

MARBL Care 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:	24/10/2025
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.	A central training matrix was used to record, monitor, and review all staff training. This provided an overview of mandatory training compliance, and additional development needs linked to the specific roles and responsibilities of staff. It was reviewed by the RI, HR and Home Manager to ensure all training remained current and appropriately planned.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have maintained robust arrangements to support the effective recruitment and retention of suitably qualified, experienced, and safe staff in line with CMW regs and the SS and Well-being (Wales) Act 2014. We followed a safer recruitment process to ensure all staff appointed were suitable to work with young people. Robust pre-employment checks in line with Schedule 2 of the Regulated Services(Service Providers and Responsible Individuals) (Wales) Regulations 2017,including enhanced DBS checks

Regulated services delivered by this provider

Service name	Service type	Type of care
Holland Street	Care Home Service	Childrens Home

Service: Holland Street

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	24/10/2025
Maximum number of places	3
Service Conditions	- A maximum of 3 individuals can be accommodated at this service. - The responsible individual for this service is Rhodri John Bwye
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Rhodri Bwye
Manager(s)	Emily Beasley

Service contact details

Service Telephone Number	01495 444310
Service Contact Email Address	rhodri@marblcare.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

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Ground-floor accommodation only - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 2 - Number of dining rooms: 0 - Number of shared bedrooms: 2 - Number of single bedrooms: 0 - On-site parking - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen - TV point - Woodland / ponds

Engagement with people using the service

Since opening, structured arrangements have been implemented to ensure that the views, wishes, and feelings of children and young people are actively sought and inform service delivery, in line with Welsh regulatory requirements. Monthly house meetings are held to provide a forum for children and young people to share their views on the running of the home, including what is working well and where improvements may be required. This supports participation and promotes a sense of involvement in the home environment. Each young person also participates in monthly key worker sessions, offering a more individualised opportunity to express their views in a supportive setting. Their feedback is recorded within their monthly reports and used to inform care planning and review processes. To support quality assurance, the Responsible Individual has issued questionnaires to children and young people to inform the completion of the first Reg 80 report, ensuring their feedback contributes to service
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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 weekly fee payable during the last financial year?	£6500
The maximum weekly fee payable during the last financial year?	£9950

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)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	2
Care Worker	6	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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

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
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
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
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
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
Senior Care Worker	1	0	0
Care Worker	6	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
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	1	0
Care Worker	6	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
Senior Care Worker	1	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Rolling shift pattern - 2 days on - 4 days off staff starting at 10am - 11pm sleep in start at 7am - 11pm sleep in 7am - 10 am and finish shift.
Care Worker	Rolling shift pattern - 2 days on - 4 days off staff starting at 10am - 11pm sleep in start at 7am - 11pm sleep in 7am - 10 am and finish shift.

