

Sapphire Streams Limited

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: Sapphire Streams Limited

Provider summary

The provider was registered on:	15/10/2018
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.	Staff training requirements have been identified through staff supervisions, meetings and observations. There is a number of staff that have completed train a trainer, this assists with the efficiency and delivery of the training required.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The recruitment of staff is supported with the use of job advertisement forums and social media. staff retention appears positive.

Regulated services delivered by this provider

Service name	Service type	Type of care
The Oaks	Care Home Service	Adults Without Nursing
Plas-y-Mor Nursing Home	Care Home Service	Adults With Nursing

Service: Plas-y-Mor Nursing Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	15/10/2018
Maximum number of places	33
Service Conditions	- The responsible individual for this service is Ian Paul Roberts - A maximum of 33 individuals can be accommodated at this service - Sapphire Streams Limited is registered to provide a Care Home Service at Plas-y-Mor Nursing Home 30/31 East Parade, Rhyl, Denbighshire, Rhyl LL18 3AL
How many people in total did the service provide care and support to during the last financial year?	33

Service management

Responsible Individual(s)	Ian Roberts
Manager(s)	Thandeka Nkopo

Service contact details

Service Telephone Number	01745777290
Service Contact Email Address	ian@robertshomes.co.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	Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

- Access to minibus or other transport - Garden(s) - Internet access - Laundry service - Lifts - Number of bathrooms with assisted bathing facilities: 10 - Number of bedrooms with en-suite facilities: 7 - Number of communal lounges: 1 - Number of dining rooms: 2 - Number of shared bedrooms: 0 - Number of single bedrooms: 33 - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Phone point - TV point
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Engagement with people using the service

regular service user meetings, meetings with family members and advocates. the manager operates an open door policy where the service users can visit her freely
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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.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1138.17
The maximum weekly fee payable during the last financial year?	£1695

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)	1
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	4	0
Care Worker	8	1
Domestic staff	3	0
Catering staff	2	0
Other Staff	2	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
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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Deputy Manager	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

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
Registered Nurse (1+ Years in Practice)	All staff have completed	Not relevant to this staff group
Senior Care Worker	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Not relevant to this staff group	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Working towards all staff completing	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
Deputy Manager	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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	1	0	0
Deputy Manager	1	0	0
Registered Nurse (1+ Years in Practice)	5	0	0
Senior Care Worker	4	0	0
Care Worker	7	0	0
Domestic staff	3	0	0
Catering staff	2	0	0
Other Staff	2	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
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	0	0
Care Worker	1	0
Domestic staff	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	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	9	1
Senior Care Worker	4	0
Care Worker	8	0
Domestic staff	3	0
Catering staff	2	0
Other Staff	2	0

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
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	4	0
Care Worker	8	0
Domestic staff	0	0
Catering staff	2	0
Other Staff	2	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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	3
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	7.45am -8pm and 19.45- 8am 2x Nurses per day shift and 1xnurse per night
Senior Care Worker	8am-8pm and 8pm-8am One senior each shift
Care Worker	8am-8pm and 8pm-8am 7x care staff in 24 hour period including a senior(5xcare workers day)(2x care worker night)

Service: The Oaks

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/03/2020
Maximum number of places	26
Service Conditions	- The responsible individual for this service is Ian Paul Roberts - Sapphire Streams Limited is registered to provide a Care Home Service at The Oaks Larch Avenue , Shotton , Deeside , Shotton CH5 1NF - A maximum of 26 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	36

Service management

Responsible Individual(s)	Ian Roberts
Manager(s)	Sinead Fox

Service contact details

Service Telephone Number	01244987203
Service Contact Email Address	ianroberts@sapphirestreams.co.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	- Non-formal communication (e.g. body language, facial expressions) - Writing (Paper / Whiteboards) - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.) - Cinema - Close to local shops / amenities - Garden(s) - Internet access - Lifts - Near public transport - Number of bathrooms with assisted bathing facilities: 2 - Number of bedrooms with en-suite facilities: 26 - Number of communal lounges: 6 - Number of dining rooms: 2 - Number of shared bedrooms: 0 - Number of single bedrooms: 26 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Phone point - Quiet areas - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

regular service user meetings, family meetings. complaints policy outside of the office

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?	£804.04
The maximum weekly fee payable during the last financial year?	£1050

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)	0
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	0	1
Senior Care Worker	7	7
Care Worker	9	10
Domestic staff	6	6
Catering staff	5	5
Other Staff	2	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	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	All staff have completed
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	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	No staff have yet completed	All staff have completed
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
Domestic staff	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	1	0	0
Deputy Manager	0	0	0
Senior Care Worker	7	0	0
Care Worker	9	0	0
Domestic staff	6	0	0
Catering staff	5	0	0
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	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	1	0
Deputy Manager	0	0
Senior Care Worker	7	0
Care Worker	9	0
Domestic staff	4	2
Catering staff	3	2
Other Staff	0	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	7	0
Care Worker	9	0
Domestic staff	1	0
Catering staff	2	0
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	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	day shift 8am-8pm night shift 8pm-8am
Care Worker	day shift 8am-8pm night shift 8pm-8am