete induction in line with Social Care Wales requirements. Training is delivered via e-learning and practical assessment. Additional training is arranged where gaps are identified to ensure safe, effective care delivery.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment is carried out through safe recruitment practices, including interviews, references and DBS checks. Vacancies are advertised locally and online. Retention is supported through regular supervision, spot checks, training opportunities and staff engagement. Flexible working, recognition of good practice and ongoing support help maintain staff wellbeing and reduce turnover.

Regulated services delivered by this provider

Service name	Service type	Type of care
Star Care Solutions	Domiciliary Support Service	None
Star Care Solutions	Domiciliary Support Service	None

Service: Star Care Solutions

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/04/2025
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	- Star Care Solutions Limited is registered to provide a domiciliary support service in West Glamorgan regional partnership area - The responsible individual for this service is Tia Humphreys
How many people in total did the service provide care and support to during the last financial year?	12

Service management

Responsible Individual(s)	Tia Humphreys
Manager(s)	Alison Boobyer

Service contact details

Service Telephone Number	01656 332377
Service Contact Email Address	info@starcaresolutions.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

People using the service were consulted regularly throughout the year through day-to-day conversations, care reviews, telephone calls, spot checks, quality assurance visits, and satisfaction questionnaires. Feedback was also obtained from relatives and representatives where appropriate. The feedback received was used to monitor the quality of the service, identify areas for improvement, and ensure care continued to meet individual needs and preferences. Any concerns or suggestions raised were discussed with management and acted upon where necessary.

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 hourly rate payable during the last financial year?	£27
The maximum hourly rate payable during the last financial year?	£27

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)	12
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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)	1	1
Senior Care Worker	3	0
Care Worker	7	5
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	Working towards all staff completing
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

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
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

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	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
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	Not relevant to this staff group	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
Deputy 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
Other Staff	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
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	3	0	0
Care Worker	7	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	7	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	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
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	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	2	0
Care Worker	5	0
Other Staff	0	3

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	6:30am to 10pm
Care Worker	6:30am to 10pm

Service: Star Care Solutions

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	14/09/2023
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	- Star Care Solutions Limited is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area - The responsible individual for this service is Tia Humphreys
How many people in total did the service provide care and support to during the last financial year?	146

Service management

Responsible Individual(s)	Tia Humphreys
Manager(s)	Alison Boobyer

Service contact details

Service Telephone Number	01656 332377
Service Contact Email Address	info@starcaresolutions.co.uk

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

People using the service were consulted regularly throughout the year through day-to-day conversations, care reviews, telephone calls, spot checks, quality assurance visits, and satisfaction questionnaires. Feedback was also obtained from relatives and representatives where appropriate. The feedback received was used to monitor the quality of the service, identify areas for improvement, and ensure care continued to meet individual needs and preferences. Any concerns or suggestions raised were discussed with management and acted upon where necessary.

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 hourly rate payable during the last financial year?	£25
The maximum hourly rate payable during the last financial year?	£30.46

Complaints processed by the service

Total number of formal complaints made during the last financial year	13
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	12

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	58.20
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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)	1	1
Senior Care Worker	3	0
Care Worker	66	5
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	Working towards all staff completing
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

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
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

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	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
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	Not relevant to this staff group	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
Deputy 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
Other Staff	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
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	3	0	0
Care Worker	33	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	33	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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	33	33
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	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	1	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	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	2	0
Care Worker	20	0
Other Staff	0	3

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	6:30am to 10pm
Care Worker	6:30am to 10pm