carehomedossier

Care service dossier

Thistlewick Support Ltd

Supported living and homecare in Marlbridge. What the public record says, and what it leaves out.



Fictional example. The service, its people and every figure are invented to show what a dossier contains. Any likeness to a real service is coincidence.

Thistlewick Support Ltd, Marlbridge

At a glance

Four things to know, and how each check came out.

Good
Regulator rating
In all five areas

9
People supported
At the March 2024 assessment

19
Staff
Average, year to March 2025

£42,910
Owner's net assets
At 31 March 2025

What to know

1 **Rated Good in every area**
Assessed in March 2024, its first assessment since registering in September 2020.

2 **That rating is 32 months old**
Nine people were supported then. Staff has since grown from 14 to 19, so it may be bigger now.

3 **Inspectors recorded two gaps**
Medicines checks were not always signed off, and some staff supervision records were behind.

4 **One owner, small reserves**
One person owns and directs it. Net assets rose from £3,480 to £42,910, with no secured borrowing.

How each check came out

Check	Result	Based on
Regulator rating	Good	CQC assessment, 4 to 19 March 2024
Age of rating	32 months	No later assessment published
Company filings	Up to date	Accounts and statements filed on time
Secured borrowing	None	No charges registered at Companies House
Financial cushion	Small	£42,910 net assets against 19 staff
Complaints upheld	Not confirmed	Ombudsman decision search unavailable
The housing	Not regulated	Supported living: only the care is inspected

Green and orange show where to look harder, not a verdict. "Not confirmed" means the record was unavailable, not that nothing exists.

1

Regulator record

Good in all five areas

Assessed March 2024, published April 2024



What inspectors found

Right support. People were kept safe from risks of harm, with personal risk assessments for staff to follow and enough staff for consistent support.

Right care. Each person had a care plan that reflected their needs. People said staff were caring and respectful.

Right culture. People knew the managers and said they could raise concerns. Governance picked up some improvements.

Two gaps recorded

Weekly medicines checks were being done, but not every one had been signed off. Some staff supervision records were behind, and the manager said they would catch these up.

The five ratings

Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good

How it was assessed

Dates	4 to 19 March 2024
Site visit	One, to the office
People supported	Nine at the time
Earlier assessments	None

Months since the regulator last assessed this service — 32 and counting

What people told inspectors

“They help me do things my way, not the quick way.”

A person supported by the service, quoted in the regulator’s report of 22 April 2024

In their words

People and relatives told inspectors they felt safe, and that medicines and health appointments were handled well.

- Staff encouraged routines and independence.
- Homes were described as clean, with a good atmosphere.
- No agency staff were used, which inspectors linked to consistent care.
- Managers were described as quick to respond to concerns.

What it is registered for

Service types	Homecare, supported living
Regulated activity	Personal care
Who it supports	Adults under 65
Specialism	Learning disabilities
Council area	Westshire
Registered	8 September 2020

The story so far

March 2019
Company set up

September 2020
Registered with the regulator

March 2024
First assessment, with one visit to the office

April 2024
Report published: Good

Today
No later assessment published

Why the date matters

A rating describes a service during the weeks it was assessed. Staff, managers and the number of people supported can all change afterwards, and this assessment rested on one visit to the office.

2

Who runs it

One owner, no secured debt

Filed accounts to 31 March 2025



The company

Name	Thistlewick Support Ltd
Number	00000000
Status	Active
Incorporated	12 March 2019
Directors	One, since day one
Control	One person, 75% or more
Accounts filed	On time, every year
Secured loans	None

Balance sheet

	March 2024	March 2025
Fixed assets	£4,120	£3,290
Current assets	£51,760	£96,540
Owed within a year	£52,400	£56,920
Net assets	**£3,480**	**£42,910**
Average staff	14	19

Micro-entity accounts show a balance sheet only. Income, profit and directors' pay are not disclosed.

Reading this

The direction is good: the company went from almost no reserves to a modest surplus while taking on staff, and it has no secured debt. The cushion is still small for a payroll of 19, and ownership and direction sit with one person. Neither is unusual for a provider this size. Both are reasons to ask what would happen to people's support if the company or its owner could not continue.

A real dossier names people only where a public register names them in a public role. This example is fictional, so there is nobody to name.

3

What kind of service

Not a care home

Supported living: only the care is inspected



	In a care home	In supported living, as here
Where people live	In the home, as residents	In their own home, usually as tenants
Housing and care	One provider, one agreement	Separate agreements, often with different organisations
What gets inspected	The care and the premises	The care only
Kitchen hygiene rating	Published	None. No record found for this provider

What this report could not confirm

The housing itself	Not regulated	The addresses where people live are not published, so no property checks were run.
Complaints upheld	Not confirmed	The Ombudsman's decision search could not be queried when this sample was built.
Fees and funding	Not published	No public dataset holds this provider's charges.
Family reviews	Not included	Review sites do not license their content for reuse.
Current staffing	Partial	Only the yearly average headcount is public. Rotas and vacancies are not.

What this means for you

For supported living, half the picture is the home: who the landlord is, what the tenancy says and the condition of the building. None of that is in the regulator's report, so it has to come from the provider, the landlord and a visit.

Take this page with you

Questions worth asking

Seven questions, each one from a finding in this report.

1 **Contact with the regulator** — Follow up

Has CQC been in touch since the March 2024 assessment, and do you expect another one soon?

2 **Medicines checks** — Follow up

Inspectors found some weekly checks had not been signed off. Is every check now signed, and who looks at them?

3 **Staff supervision** — Follow up

Supervision records were behind. Are they up to date now, and how often does each member of staff have one?

4 **Growth and staffing** — Partial evidence

You supported nine people in March 2024 and staff has since risen to 19. How many people do you support now, and do you still avoid agency staff?

5 **The home and the tenancy** — Not regulated

Who is the landlord, what does the tenancy say, and could my relative stay in the home if the care provider changed?

6 **Continuity of the company** — Partial evidence

The company has one owner and director. What is the plan for people's support if they step back or the company cannot continue?

7 **Charges and who pays** — Not published

What are the care charges, what do they cover, and which parts are paid by the council, the NHS or the person?

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Now go and see it for yourself.

A report can tell you what the record says. Only a visit tells you how it feels.

Source	Used for	Record date
Care Quality Commission	Ratings, assessment findings, registration	Report of 22 April 2024
Companies House	Company record, control, charges, accounts	Accounts to 31 March 2025
Food Standards Agency	Kitchen hygiene lookup (no record found)	26 November 2026

This is a fictional example: Thistlewick Support Ltd does not exist, and the sources, dates and figures above are invented to show the layout. A real dossier contains public sector information licensed under the Open Government Licence v3.0 and reflects the public record on the day it is built. It is information, not advice: it does not assess anyone's care needs, and a green result is not a recommendation. Reference CHD-SAMPLE01.