

MacIntyre Care

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.

Contents

[Provider: MacIntyre Care](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: MacIntyre Supported Living Wales](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

Provider: MacIntyre Care

Provider summary

The provider was registered on:	22/05/2019
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.	Training for the area is determined by analysing the needs of people supported to ensure all staff have the knowledge and skills as needed to complete their role and ensure compliance. Our training is run in a hybrid approach with face to face training being delivered in areas such as Safeguarding, Positive Behavioural Support, First Aid and Fire training. All staff employed have access to their own learning management system to undertake and manage training which is overseen by their manager.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have taken a local approach around recruitment to employ staff that know the area well and are able to further facilitate the people who draw on our supports interests. All interviews involve the person that potential staff will be working with and no job offer is made until the person has confirmed that they are happy with them. Within MacIntyre we have a focus on the wellbeing of staff and have trained mental health first aiders in the area to support this further.

Regulated services delivered by this provider

Service name	Service type	Type of care
MacIntyre Supported Living Wales	Domiciliary Support Service	None

Service: MacIntyre Supported Living Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/05/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Laura SelbyMacIntyre Care 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?	16

Service management

Responsible Individual(s)	Laura Selby
Manager(s)	Nicola Belcher

Service contact details

Service Telephone Number	01978753435
Service Contact Email Address	compliance.team@macintyrecharity.org

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>Managers and staff teams speak with everyone drawing on support on a daily basis to ensure they are happy with how they are being supported and that they are feeling like they are being listened to. We ensure everyone drawing on support is consulted before new staff are recruited and they get the final say as to whether they want the potential staff member to join MacIntyre. Monthly catch ups are held with people drawing on support and/or their families to ensure we are continually working towards what the person wants. If the person is not happy for any reason we will always work for resolution of the issue and listen to what the person wants. We have introduced suggestion boxes into each house to ensure things can be raised in as accessible way as possible for all people supported and staff.</p>

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?	£24.62
The maximum hourly rate payable during the last financial year?	£24.62

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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)	50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	4	0
Senior Care Worker	7	0
Care Worker	56	0
Other Staff	1	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
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
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
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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
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
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	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	4	0	0
Senior Care Worker	7	0	0
Care Worker	48	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
Senior Care Worker	0	0
Care Worker	8	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	4	0
Senior Care Worker	5	2
Care Worker	18	38
Other Staff	1	0

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	4	0
Senior Care Worker	7	0
Care Worker	15	0
Other Staff	1	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Long Day shift : 7.30am :10pm. Short shift 5hr shifts = 7 staff
Care Worker	Long Day shift : 7.30am :10pm/ Short shift 5hr shifts = 55 staff, Waking nights 10pm to 7.30am = 1 staff