

Seren Care Limited

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:	16/04/2020
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.	The company has a dedicated Learning and Development Manager who delivers in house training and has also sourced external specialist training. We have a company training matrix that has oversight of staff online and face to face training courses and this is monitored monthly to ensure compliance for each home and comparisons between the homes or identifying any trends. Courses have specific renewal deadlines which are monitored & reallocated accordingly.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The company has a dedicated Recruitment Manager that is responsible for safer recruitment processes. We create professional development opportunities with staff progressing from Residential Support Workers to Team leaders to Trainee Managers which supports us with staff retention. Of all our Managers, Trainee Managers and Team Leaders within Seren Care - 11 out of 11 (100%) have been promoted from RSW's. We retain staff by paying competitively, we use a rolling rota.

Regulated services delivered by this provider

Service name	Service type	Type of care
Nyth Y Nant	Care Home Service	Childrens Home
Western Terrace	Care Home Service	Childrens Home
Woodland Cottage	Care Home Service	Childrens Home
Victoria Street	Care Home Service	Childrens Home
Queen Street	Care Home Service	Childrens Home
Wesley Buildings	Care Home Service	Childrens Home
Glanrhyd	Care Home Service	Childrens Home
Blaendare House	Care Home Service	Childrens Home

Service: Wesley Buildings

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	10/10/2023
Maximum number of places	2
Service Conditions	- A maximum of 2 individuals can be accommodated at this service. - The responsible individual for this service is Jennifer Valerie Parry
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Jennifer Parry
Manager(s)	Luke Powell

Service contact details

Service Telephone Number	01495 361220
Service Contact Email Address	admin@serencare.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	- Non-formal communication (e.g. body language, facial expressions) - Social Stories - Picture Exchange Communication System (PECS) - Writing (Paper / Whiteboards) - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Makaton - Objects of reference

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - 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: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - TV point - Wildlife / domesticated animals

Engagement with people using the service

The company use Google forms to obtain the views on the quality of care and support provided and how we can improve the service completed by a variety of stakeholders. The collation of engagement responses is documented in the Reg 80 which is completed twice a year – where feedback identifies areas of development explain context of responses or how
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we plan to improve and allows us to provide a company response. We can respond quickly and effectively to the wishes and needs of the child, in turn supporting early intervention, positive wellbeing and timely safeguarding. Our feedback helps our service improve by capturing children and young people's needs, and other stakeholder responses evidenced by Reg 80 reports on each individual home.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6439.57
The maximum weekly fee payable during the last financial year?	£9951.42

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)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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	All staff have completed
Deputy Manager	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	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
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	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
Deputy 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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	3	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
Deputy 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
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Rota 2 on 3 off 8am till 11pm 1:1 staffing ratio
Care Worker	Rota 2on 3 off 8am till 11pm 1:1 staffing ratio

Service: Western Terrace

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/09/2020
Maximum number of places	3
Service Conditions	- The responsible individual for this service is Chris McElhone - A maximum of 3 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Chris McElhone
Manager(s)	Alex Donelan

Service contact details

Service Telephone Number	01495304380
Service Contact Email Address	matthew.stephens@serencare.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	Welsh
Non-verbal communication methods used at the service	- Makaton - Non-formal communication (e.g. body language, facial expressions) - Objects of reference - Picture Exchange Communication System (PECS) - Writing (Paper / Whiteboards) - Social Stories - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Assistive Technology

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - 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: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 5 - Outdoor play area - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Quiet areas - TV point - Wildlife / domesticated animals
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Engagement with people using the service

The company use Google forms to obtain the views on the quality of care and support provided and how we can improve

the service completed by a variety of stakeholders. The collation of engagement responses is documented in the Reg 80 which is completed twice a year – where feedback identifies areas of development explain context of responses or how we plan to improve and allows us to provide a company response. We can respond quickly and effectively to the wishes and needs of the child, in turn supporting early intervention, positive wellbeing and timely safeguarding. Our feedback helps our service improve by capturing children and young people's needs, and other stakeholder responses evidenced by Reg 80 reports on each individual home.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6439.57
The maximum weekly fee payable during the last financial year?	£9951.42

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	6
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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	All staff have completed
Deputy Manager	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	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
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	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
Deputy 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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	1	2

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
Deputy Manager	1	0
Senior Care Worker	2	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Rota 2 on 3 off 8am till 11pm 1:1 staffing ratio
Care Worker	Rota 2on 3 off 8am till 11pm 1:1 staffing ratio

Service: Glanrhyd

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	17/02/2022
Maximum number of places	4
Service Conditions	- The responsible individual for this service is Chris McElhone - A maximum of 4 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Chris McElhone
Manager(s)	Hayley Skelly

Service contact details

Service Telephone Number	07368452353
Service Contact Email Address	admin@serencare.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	- Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH) - Makaton - Non-formal communication (e.g. body language, facial expressions) - Social Stories - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Assistive Technology - Objects of reference - Picture Exchange Communication System (PECS)

Service facilities and accommodation

- Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Pet friendly (or by arrangement) - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

The company use Google forms to obtain the views on the quality of care and support provided and how we can improve the service completed by a variety of stakeholders. The collation of engagement responses is documented in the Reg 80 which is completed twice a year – where feedback identifies areas of development explain context of responses or how
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we plan to improve and allows us to provide a company response. We can respond quickly and effectively to the wishes and needs of the child, in turn supporting early intervention, positive wellbeing and timely safeguarding. Our feedback helps our service improve by capturing children and young people's needs, and other stakeholder responses evidenced by Reg 80 reports on each individual home.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6439.57
The maximum weekly fee payable during the last financial year?	£9951.42

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	7
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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	All staff have completed
Deputy Manager	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	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
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	7	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
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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	2

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
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	2	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
Senior Care Worker	1	0
Care Worker	5	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Rota 2 on 3 off 8am till 11pm 1:1 staffing ratio
Care Worker	Rota 2on 3 off 8am till 11pm 1:1 staffing ratio

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	18/05/2021
Maximum number of places	1
Service Conditions	- The responsible individual for this service is Jennifer Valerie Parry - A maximum of 1 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Jennifer Parry
Manager(s)	David Lee Coburn

Service contact details

Service Telephone Number	01495826767
Service Contact Email Address	jennifer.parry@serencare.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	- Non-formal communication (e.g. body language, facial expressions) - Objects of reference - Makaton - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Picture Exchange Communication System (PECS) - Social Stories

Service facilities and accommodation

- Access to minibuss or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - 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: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 3 - Outdoor play area - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - TV point - Wildlife / domesticated animals

Engagement with people using the service

The company use Google forms to obtain the views on the quality of care and support provided and how we can improve the service completed by a variety of stakeholders. The collation of engagement responses is documented in the Reg 80 which is completed twice a year – where feedback identifies areas of development explain context of responses or how
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we plan to improve and allows us to provide a company response. We can respond quickly and effectively to the wishes and needs of the child, in turn supporting early intervention, positive wellbeing and timely safeguarding. Our feedback helps our service improve by capturing children and young people's needs, and other stakeholder responses evidenced by Reg 80 reports on each individual home.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6439.57
The maximum weekly fee payable during the last financial year?	£9951.42

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)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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	All staff have completed
Deputy Manager	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	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
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	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
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
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	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	1	0
Deputy Manager	1	0
Senior Care Worker	0	0
Care Worker	1	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
Senior Care Worker	1	0
Care Worker	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Rota 2 on 3 off 8am till 11pm 2:1 staffing ratio
Care Worker	Rota 2on 3 off 8am till 11pm 2:1 staffing ratio

Service: Nyth Y Nant

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/04/2020
Maximum number of places	4
Service Conditions	- A maximum of 4 individuals can be accommodated at this service - The responsible individual for this service is Chris McElhone
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Chris McElhone
Manager(s)	Alex Donelan

Service contact details

Service Telephone Number	01495228917
Service Contact Email Address	matthew.stephens@serencare.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	- Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Objects of reference - Picture Exchange Communication System (PECS) - Makaton - Non-formal communication (e.g. body language, facial expressions) - Assistive Technology - Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH) - Social Stories

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 5 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

The company use Google forms to obtain the views on the quality of care and support provided and how we can improve

the service completed by a variety of stakeholders. The collation of engagement responses is documented in the Reg 80 which is completed twice a year – where feedback identifies areas of development explain context of responses or how we plan to improve and allows us to provide a company response. We can respond quickly and effectively to the wishes and needs of the child, in turn supporting early intervention, positive wellbeing and timely safeguarding. Our feedback helps our service improve by capturing children and young people's needs, and other stakeholder responses evidenced by Reg 80 reports on each individual home.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6439.57
The maximum weekly fee payable during the last financial year?	£9951.42

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)	7
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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	All staff have completed
Deputy Manager	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	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
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	5	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
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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	4	1

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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	1	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
Senior Care Worker	0	0
Care Worker	4	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Rota 2 on 3 off 8am till 11pm 1:1 staffing ratio
Care Worker	Rota 2on 3 off 8am till 11pm 1:1 staffing ratio

Service: Queen Street

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/03/2023
Maximum number of places	1
Service Conditions	- A maximum of 1 individuals can be accommodated at this service. - The responsible individual for this service is Chris McElhone
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Chris McElhone
Manager(s)	Laura O'Hanlon

Service contact details

Service Telephone Number	01495825295
Service Contact Email Address	admin@serencare.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	- Assistive Technology - Makaton - Non-formal communication (e.g. body language, facial expressions) - Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH) - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Objects of reference - Picture Exchange Communication System (PECS) - Writing (Paper / Whiteboards)

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Garden(s) - 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: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 1 - Pet friendly (or by arrangement) - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

The company use Google forms to obtain the views on the quality of care and support provided and how we can improve the service completed by a variety of stakeholders. The collation of engagement responses is documented in the Reg 80 which is completed twice a year – where feedback identifies areas of development explain context of responses or how we plan to improve and allows us to provide a company response. We can respond quickly and effectively to the wishes

and needs of the child, in turn supporting early intervention, positive wellbeing and timely safeguarding. Our feedback helps our service improve by capturing children and young people's needs, and other stakeholder responses evidenced by Reg 80 reports on each individual home.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£9951.42
The maximum weekly fee payable during the last financial year?	£9951.42

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	4

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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	All staff have completed
Deputy Manager	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	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
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	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
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
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	4	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
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	1	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
Senior Care Worker	0	0
Care Worker	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Rota 2 on 3 off 8am till 11pm 2:1 staffing ratio
Care Worker	Rota 2on 3 off 8am till 11pm 2:1 staffing ratio

Service: Woodland Cottage

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	03/11/2020
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 Jennifer Valerie Parry
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Jennifer Parry
Manager(s)	Kerrin Powell

Service contact details

Service Telephone Number	01495982462
Service Contact Email Address	jennifer.parry@serencare.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	- Non-formal communication (e.g. body language, facial expressions) - Objects of reference - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Makaton - Picture Exchange Communication System (PECS) - Social Stories

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - 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: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 6 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - TV point - Wildlife / domesticated animals
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Engagement with people using the service

Complaint regarding a transition from previous placement received via email - Response letter explaining points raised & verbal confirmation that Social Worker was more than happy with transition & no further response from the previous

placement. The company use Google forms to obtain the views on the quality of care and support provided and how we can improve the service completed by a variety of stakeholders. The collation of engagement responses is documented in the Reg 80 which is completed twice a year – where feedback identifies areas of development explain context of responses or how we plan to improve and allows us to provide a company response. We can respond quickly and effectively to the wishes and needs of the child, in turn supporting early intervention, positive wellbeing and timely safeguarding. Our feedback helps our service improve by capturing children and young people's needs, and other stakeholder responses evidenced by Reg 80 reports on each individual home.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6439.57
The maximum weekly fee payable during the last financial year?	£9951.42

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)	7
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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	All staff have completed
Deputy Manager	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	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
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	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
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
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	4	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
Deputy 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
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Rota 2 on 3 off 8am till 11pm 1:1 staffing ratio
Care Worker	Rota 2on 3 off 8am till 11pm 1:1 staffing ratio

Service: Blaendare House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	26/03/2024
Maximum number of places	2
Service Conditions	- A maximum of 2 individuals can be accommodated at this service. - The responsible individual for this service is Jennifer Valerie Parry
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Jennifer Parry
Manager(s)	Kate Dykes

Service contact details

Service Telephone Number	01495 360962
Service Contact Email Address	matthew.stephens@serencare.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	- Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Picture Exchange Communication System (PECS) - Social Stories - Non-formal communication (e.g. body language, facial expressions) - Objects of reference - Makaton

Service facilities and accommodation

- Access to minibuss or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - 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: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - TV point - Wildlife / domesticated animals

Engagement with people using the service

In response to the complaint received by the child the other child moved on to a new placement in an agreed response with placing authorities. The company use Google forms to obtain the views on the quality of care and support provided

and how we can improve the service completed by a variety of stakeholders. The collation of engagement responses is documented in the Reg 80 which is completed twice a year – where feedback identifies areas of development explain context of responses or how we plan to improve and allows us to provide a company response. We can respond quickly and effectively to the wishes and needs of the child, in turn supporting early intervention, positive wellbeing and timely safeguarding. Our feedback helps our service improve by capturing children and young people's needs, and other stakeholder responses evidenced by Reg 80 reports on each individual home.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6439.57
The maximum weekly fee payable during the last financial year?	£9951.42

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)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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	All staff have completed
Deputy Manager	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	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
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	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
Deputy 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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	2	1

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
Deputy Manager	1	0
Senior Care Worker	2	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Rota 2 on 3 off 8am till 11pm 1:1 staffing ratio
Care Worker	Rota 2on 3 off 8am till 11pm 1:1 staffing ratio