

MSF Group 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 summary

The provider was registered on:	12/10/2021
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.	We ensure high-quality care through tailored training plans and regular reviews. Staff complete mandatory face to face training, including basic life support, medication assistance, safeguarding, plus e-learning and the Wales Manual Handling Passport. Spot-checks and supervisions occur weekly for three months for all new starters, then monthly. Ongoing learning, including NVQs, is encouraged, and feedback is used to address knowledge gaps.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We work with a specialist firm for recruitment and market analysis. All new staff undergo rigorous interviews, reference checks, and enhanced DBS screening. We offer competitive pay, ongoing training/ support, and fair schedules. Staff receive uniforms, mileage rates, travel time, opportunity to attend counselling, and recognition rewards. Monthly supervisions, NVQs, and feedback—including exit interviews—support retention and continuous improvement.

Regulated services delivered by this provider

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

Service: Bluebird Care Pontypridd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/10/2021
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	- MSF Group Ltd is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area - The responsible individual for this service is Mohsin Fazal
How many people in total did the service provide care and support to during the last financial year?	125

Service management

Responsible Individual(s)	Mohsin Fazal
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01443 309123
Service Contact Email Address	Pontypridd@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, we engaged with people who use our domiciliary care service through various channels: satisfaction surveys, feedback forms, care plan reviews, social media updates, telephone check-ins, review meetings and community events. These methods ensured ongoing consultation and helped us tailor our service to meet individual needs and preferences.

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?	£28.50
The maximum hourly rate payable during the last financial year?	£32

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)	24
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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	3	0
Care Worker	17	3

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

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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	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

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	3	0	0
Care Worker	14	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	3

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)	1	1
Senior Care Worker	3	0
Care Worker	13	4

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)	0	0
Senior Care Worker	3	0
Care Worker	13	4

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	2
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Mon - Fri 0830 - 1700 and cover 1 in 3 weekends on call.
Care Worker	No set shifts as we work too carers availability. Working hours are Mon - Sun 0700 - 23:00, 11 required. Night shift 2200 - 0700, 1 required.

Service: Bluebird Care Pontypridd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/11/2021
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- MSF Group Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area - The responsible individual for this service is Mohsin Fazal
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Mohsin Fazal
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01443 309123
Service Contact Email Address	Pontypridd@bluebirdcare.co.uk

Languages used at the service

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Fees charged by the service

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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

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Care Worker	17	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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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

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
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Manual Handling and Safeguarding

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Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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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	3	0	0
Care Worker	14	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	3

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)	1	1
Senior Care Worker	3	0
Care Worker	13	4

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)	0	0
Senior Care Worker	3	0
Care Worker	13	4

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	2
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Mon - Fri 0830 - 1700 and cover 1 in 3 weekends on call.
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