

Royal Mencap Society

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 summary

The provider was registered on:	12/02/2019
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.	Mencap's Learning & Development Team ensures that all Mandatory & Compliance training identified for contract delivery and regulatory compliance, as well as organisational mandated training is in place & monitored for all Employees. Our management system alerts managers to staff who have not completed required training or whose training is close to expiry & managers prompt staff colleague to complete/renew this training. This is reviewed monthly with the RI and ROM & at quarterly Reg 73 reviews.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Our Recruitment team work with Service Managers, AOMS, ROM & Admin team to ensure vacant posts are advertised in the most effective way. Deep dives sessions & exit interviews identify potential recruitment bottle-necks & plans are put in place to address these. Regular supervision, team meetings, staff surveys, employee forums, senior manager and RI visits allow the organisation to ensure staff are happy in their roles & issues are addressed. People we support interview potential staff members.

Regulated services delivered by this provider

Service name	Service type	Type of care
Mencap Cymru North Wales Domiciliary Support Service	Domiciliary Support Service	None
Mencap Cymru Respite Service Bryn Siriol	Care Home Service	Adults Without Nursing
Mencap Cymru West Wales Domiciliary Support Service	Domiciliary Support Service	None
Mencap Cymru Ceredigion Domiciliary Support Services	Domiciliary Support Service	None
Mencap Cymru Blaenau Gwent Domiciliary Support Service	Domiciliary Support Service	None

Service: Mencap Cymru North Wales Domiciliary Support Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/02/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- The responsible individual for this service is Wayne John Edward Crocker - Royal Mencap Society 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?	31

Service management

Responsible Individual(s)	Wayne Crocker
Manager(s)	Aron Taundry

Service contact details

Service Telephone Number	01244507001
Service Contact Email Address	Aron.Taundry@mencap.org.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

Reg 73 visits quarterly by the RI. Regular AOM visits to the service, data made available to us around complaints and compliments via our Quality management system, 1-1 meeting with the people we support and People we support annual survey

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?	£22.50
The maximum hourly rate payable during the last financial year?	£27.60

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)	35
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	4	0
Care Worker	46	4
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
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
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
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
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
Care Worker	39	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
Care Worker	7	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	3	1
Care Worker	17	29
Other Staff	0	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	4	0
Care Worker	31	0
Other Staff	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
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Shift patterns in services are either 1 person working from 8 am to 10 pm with a sleep in, other services are 8am to 10 pm sleep in with a second member of staff that works from 9 am to 9/10pm - no waking nights

Service: Mencap Cymru West Wales Domiciliary Support Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/02/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	- The responsible individual for this service is Wayne John Edward Crocker - Royal Mencap Society is registered to provide a domiciliary support service in West Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	36

Service management

Responsible Individual(s)	Wayne Crocker
Manager(s)	Hayley Parker

Service contact details

Service Telephone Number	01443 565655
Service Contact Email Address	Hayley.Parker@Mencap.org.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

We share a copy of the complaints procedures with the people we support and families. Service managers regularly meet with families and people we support to address any concerns, questions or queries. We send out questionnaires to the people we support annually for feedback on the operation of the service.

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?	£23.15
The maximum hourly rate payable during the last financial year?	£25.64

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	1
Number of complaints partially upheld	1
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)	68
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	6	0
Deputy Manager	3	1
Care Worker	97	15
Other Staff	1	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	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
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
Care Worker	Working towards all staff completing	Working towards all staff completing
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
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	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
Deputy Manager	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

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
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	Not relevant to this staff group	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	6	0	0
Deputy Manager	3	0	0
Care Worker	81	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
Deputy Manager	0	0
Care Worker	16	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	5	1
Deputy Manager	3	0
Care Worker	60	37
Other Staff	0	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	3	0
Deputy Manager	1	0
Care Worker	47	50
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	3	0
Deputy Manager	2	0
Care Worker	0	0
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Care Worker	7-2.30, 2.30-10pm, 10pm-7am, 8am-8pm, 8am-10pm, 9-5.30pm

Service: Mencap Cymru Ceredigion Domiciliary Support Services

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/02/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	- The responsible individual for this service is Wayne John Edward Crocker - Royal Mencap Society is registered to provide a domiciliary support service in West Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	87

Service management

Responsible Individual(s)	Wayne Crocker
Manager(s)	Monica Jeff

Service contact details

Service Telephone Number	01545571177
Service Contact Email Address	monica.jeff@mencap.org.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

Engagement events, 1-1 contact, reviews, forums. local events, annual surveys. People we support participate in recruiting new staff members.

Compliance and quality statement

Inspected - Delivering Quality Care 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?	£23.48
The maximum hourly rate payable during the last financial year?	£23.48

Complaints processed by the service

Total number of formal complaints made during the last financial year	8
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	8

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	250
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	12	0
Care Worker	123	9

Training undertaken

Induction and Health & Safety

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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	12	0	0
Care Worker	0	123	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
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	11	1
Care Worker	48	75

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	8	4
Care Worker	60	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
Care Worker	63	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	24 hour support shifts range from 9am-10pm to Include sleep ins or waking night, some have short shifts 9am-4pm 4pm-10pm

Service: Mencap Cymru Respite Service Bryn Siriol

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	12/02/2019
Maximum number of places	3
Service Conditions	• The responsible individual for this service is Wayne John Edward Crocker • A maximum of 3 individuals can be accommodated at this service • Royal Mencap Society is registered to provide a Care Home Service at Bryn Siriol Respite Service, Fifth Avenue, Aberystwyth, SY23 1QT
How many people in total did the service provide care and support to during the last financial year?	25

Service management

Responsible Individual(s)	Wayne Crocker
Manager(s)	Monica Jeff

Service contact details

Service Telephone Number	01970630167
Service Contact Email Address	monica.jeff@mencap.org.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	• Social Stories • Total Communication • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards) • Assistive Technology • Intensive interaction • Makaton • Non-formal communication (e.g. body language, facial expressions) • Objects of reference

Service facilities and accommodation

• Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Ground-floor accommodation only • Internet access • Near public transport • Number of bathrooms with assisted bathing facilities: 3 • Number of bedrooms with en-suite facilities: 3 • Number of communal lounges: 1 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 3 • On-site parking • Outdoor seating / entertainment area • Phone point • Residents' kitchenette / communal kitchen • TV point • Wheelchair access
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Engagement with people using the service

By phone, Teams calls and questionnaires. RI undertakes quarterly conversations with those who use the service and their family carers. People are also sent the annual survey with booking forms every six months.

Compliance and quality statement

Inspected - Delivering Quality Care

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£26.69
The maximum weekly fee payable during the last financial year?	£26.69

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	0
Number of complaints not upheld	3

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	7
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	10	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	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
Deputy Manager	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
Deputy Manager	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	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
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
Deputy Manager	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
Deputy Manager	1	0	0
Care Worker	10	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
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
Deputy Manager	1	0
Care Worker	7	3

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
Deputy Manager	0	0
Care Worker	5	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
Deputy Manager	1	0
Care Worker	5	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	9am-10pm 2 staff 1 staff during the night- sleep in or waking night

Service: Mencap Cymru Blaenau Gwent Domiciliary Support Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/02/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- The responsible individual for this service is Wayne John Edward Crocker - Royal Mencap Society is registered to provide a domiciliary support service in Gwent regional partnership area
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Wayne Crocker
Manager(s)	Stephanie Rogers

Service contact details

Service Telephone Number	01443565655
Service Contact Email Address	stephanie.rogers@mencap.org.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

Engagement with people using the service

We have just received a link for the people we support to consult with them about the operation of the service where they receive support. These were sent out on 9th May 2025.

Compliance and quality statement

Not Inspected - Improvements Underway We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.79
The maximum hourly rate payable during the last financial year?	£25.79

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)	7.62
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Other Staff	11	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	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
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
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Other Staff	All staff have completed	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
Deputy Manager	All staff have completed	All staff have completed
Other Staff	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
Deputy Manager	1	0	0
Other Staff	9	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
Other Staff	0	2

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
Other Staff	5	6

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
Deputy Manager	0	1
Other Staff	5	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
Deputy Manager	0	0
Other Staff	0	0