

True Reflections

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:	25/06/2025
The following lists the provider conditions:	• Karen Boycott is a partner • Joanne Boycott is a partner

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 needs were identified through supervision, appraisals, observations, audits and service user needs. A training matrix monitored mandatory and refresher training. Staff completed induction, safeguarding, medication, health and safety and role-specific training through online learning, workshops and practical assessments. Competency checks, supervision and feedback were used to review effectiveness and address any gaps in knowledge or practice.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment followed safer recruitment procedures including interviews, DBS checks, references and verification of qualifications and right to work. Staff received induction, supervision and ongoing training to support retention and development. Regular team meetings, wellbeing support and clear communication promoted staff engagement. Rotas were managed flexibly where possible to support work-life balance and maintain continuity of care.

Regulated services delivered by this provider

Service name	Service type	Type of care
True Reflection	Care Home Service	Childrens Home

Service: True Reflection

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/06/2025
Maximum number of places	2
Service Conditions	- A maximum of 2 individuals can be accommodated at this service. - The responsible individual for this service is Karen Boycott
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Karen Boycott
Manager(s)	Karen Boycott

Service contact details

Service Telephone Number	07877434298
Service Contact Email Address	truereflectionsri@outlook.com

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

Service facilities and accommodation

- Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 2 - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

A questionnaire was given to all service users.

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 weekly fee payable during the last financial year?	£5831
The maximum weekly fee payable during the last financial year?	£5831

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)	6
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Care Worker	8	8

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	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	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	Working towards all staff completing	Not relevant to this staff group
Deputy Manager	Working towards all staff completing	Not relevant to this staff group
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	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	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	6	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	2	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	4	4

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	1	0
Care Worker	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	0	0
Deputy Manager	0	0
Care Worker	6	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	x2 staff on shift at all times. Compleste 48hr shifts (two days with sleep ins & 3 days off)