

When the Flag Drops 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: When the Flag Drops Ltd

Provider summary

The provider was registered on:	11/10/2018
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.	The Registered Manager ensures that all training needs are met for both new starters and current staff by using a tracker which is updated as and when required. Monthly audits identify those who need refresher training and plans are put in place to ensure the deadlines are met. There is a blended approach to training as some is completed online and some is completed face to face.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have continued to support Job Centres and local community groups in order to raise awareness of the benefits of working in Social Care. We have engaged our current workforce in sharing job posts across social media. We have continued to support our existing Care Team and bolster retention through constant open communication and understanding approach and small tokens of gratitude using the Care Friends App. We have also employed a specialist recruitment company to support us.

Regulated services delivered by this provider

Service name	Service type	Type of care
Bluebird Care	Domiciliary Support Service	None

Service: Bluebird Care

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	11/10/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- When the Flag Drops Ltd is registered to provide a domiciliary support service in North Wales regional partnership area - The responsible individual for this service is Simon Robinson
How many people in total did the service provide care and support to during the last financial year?	48

Service management

Responsible Individual(s)	Simon Robinson
Manager(s)	Rebecca Zartarian

Service contact details

Service Telephone Number	01244318348
Service Contact Email Address	cheshirewest@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

We ensure our staff, customers and their families are happy, feeling safe and valued. We encourage regular communication to ensure we pick up on any worries or concerns and deal with them efficiently, appropriately, in a sensitive manner and following policy and procedure. We have a good following on all our social media outlets. We have received reviews through Google, Facebook, homecare.co.uk and more recently Trust Pilot. Regular 3 monthly reviews take place where there is an emphasis on the standard of care, care plan updates, recruitment ideas and identifying any areas of concern. Compliments for staff are taken and shared with those involved. Any concerns are escalated if appropriate. Our customers have a good working relationship with the team and feel comfortable to be open and honest with us. We are developing a different way to capture feedback rather than an annual questionnaire by asking for more feedback during reviews and other forms.
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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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.28
The maximum hourly rate payable during the last financial year?	£38

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	2
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)	16
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	26	5
Planner	1	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
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	Not relevant to this staff group
Deputy Manager	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	Not relevant to this staff group	All staff have completed
Deputy Manager	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	Not relevant to this staff group	All staff have completed
Deputy Manager	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	Not relevant to this staff group
Deputy Manager	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
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	0	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	2	24
Planner	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
Senior Care Worker	1	0
Care Worker	12	14
Planner	1	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	0	1
Senior Care Worker	1	0
Care Worker	4	0
Planner	1	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	3	3
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08:30-17:00 plus on call duties
Care Worker	Various - usually 7am-2pm=6 staff, 2-6pm=4 staff, 6-10pm=6staff