

GLAIS HOUSE 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:	31/05/2018
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 is planned well in advance to ensure all mandatory and developmental needs are met. The training is delivered by a trainer who has worked closely with us for several years and has a thorough understanding of our environment, values, and the needs of both residents and staff. All training activity is monitored through a training matrix. Staff are encouraged to reflect on their learning and apply it to practice, helping to create a skilled, motivated, and responsive care team.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We aim to recruit skilled, caring staff committed to high standards. A strong team culture is encouraged through recognition of staff achievements. Staffing levels are regularly reviewed, and staff are supported through supervision, ongoing training, and open communication. Retention is encouraged through a positive workplace culture and opportunities for development. Overall, our approach is to ensure that we remain fully staffed with a dedicated, skilled, and compassionate team.

Regulated services delivered by this provider

Service name	Service type	Type of care
Glais House Care Ltd	Care Home Service	Adults With Nursing

Service: Glais House Care Ltd

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	31/05/2018
Maximum number of places	50
Service Conditions	<ul style="list-style-type: none">• A maximum of 50 individuals can be accommodated at this service.• GLAIS HOUSE CARE LTD is registered to provide a Care Home Service at Glais House Care Ltd GLAIS HOUSE CARE LTD, GLAIS HOUSE NURSING HOME, 615 BIRCHGROVE ROAD, SWANSEA SA7 9EN• The responsible individual for this service is Andrea Bacova
How many people in total did the service provide care and support to during the last financial year?	73

Service management

Responsible Individual(s)	Andrea Bacova
Manager(s)	Andrea Bacova

Service contact details

Service Telephone Number	01792843915
Service Contact Email Address	andrea@glaishouse.com

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	<ul style="list-style-type: none">• Arabic• Hebrew• Polish• Russian• Malayalam• Tamil• Nepalese• Sinhala• Croatian• Czech• Ukrainian• Welsh• Hindi• Nigerian• Other African language• French• Lithuanian• Slovak• Spanish• Other South Asian language• Filipino
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Objects of reference• Total Communication• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.)
- Close to local shops / amenities
- Hairdressing / beauty services
- Internet access
- Laundry service
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 5
- Number of bedrooms with en-suite facilities: 37
- Number of communal lounges: 2
- Number of dining rooms: 0
- Number of shared bedrooms: 2
- Number of single bedrooms: 43
- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Quiet areas
- Residents' kitchenette / communal kitchen
- TV point
- Wheelchair access
- Wildlife / domesticated animals

Engagement with people using the service

As in previous years, we continue to uphold an open-door policy, encouraging residents and their families to share feedback openly, whether in person, via email, or through digital platforms. This approach allows us to address any issues quickly and maintain strong, trusting relationships. Regular conversations with residents and ongoing contact with families remained central to our approach. We actively seek their views and input about the care provided and the overall running of the Home. Feedback is received through face-to-face discussions, phone calls, written correspondence, and online platforms such as Facebook, our website and carehome.co.uk. We continue to display key information, such as upcoming events, reading materials, and important notices at the entrance of the Home to promote accessibility and awareness. Events and celebrations involving both residents and their loved ones are planned throughout the year where we come together and strengthen our relationships.

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?	£100
The maximum weekly fee payable during the last financial year?	£1350

Complaints processed by the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	0
Number of complaints upheld	1
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)	1
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Registered Nurse (1+ Years in Practice)	5	4
Senior Care Worker	1	0
Care Worker	22	8
Domestic staff	5	0
Catering staff	2	0
Other Staff	2	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	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
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Registered Nurse (1+ Years in Practice)	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
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Working towards all staff completing	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
Registered Nurse (1+ Years in Practice)	5	0	0
Senior Care Worker	1	0	0
Care Worker	22	0	0
Domestic staff	5	0	0
Catering staff	2	0	0
Other Staff	2	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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	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
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	1	0
Care Worker	22	0
Domestic staff	3	2
Catering staff	2	0
Other Staff	2	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
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	1	0
Care Worker	7	0
Domestic staff	0	0
Catering staff	2	0
Other Staff	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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	11	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Day shifts: 8 -20, 7 - 19, 7 - 13, 13 - 19, 8 -14, 14 - 20 and night shifts 20 - 8. Normally there are 2 nurses in the mornings and one at night, or 2 nurses all day.
Senior Care Worker	Day shifts 7- 15, 4 days a week. Days of work may vary, depending on the needs of the Company.
Care Worker	Day shifts: 7 - 13, 7 - 15, 7 - 19, 13 - 19, 15 - 21 and night shifts 19 - 7. Normally there are 8 - 9 care staff in the morning and 6 in the afternoon up to 9pm.