

# RSD Social Care Ltd

## Annual Return 2025/2026

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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**

<b>The provider was registered on:</b>	26/07/2018
<b>The following lists the provider conditions:</b>	There are no conditions associated to the provider

**Training and workforce planning arrangements**

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	RSD offer in house classroom Manual Handling Training by our EATS trained Train the Trainer. RSD utilise an online provider for the Care Certificate which cover 15 courses and provides our carers with all mandatory training required. We also utilise Local Authority training as well as Social Care Wales & SCWWDP sites. We also have an in house EATS Train the Trainer in Medication Administration. We also provide "House Keeping" Training for all staff to improve on any complacency.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	RSD have employed 23 members of staff in the last financial year all of which had to be sponsored at a huge cost to the company. However these staff are full time and reliable although there are cultural hurdles to be overcome but additional in house "House Keeping" Training has bridged this gap> RSD utilise job boards such as Total Jobs & Indeed to recruit new staff. We have tried the We Care Wales website but have not had any candidates come through this route

**Regulated services delivered by this provider**

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
RSD Social Care Ltd	Domiciliary Support Service	None

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	26/07/2018
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none"><li>RSD Social Care Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership area</li><li>The responsible individual for this service is Ian Bailey</li></ul>
How many people in total did the service provide care and support to during the last financial year?	341

### Service management

Responsible Individual(s)	Ian Bailey
Manager(s)	Karl Heinrich

### Service contact details

Service Telephone Number	<a href="tel:01792342199">01792342199</a>
Service Contact Email Address	<a href="mailto:socialcare@rsd.uk.com">socialcare@rsd.uk.com</a>

### 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

RI holds quarterly reviews of the service with random clients from all areas that we provide the service. Also Senior carers carry out client satisfaction questionnaires with Service Users and their families on a regular basis. Also Care plans are reviewed every 3 months and if there have been any changes in the requirements of the Service User then we would hold an additional review to go over changes to the careplan to be agreed by the Service User and / or family
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### Compliance and quality statement

<b>Inspected - Delivering Quality Care</b> 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?	£27.46
The maximum hourly rate payable during the last financial year?	£32.02

### Complaints processed by the service

<b>Total number of formal complaints made during the last financial year</b>	4
<b>Number of active complaints outstanding</b>	0
<b>Number of complaints upheld</b>	0
<b>Number of complaints partially upheld</b>	1
<b>Number of complaints not upheld</b>	3

**Staff working at the service**

**Staff summary**

<b>The total number of full time equivalent posts at the service (as at 31 March)</b>	0
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