

St David's Foundation Hospice 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.

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Provider: St David's Foundation Hospice Care

Provider summary

The provider was registered on:	23/04/2019
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.	All staff undertake training and development to keep up to date with the law, best practice and changes in SDHC policy and ensure compliance. All staff have training to understand and monitor Health and Safety in the workplace and in people's own homes. They apply this knowledge to the day-to-day delivery of care. Training has mandatory and specialist end of life care components. Annual appraisals offer opportunities for individual staff to identify training and development needs.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Our staff continue to be mainly long-standing employees. In order to encourage new employees, we have permanent adverts for both permanent and bank staff and encourage staff to work as flexibly as they wish. We actively encourage staff to work part time, in order assist with the work life balance. Our staff well-being is at the core of our organisation and we provide many avenues to try and support and retain our staff. For example, we have mental health first-aiders and we have a menopause

Regulated services delivered by this provider

Service name	Service type	Type of care
St David's Hospice Care	Domiciliary Support Service	None
St Davids Hospice Care	Domiciliary Support Service	None

Service: St David's Hospice Care

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/04/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">St David's Foundation Hospice Care is registered to provide a domiciliary support service in Gwent regional partnership areaThe responsible individual for this service is Katherine Emma Saysell
How many people in total did the service provide care and support to during the last financial year?	3561

Service management

Responsible Individual(s)	Katherine Saysell
Manager(s)	Hannah Standing

Service contact details

Service Telephone Number	01633851051
Service Contact Email Address	enquiries@stdavidshospicecare.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

Feedback questionnaires are sent out to all patients and families accessing services. An annual review is produced every year and available from October (following the AGM) detailing the operation of the services for the previous financial year.

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?	£0
The maximum hourly rate payable during the last financial year?	£0

Complaints processed by the service

Total number of formal complaints made during the last financial year	8
Number of active complaints outstanding	3
Number of complaints upheld	2
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)	30
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	4	0
Deputy Manager	4	0
Supervisory Staff (not providing direct care)	1	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	43	0
Senior Care Worker	1	0
Care Worker	18	0
Social Worker	1	0
Occupational Therapist	1	0
Catering staff	2	0
Other Staff	16	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Social Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Catering staff	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	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Social Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Catering staff	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	Working towards all staff completing

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
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Social Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	Not relevant to this staff group	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Social Worker	Not relevant to this staff group	All staff have completed
Occupational Therapist	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Not relevant to this staff group	All staff have completed
Social Worker	Not relevant to this staff group	Not relevant to this staff group
Occupational Therapist	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	All staff have completed
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	0	4	0
Deputy Manager	0	4	0
Supervisory Staff (not providing direct care)	0	1	0
Nursing Assistant / Auxiliary Nurse	0	4	0
Registered Nurse (1+ Years in Practice)	0	34	0
Senior Care Worker	0	1	0
Care Worker	0	12	0
Social Worker	0	1	0
Occupational Therapist	0	1	0
Catering staff	0	2	0
Other Staff	0	16	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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	0	0
Care Worker	6	0
Social Worker	0	0
Occupational Therapist	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	2
Deputy Manager	4	0
Supervisory Staff (not providing direct care)	0	1
Nursing Assistant / Auxiliary Nurse	0	4
Registered Nurse (1+ Years in Practice)	14	29
Senior Care Worker	1	0
Care Worker	9	9
Social Worker	1	0
Occupational Therapist	0	1
Catering staff	0	2
Other Staff	5	11

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
Deputy Manager	4	0
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	43	0
Senior Care Worker	1	0
Care Worker	17	1
Social Worker	1	0
Occupational Therapist	1	0
Catering staff	2	0
Other Staff	8	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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Social Worker	0	0
Occupational Therapist	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	08.30-16.30, 4 staff
Registered Nurse (1+ Years in Practice)	22.00-07.00, 21 staff 09.00-17.00, 22 staff
Senior Care Worker	22.00-07.00, 1 staff
Care Worker	22.00-07.00, 18 staff

Service: St Davids Hospice Care

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/04/2019
Maximum number of places	0
Partnership Area	Powys
Service Conditions	<ul style="list-style-type: none">St David's Foundation Hospice Care is registered to provide a domiciliary support service in Powys regional partnership areaThe responsible individual for this service is Katherine Emma Saysell
How many people in total did the service provide care and support to during the last financial year?	3558

Service management

Responsible Individual(s)	Katherine Saysell
Manager(s)	Hannah Standing

Service contact details

Service Telephone Number	01633851051
Service Contact Email Address	enquiries@stdavidshospicecare.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	<ul style="list-style-type: none">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

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Staff working at the service

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Senior Care Worker	1	0
Care Worker	18	0
Social Worker	1	0
Occupational Therapist	1	0
Catering staff	2	0
Other Staff	16	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
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Care Worker	All staff have completed	All staff have completed
Social Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Catering staff	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	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
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Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
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Occupational Therapist	All staff have completed	All staff have completed
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Manual Handling and Safeguarding

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Care Worker	All staff have completed	All staff have completed
Social Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	Not relevant to this staff group	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Social Worker	Not relevant to this staff group	All staff have completed
Occupational Therapist	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Not relevant to this staff group	All staff have completed
Social Worker	Not relevant to this staff group	Not relevant to this staff group
Occupational Therapist	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	All staff have completed
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	0	4	0
Deputy Manager	0	4	0
Supervisory Staff (not providing direct care)	0	1	0
Nursing Assistant / Auxiliary Nurse	0	4	0
Registered Nurse (1+ Years in Practice)	0	34	0
Senior Care Worker	0	1	0
Care Worker	0	12	0
Social Worker	0	1	0
Occupational Therapist	0	1	0
Catering staff	0	2	0
Other Staff	0	16	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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	0	0
Care Worker	6	0
Social Worker	0	0
Occupational Therapist	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	2
Deputy Manager	4	0
Supervisory Staff (not providing direct care)	0	1
Nursing Assistant / Auxiliary Nurse	0	4
Registered Nurse (1+ Years in Practice)	14	29
Senior Care Worker	1	0
Care Worker	9	9
Social Worker	1	0
Occupational Therapist	0	1
Catering staff	0	2
Other Staff	5	11

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
Deputy Manager	4	0
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	43	0
Senior Care Worker	1	0
Care Worker	17	1
Social Worker	1	0
Occupational Therapist	1	0
Catering staff	2	0
Other Staff	8	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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Social Worker	0	0
Occupational Therapist	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	08.30-16.30, 4 staff
Registered Nurse (1+ Years in Practice)	22.00-07.00, 21 staff 09.00-17.00, 22 staff
Senior Care Worker	22.00-07.00, 1 staff
Care Worker	22.00-07.00, 18 staff