

Horizon Support Services Ltd

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: Horizon Support Services Ltd

Provider summary

The provider was registered on:	25/01/2019
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.	Following the change in directors and management, staff training was identified as a key priority. A structured induction and ongoing training programme, delivered inhouse and via the SCTV platform is in place. Training needs are identified through induction, supervision, and MDT input. Increased staffing has strengthened consistency, and competency is monitored to ensure safe, effective and person-centred care. New staff have been enrolled on AIW Qualification for CPD level 2 & 3 as required.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	A proactive HR strategy is in place to recruit and retain a skilled and stable workforce. Recruitment is values-based, using local advertising, referrals and competitive pay to attract suitable candidates. Retention is supported through structured induction, ongoing training via SCTV, regular supervision, team meetings, flexible working and a positive culture. This has resulted in improved staff stability, continuity of care and reduced reliance on agency staff. Safer recruiting model applied.

Regulated services delivered by this provider

Service name	Service type	Type of care
Riverside House	Care Home Service	Adults Without Nursing

Service: Riverside House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/01/2019
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">• A maximum of 3 individuals can be accommodated at this service.• Horizon Support services Ltd is registered to provide a Care Home Service at Riverside House, 357 Clydach Road, Morriston, Swansea SA6 6QJ
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Edward Harris, Rachel Townsend

Service contact details

Service Telephone Number	07718823747
Service Contact Email Address	info@horizonsupportservices.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	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Makaton

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: 2• Number of bedrooms with en-suite facilities: 1• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 3• On-site parking• Phone point• Quiet areas• Sensory areas• TV point• Wheelchair access
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Engagement with people using the service

People using the service are actively involved in shaping how Riverside House operates through both formal and informal consultation methods. Daily 1:1 support enables individuals to express preferences using verbal and non-verbal communication, Makaton, visual aids and behavioural cues. Weekly activity and meal planning is completed

collaboratively, ensuring choices directly influence daily routines. For individuals who lack capacity, staff interpret views through behaviour, engagement and known preferences, ensuring their voice remains central. Families and advocates are regularly consulted via visits, phone and messaging, contributing to care planning and service development. Formal consultation includes care plan reviews, MDT meetings, communication books and ongoing feedback during RI visits. Feedback has led to tangible improvements, including adapted activity planning and environmental enhancements.

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?	£3119.25
The maximum weekly fee payable during the last financial year?	£3740.51

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)	10.50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Senior Care Worker	1	0
Care Worker	13	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	Working towards all staff completing	Working towards all staff completing

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	Working towards all staff completing	Working towards all staff completing

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	Working towards all staff completing	Working towards all staff completing

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	Working towards all staff completing	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	Working towards all staff completing	Working towards all staff completing

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	2	0	0
Senior Care Worker	1	0	0
Care Worker	13	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	1
Senior Care Worker	0	1
Care Worker	3	10

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Senior Care Worker	1	0
Care Worker	11	2

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	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am to 3pm Mon, Wed & Thursdays
Care Worker	8am - 3pm (3 workers) 3pm to 10pm (3 workers) 10pm to 8am (1 worker)