

Serenity Support and Care CIC

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: Serenity Support and Care CIC

Provider summary

The provider was registered on:	13/06/2024
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.	<p>Training matrix for the staff team is in place and reviewed by the home manager and RI.</p> <p>Regular training providers are in place that the company use.</p> <p>Training is discussed in staff supervisions and team meetings, staff given opportunities to ask for additional training. Staff appraisals and development plans in place to progress staffs personal development.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Staff are employed through internal recruitment and external advertising.</p> <p>Through ongoing training to upskill staff and progress their continuous personal development.</p> <p>By using surveys to receive feedback from staff, take the feedback onboard and use the data to make positive changes.</p> <p>We feel these will assist with the retention of staff.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Ogwr House	Care Home Service	Childrens Home
Sapphire House	Care Home Service	Childrens Home

Service: Ogwr House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	13/06/2024
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">A maximum of 1 individuals can be accommodated at this service.The responsible individual for this service is Shani Cara Jones
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Shani Jones
Manager(s)	Tina Wilkes

Service contact details

Service Telephone Number	07866397192
Service Contact Email Address	Shani@serenitysandc.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	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

Service facilities and accommodation

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Internet accessNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 2Outdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointSensory areasTV point

Engagement with people using the service

Statement of Purpose Child friendly SOP Welcome guide Children / Young people meetings Chat during RI visits CLA reviews Regular meetings with social worker and other professionals Offered advocacy Feedback forms
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Compliance and quality statement

Inspected - Areas for Improvement Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act. We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£10760
The maximum weekly fee payable during the last financial year?	£11798

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	0
Number of complaints partially upheld	3
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)	8
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	5	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

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

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

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

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

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	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
Senior Care Worker	0	0
Care Worker	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	5	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

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	4	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	07:00 - 20:00 - x1 senior staff per shift
Care Worker	07:00-23:00 plus 23:00-07:00 (sleep shift) X1 staff per shift 19:30-07:30 X1 waking night staff per shift

Service: Sapphire House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/05/2025
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">• A maximum of 1 individuals can be accommodated at this service.• The responsible individual for this service is Shani Cara Jones
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Shani Jones
Manager(s)	Paul Santos

Service contact details

Service Telephone Number	01656713420
Service Contact Email Address	Shani@serenitysandc.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	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

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 2• Pet friendly (or by arrangement)• Phone point• TV point

Engagement with people using the service

SOP child friendly Child friendly welcome guide Feedback forms children / Young people Children / young people meetings Chat during RI visits CLA reviews Regular meetings with social worker and other professionals Offered advocacy
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Compliance and quality statement

Inspected - Areas for Improvement <p>Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.</p> <p>We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.</p>
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£10760
The maximum weekly fee payable during the last financial year?	£11798

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)	8
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
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Care Worker	5	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
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Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
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Care Worker	All staff have completed	Not relevant to this staff group

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Role type	Positive Behaviour Management	Food Hygiene
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Care Worker	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	2	0	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	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	5	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	1	0
Care Worker	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	1	0
Care Worker	5	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	X1 - 07:00-20:00 Senior per shift - 7 days a week
Care Worker	X1 - 07:00-23:00 & 23:00-07:00 (Sleep in shift) X1 waking night 19:30-07:30