

Harris Health 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.

Contents

Provider: Harris Health LTD

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Bluebird Care Caerphilly and Merthyr

Service summary

Service management

Service contact details

Languages used at the service

Engagement with people using the service

Compliance and quality statement

Fees charged by the service

Complaints processed by the service

Staff working at the service

Service: Bluebird Care Pontypool and Ebbw Vale

Service summary

Service management

Service contact details

Languages used at the service

Engagement with people using the service

Compliance and quality statement

Fees charged by the service

Complaints processed by the service

Staff working at the service

Provider summary

The provider was registered on:	18/12/2018
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.	During the last financial year, Harris Health LTD identified staff training needs through annual appraisals, supervisions, incident reviews, and regulatory updates. A training matrix and annual plan ensured mandatory and specialist training was scheduled. Training was delivered via e-learning, in-person sessions, and external providers. Induction followed the AWF. Completion was monitored to ensure compliance and staff development.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	During the last financial year, Harris Health LTD used targeted advertising, values-based interviews, and robust pre-employment checks to recruit staff. Retention was supported through competitive pay, flexible shifts, staff recognition, regular supervisions, and clear career progression. New staff received a structured induction and ongoing support to promote engagement and reduce turnover.

Regulated services delivered by this provider

Service name	Service type	Type of care
Bluebird Care Caerphilly and Merthyr	Domiciliary Support Service	None
Bluebird Care Pontypool and Ebbw Vale	Domiciliary Support Service	None

Service: Bluebird Care Caerphilly and Merthyr

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/04/2020
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	- Harris Health LTD is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area - The responsible individual for this service is James Lawrence Kutchera
How many people in total did the service provide care and support to during the last financial year?	135

Service management

Responsible Individual(s)	James Kutchera
Manager(s)	Rhiannon Rees

Service contact details

Service Telephone Number	01495366885
Service Contact Email Address	caerphillyandmerthyr@bluebirdcare.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	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

During the last financial year, Harris Health LTD consulted people using the service through regular surveys, resident meetings, suggestion boxes, and care plan reviews. Feedback was reviewed by management and used to improve service delivery. Family members and advocates were also invited to share views, ensuring the service remained person-centred and responsive to individual needs.

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?	£29.50
The maximum hourly rate payable during the last financial year?	£40

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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)	42
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	6	0
Care Worker	31	15
Planner	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Planner	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
Supervisory Staff (not providing direct care)	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
Planner	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
Supervisory Staff (not providing direct care)	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
Planner	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
Supervisory Staff (not providing direct care)	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
Planner	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Planner	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
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	6	0	0
Care Worker	15	0	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	16
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	6	0
Care Worker	29	2
Planner	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	0	1
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	6	0
Care Worker	31	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	1	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 11pm min 2hr break 7 days out of 14. 3 staff on
Care Worker	7am - 11pm min 2hr break 7 days out of 14. 15 staff on

Service: Bluebird Care Pontypool and Ebbw Vale

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/12/2018
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- The responsible individual for this service is James Lawrence Kutchera - Harris Health LTD 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?	82

Service management

Responsible Individual(s)	James Kutchera
Manager(s)	Rhiannon Rees

Service contact details

Service Telephone Number	01495366885
Service Contact Email Address	pontypoolandebbwvale@bluebirdcare.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	There are no non verbal communication methods used at the service

Engagement with people using the service

During the last financial year, Harris Health LTD consulted people using the service through regular surveys, carer feedback and care plan reviews. Feedback was reviewed by management and used to improve service delivery. Family members and advocates were also invited to share views, ensuring the service remained person-centred and responsive to individual needs.

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?	£29.50
The maximum hourly rate payable during the last financial year?	£40

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	0
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)	42
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	6	0
Care Worker	31	15
Planner	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
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Role type	Medicine Management	Dementia
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Contractual arrangements

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Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	6	0	0
Care Worker	15	0	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	16
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	6	0
Care Worker	29	2
Planner	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	0	1
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	6	0
Care Worker	31	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	1	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 11pm min 2hr break 7 days out of 14. 3 staff on
Care Worker	7am - 11pm min 2hr break 7 days out of 14. 15 staff on