

N-Able Services 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: N-Able Services Ltd

Provider summary

The provider was registered on:	01/04/2022
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.	All case managers have an annual appraisal which results in a Personal Development Plan. These plans are considered in line with training opportunities available which relate to all aspects of the case management process and the training budget. Training is also a regular agenda item at monthly team meetings where training needs are identified organizationally. External speakers are included at regular team away days, supporting ongoing staff learning.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	This year continued the restructure of N-Able Services which has improved clarity of roles and opportunities for staff to identify development opportunities now and into the future. N-Able Services is entering a period of growth and there has been focus on recruitment alongside a reviewed strategy. Staff have increased flexibility and opportunity to work from home, with improved training and supervision opportunities. Staff benefits have also improved with focus on well-being.

Regulated services delivered by this provider

Service name	Service type	Type of care
N-Able Services Ltd	Domiciliary Support Service	None

Service: N-Able Services Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/04/2022
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">N-Able Services Ltd is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	11

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Bronwen Davies

Service contact details

Service Telephone Number	01513346066
Service Contact Email Address	Compliance@nableservices.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

<p>Our case managers meet with clients and families on a regular basis and are the first point of contact if there are concerns / questions/ complaints. We audit any complaints we do receive and use our monthly staff meetings as a forum for shared learning and discussion regarding any themes we have identified. Both Responsible Individual and Registered Manager meet with Clients and Families on a regular basis as part of their roles and also meet with the case managers on a regular basis to ensure high levels of communication between all parties. It is challenging to obtain feedback via questionnaire, as this can be too abstract for those with a brain injury, so we are considering alternative ways of seeking feedback from clients and families, in addition to the case managers contact with them.</p>

Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£135.00
The maximum hourly rate payable during the last financial year?	£135.00

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)	16
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	6	1
Social Worker	4	0
Occupational Therapist	1	0
Other Staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Social Worker	Not relevant to this staff group	All staff have completed
Occupational Therapist	Not relevant to this staff group	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
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
Social Worker	All staff have completed	Working towards all staff completing
Occupational Therapist	All staff have completed	All staff have completed
Other Staff	All staff have completed	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Social Worker	Working towards all staff completing	All staff have completed
Occupational Therapist	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Working towards all staff completing	Not relevant to this staff group
Social Worker	Working towards all staff completing	Not relevant to this staff group
Occupational Therapist	Working towards all staff completing	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	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Social Worker	Not relevant to this staff group	Not relevant to this staff group
Occupational Therapist	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	6	0	0
Social Worker	4	0	0
Occupational Therapist	1	0	0
Other Staff	4	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
Supervisory Staff (not providing direct care)	0	0
Social Worker	0	0
Occupational Therapist	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
Supervisory Staff (not providing direct care)	5	1
Social Worker	4	0
Occupational Therapist	0	1
Other Staff	3	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	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Social Worker	0	0
Occupational Therapist	0	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
Supervisory Staff (not providing direct care)	0	0
Social Worker	0	0
Occupational Therapist	0	0
Other Staff	0	0