

L & R Buchanan Care Services Ltd - trading as Habitat Homecare

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:	23/07/2018
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.	Our training matrix allows us to monitor staff throughout their employment, recording renewals & additional training completed. Our Care Manager oversees compliance alongside our recruitment manager, identifying those that require refreshers and updates. We have a blended learning structure with eLearning, face to face supervisions and a local specialist training provider for manual handling. Staff involved in medication management for clients are trained via the Swansea LA Meds Management Team.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Candidates complete an in depth application, are pre-screened and undergo a face-to-face interview. Successful candidates with the right attributes for care, provide suitable references, undergo DBS & Right To Work check. Our Welcome Aboard programme includes shadow shifts & mentoring by experienced staff to introduce them to clients. Regular supervisions, spot-checks & appraisals offer support & professional development. Our recognition program includes length of service & compliments awards.

Regulated services delivered by this provider

Service name	Service type	Type of care
L & R Buchanan Care Services Ltd trading as Habitat Homecare	Domiciliary Support Service	None

Service: L & R Buchanan Care Services Ltd trading as Habitat Homecare

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/07/2018
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none">L & R Buchanan Care Services Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership areaThe responsible individual for this service is Lisa Jane Buchanan
How many people in total did the service provide care and support to during the last financial year?	202

Service management

Responsible Individual(s)	Lisa Buchanan
Manager(s)	Roxanne George

Service contact details

Service Telephone Number	01792 721720
Service Contact Email Address	support@habitat-homecare.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>Habitat Homecare conduct regular client reviews through telephone and in person communications to ensure the service we deliver meets the needs of those we support. Our quality service questionnaires allow us to receive feedback, consulting with the client and family to make continual operational improvements. Our social media platforms and website are updated with our latest news and any relevant operational changes. We also receive regular reviews through Homecare.co.uk, the leading UK Home Care review website where clients can submit honest feedback on our service. Our open door policy encourages clients and family to meet us in person at our Gorseinon office. In line with CMW regulations our RI and Care Manager meet with our clients to follow up on any concerns and to gain honest feedback.</p>

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£27.08
The maximum hourly rate payable during the last financial year?	£30.90

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	9
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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)	3	1
Senior Care Worker	2	0
Care Worker	24	0
Other Staff	25	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	Working towards all staff completing
Other Staff	All staff have completed	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	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	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
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	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Supervisory Staff (not providing direct care)	3	0	0
Senior Care Worker	0	0	0
Care Worker	4	0	0
Other Staff	3	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	2	0
Care Worker	1	19
Other Staff	0	22

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)	3	0
Senior Care Worker	1	1
Care Worker	5	19
Other Staff	0	25

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Morning shift 7am-3pm Afternoon shift 3pm-10pm
Care Worker	Morning shift 7am-3pm Afternoon shift 3pm-10pm