

Reflexion Care Group 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: Reflexion Care Group Ltd

Provider summary

The provider was registered on:	23/04/2019
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.	<p>New Reflexions continues to offer a 3 week induction programme which incorporates both face to face and online training alongside a 6 month probation process and induction manual which covers the social care induction framework.</p> <p>Each staff member has their own individual training record and training plan which covers both mandatory and additional training which maybe child specific or developmentally specific for the staff member. Staff then access there QCF level 3 qualification.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Recruitment is monitored and reviewed by the HR and the senior management teams on a weekly basis. This looks at both recruitment and retention and then If there is a specific need to focus on recruitment in a specific region or location then job adverts are tailored to that specific region. Managers will complete the interviews and then HR will ensure relevant checks are completed on the staff member for safer recruitment before the managers sign the file off and the employee commences work.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Gwern y Fran	Care Home Service	Childrens Home
Flannel Mill	Care Home Service	Childrens Home
Croxton Farmhouse	Care Home Service	Childrens Home
Mortons Lodge	Care Home Service	Childrens Home
The Malt House	Care Home Service	Childrens Home
Cefn y Rhallt	Care Home Service	Childrens Home

Service: Cefn y Rhallt

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/04/2019
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Craig WilsonA maximum of 2 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?	2

Service management

Responsible Individual(s)	Craig Wilson
Manager(s)	Keeley Rogers

Service contact details

Service Telephone Number	01686640714
Service Contact Email Address	enquiries@newreflexions.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

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Garden(s)Internet accessNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 4On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointQuiet areasTV point
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Engagement with people using the service

<p>There are various forums that the service uses to consult the children about the home and the care they receive. These include- regulation 73 visits, regulation 80 visits, external quality assurance visits and reports, Social worker visits, advocacy arrangements and regulatory inspections. As well as direct consultations and the relevant processes within the home that should capture the views of the children which include link worker sessions, reflective discussions and regular house meetings. The children will receive the young persons guide upon admission and the children will also be supported to understand the complaints process. Each child will have a different level of need and therefore methods will be promoted in line with which processes are deemed most appropriate for the children to support them with sharing their views. Within this period one child has utilised their relationship with their therapist to support sharing their views.</p>
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Compliance and quality statement

Inspected - Delivering Quality Care
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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?	£6639.33
The maximum weekly fee payable during the last financial year?	£7320

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	1
Senior Care Worker	1	1
Care Worker	5	5

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	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

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	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
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	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
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
Senior Care Worker	0	0
Care Worker	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	48hrs 2 on 3 off, 2 on 3 off 2 on 4 off]
Care Worker	48hr 3on 2 off, 2 on 3 off 2 on 4 off

Service: Croxton Farmhouse

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/11/2021
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">A maximum of 2 individuals can be accommodated at this service.The responsible individual for this service is Craig Wilson
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Craig Wilson
Manager(s)	Emma Heaton

Service contact details

Service Telephone Number	01948830863
Service Contact Email Address	croxton.farm@newreflexions.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

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Number of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 2Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 4On-site parkingOutdoor play areaOutdoor seating / entertainment areaQuiet areas

Engagement with people using the service

<p>There are a number of forums that the service uses to consult the children about the home and the care they receive. These include- regulation 73 visits, regulation 80 visits, external quality assurance visits and reports, Social worker visits, advocacy arrangements and regulatory inspections. As well as direct consultations the relevant processes within the home that should capture the views of the children include link worker sessions, reflective discussions, regular house meetings and then the children will receive the young persons guide upon admission and the children will also be supported to understand the complaints process. Each child will have a different level of need and therefore methods will be promoted in line with which processes are deemed most appropriate for the children to support them with sharing their views. There has been three complaints made during this period and CIW have discussed all of these with the responsible individual.</p>
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Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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</p>
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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?	£5563.16
The maximum weekly fee payable during the last financial year?	£6639.33

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)	7
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Posts and vacancies

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

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	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

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	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
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	5	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	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
Senior Care Worker	0	0
Care Worker	4	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	48hrs 2 on 3 off, 2 on 3 off 2 on 4 off]
Care Worker	48hr 3on 2 off, 2 on 3 off 2 on 4 off

Service: The Malt House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/04/2019
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Craig WilsonA maximum of 2 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)	Craig Wilson
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01939210040
Service Contact Email Address	enquiries@newreflexions.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

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Garden(s)Internet accessNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 5On-site parkingPet friendly (or by arrangement)Phone pointQuiet areasTV point

Engagement with people using the service

<p>There are a number of forums that the service uses to consult the children about the home and the care they receive. These include- regulation 73 visits, regulation 80 visits, external quality assurance visits and reports, Social worker visits, advocacy arrangements and regulatory inspections. As well as direct consultations the relevant processes within the home that should capture the views of the children include link worker sessions, reflective discussions, regular house meetings and then the children will receive the young persons guide upon admission and the children will also be supported to understand the complaints process. Each child will have a different level of need and therefore methods will be promoted in line with which processes are deemed most appropriate for the children to support them with sharing their views.</p>

Compliance and quality statement

Inspected - Delivering Quality Care <p>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</p>

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?	£7320
The maximum weekly fee payable during the last financial year?	£7390.40

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	1
Senior Care Worker	1	2
Care Worker	5	0

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	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

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	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
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	5	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	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
Senior Care Worker	0	0
Care Worker	4	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	48hrs 2 on 3 off, 2 on 3 off 2 on 4 off]
Care Worker	48hr 3on 2 off, 2 on 3 off 2 on 4 off

Service: Mortons Lodge

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/04/2019
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Craig WilsonA 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?	7

Service management

Responsible Individual(s)	Craig Wilson
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01678520386
Service Contact Email Address	enquiries@newreflexions.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Garden(s)Internet accessNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 3Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 6On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointQuiet areasTV pointWoodland / ponds

Engagement with people using the service

<p>These include- regulation 73 visits, regulation 80 visits, external quality assurance visits and reports, Social worker visits, advocacy arrangements and regulatory inspections. As well as direct consultations the relevant processes within the home that should capture the views of the children include link worker sessions, reflective discussions, regular house meetings and then the children will receive the young persons guide upon admission and the children will also be supported to understand the complaints process. Each child will have a different level of need and therefore methods will be promoted in line with which processes are deemed most appropriate for the children to support them with sharing their views</p>

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
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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?	£6735.50
The maximum weekly fee payable during the last financial year?	£10682.88

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)	13
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	4	4
Care Worker	9	9

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	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
Deputy 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
Deputy 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	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	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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	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
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	9	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	2	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	2
Care Worker	9	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	4	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	1	0
Deputy Manager	1	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Staff complete a 2 day on, 4 day off shift pattern. Starting work at 8am-finishng at 11pm and then completeing a sleep in.
Care Worker	Staff complete a 2 day on, 4 day off shift pattern. Starting work at 8am-finishng at 11pm and then completeing a sleep in.

Service: Gwern y Fran

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	18/12/2020
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">• A maximum of 2 individuals can be accommodated at this service• The responsible individual for this service is Craig Wilson
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Craig Wilson
Manager(s)	Cassie Bentley-Jones

Service contact details

Service Telephone Number	01490460328
Service Contact Email Address	gwernyfran@newreflexions.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Garden(s)• Internet access• 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• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• TV point
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Engagement with people using the service

<p>These include- regulation 73 visits, regulation 80 visits, external quality assurance visits and reports, Social worker visits, advocacy arrangements and regulatory inspections. As well as direct consultations the relevant processes within the home that should capture the views of the children include link worker sessions, reflective discussions, regular house meetings and then the children will receive the young persons guide upon admission and the children will I also be supported to understand the complaints process. Each child will have a different level of need and therefore methods will be promoted in line with which processes are deemed most appropriate for the children to support them with sharing their views.</p>
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Compliance and quality statement

Inspected - Delivering Quality Care
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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?	£6735.55
The maximum weekly fee payable during the last financial year?	£10682.88

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	1
Senior Care Worker	3	3
Care Worker	7	7

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	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

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	3	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
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	3	0
Care Worker	6	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
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
Senior Care Worker	0	0
Care Worker	7	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Staff complete a 2 day on, 4 day off shift pattern. Starting work at 8am-finishing at 11pm and then completing a sleep in.
Care Worker	Staff complete a 2 day on, 4 day off shift pattern. Starting work at 8am-finishing at 11pm and then completing a sleep in.

Service: Flannel Mill

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	18/02/2021
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">A maximum of 2 individuals can be accommodated at this service.The responsible individual for this service is Craig Wilson
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Craig Wilson
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01686640117
Service Contact Email Address	enquiries@newreflexions.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Garden(s)Gym / sports facilitiesInternet accessNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 4On-site parkingPet friendly (or by arrangement)Phone pointTV point

Engagement with people using the service

<p>There are a number of forums that the service uses to consult the children about the home and the care they receive. These include- regulation 73 visits, regulation 80 visits, external quality assurance visits and reports, Social worker visits, advocacy arrangements and regulatory inspections. As well as direct consultations the relevant processes within the home that should capture the views of the children include link worker sessions, reflective discussions, regular house meetings and then the children will receive the young person's guide upon admission and the children will also be supported to understand the complaints process. Each child will have a different level of need and therefore methods will be promoted in line with which processes are deemed most appropriate for the children to support them with sharing their views.</p>
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Compliance and quality statement

Inspected - Areas for Improvement Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to
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strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£5563.16
The maximum weekly fee payable during the last financial year?	£10615

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)	6
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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	7	0

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	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

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	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
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	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
Senior Care Worker	1	0
Care Worker	5	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	48hrs 2 on 3 off, 2 on 3 off 2 on 4 off]
Care Worker	48hr 3on 2 off, 2 on 3 off 2 on 4 off

