

# PENRHOS CARE HOME LTD

## Annual Return 2025/2026

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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**

|                                                     |                                                    |
|-----------------------------------------------------|----------------------------------------------------|
| <b>The provider was registered on:</b>              | 31/08/2018                                         |
| <b>The following lists the provider conditions:</b> | There are no conditions associated to the provider |

**Training and workforce planning arrangements**

|                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b> | Staff can access training on the portal, which outlines all essential training and induction. All staff are enrolled on level 2 QCF in social care. Training is also provided if it is a learning action or outcome of a safeguarding/complaints investigation. We access training via RCT, HCMW and SCW where appropriate. Staff have an individual learning plan. These are reviewed at supervisions/appraisals. Discrete policies for staff development/induction/training and training matrix in place. |
| <b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>                        | Robust policy & procedures for staff recruitment. Retention is encouraged through regular supervisions/appraisals/team meetings. Staff are supported to achieve and maintain registration with SCW. Participation in our annual consultation exercise. Clearly defined lines of accountability. Access to a comprehensive up to date policy & procedural framework. Staff receive thorough induction, core and other training (with time and pay).                                                          |

**Regulated services delivered by this provider**

| <b>Service name</b>   | <b>Service type</b> | <b>Type of care</b>    |
|-----------------------|---------------------|------------------------|
| Penrhos Care Home Ltd | Care Home Service   | Adults Without Nursing |

### Service summary

|                                                                                                             |                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Type</b>                                                                                         | Care Home Service                                                                                                                                                                                                                                                                                                                                     |
| <b>Type of Care</b>                                                                                         | Adults Without Nursing                                                                                                                                                                                                                                                                                                                                |
| <b>Approval Date</b>                                                                                        | 31/08/2018                                                                                                                                                                                                                                                                                                                                            |
| <b>Maximum number of places</b>                                                                             | 18                                                                                                                                                                                                                                                                                                                                                    |
| <b>Service Conditions</b>                                                                                   | <ul style="list-style-type: none"><li>• The responsible individual for this service is Nicola Egan</li><li>• A maximum of 18 individuals can be accommodated at this service</li><li>• PENRHOS CARE HOME LTD is registered to provide a Care Home Service at PENRHOS CARE HOME LTD PENRHOS CARE HOME, OLD STATION YARD, PONTYPRIDD CF38 2LZ</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 13                                                                                                                                                                                                                                                                                                                                                    |

### Service management

|                                  |                  |
|----------------------------------|------------------|
| <b>Responsible Individual(s)</b> | Nicola Egan      |
| <b>Manager(s)</b>                | Modupeola Lapade |

### Service contact details

|                                      |                                                                              |
|--------------------------------------|------------------------------------------------------------------------------|
| <b>Service Telephone Number</b>      | <a href="tel:01443206329">01443206329</a>                                    |
| <b>Service Contact Email Address</b> | <a href="mailto:manager@penrhoscarehome.com">manager@penrhoscarehome.com</a> |

### Languages used at the service

|                                                                         |                                                                   |
|-------------------------------------------------------------------------|-------------------------------------------------------------------|
| <b>What is the main language through which the service is provided?</b> | English                                                           |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service                  |
| <b>Non-verbal communication methods used at the service</b>             | There are no non verbal communication methods used at the service |

### Service facilities and accommodation

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 2</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 1</li><li>• Number of single bedrooms: 16</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Engagement with people using the service

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>We conduct an annual consultation exercise every year in accordance with the 2017 regulations. Our consultation exercise is held at the end of the calendar year. We invite key stakeholders to participate, including the residents, their relatives and advocates, the staff, visiting health and social care professionals and other providers of services at Penrhos Care Home, such as hairdressers and chiropodists. In addition to the annual consultation exercise, we enable our residents to participate in quarterly group meetings with the Care Home Manager and/or Responsible Individual. There is an agenda for these meetings, to which the residents are invited to contribute items to be discussed. A range of topics are discussed, including the menu, the mealtime experience, activities and meaningful employment. Residents' family and</p> |
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friends are also encouraged to attend.

## 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? | £891.00 |
| The maximum weekly fee payable during the last financial year? | £995.00 |

## 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                                 | 1 |
| 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) | 8 |
|--------------------------------------------------------------------------------|---|

## Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 16                   | 0               |
| Domestic staff     | 2                    | 0               |
| Catering staff     | 1                    | 1               |
| Other Staff        | 3                    | 0               |

## Training undertaken

### Induction and Health & Safety

| Role type          | Induction                        | Health & Safety                      |
|--------------------|----------------------------------|--------------------------------------|
| 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        | All staff have completed         | Working towards all staff completing |
| Domestic staff     | All staff have completed         | Working towards all staff completing |
| Catering staff     | Not relevant to this staff group | Working towards all staff completing |
| Other Staff        | Not relevant to this staff group | Not relevant to this staff group     |

## Equality, Diversity & Human Rights and Infection, prevention & control

| Role type          | Equality, Diversity & Human Rights | Infection, prevention & control      |
|--------------------|------------------------------------|--------------------------------------|
| Manager            | No staff have yet completed        | All staff have completed             |
| Senior Care Worker | No staff have yet completed        | Working towards all staff completing |
| Care Worker        | No staff have yet completed        | All staff have completed             |
| Domestic staff     | Not relevant to this staff group   | Working towards all staff completing |
| Catering staff     | Not relevant to this staff group   | Working towards all staff completing |
| Other Staff        | Not relevant to this staff group   | Not relevant to this staff group     |

#### 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        | Working towards all staff completing | Working towards all staff completing |
| Domestic staff     | Working towards all staff completing | Working towards all staff completing |
| Catering staff     | Working towards all staff completing | Working towards all staff completing |
| Other Staff        | Not relevant to this staff group     | Not relevant to this staff group     |

#### Medicine Management and Dementia

| Role type          | Medicine Management                  | Dementia                             |
|--------------------|--------------------------------------|--------------------------------------|
| Manager            | Working towards all staff completing | 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     | Working towards all staff completing |
| Catering staff     | Not relevant to this staff group     | Working towards all staff completing |
| Other Staff        | Not relevant to this staff group     | Not relevant to this staff group     |

#### Positive Behaviour Management and Food Hygiene

| Role type          | Positive Behaviour Management    | Food Hygiene                         |
|--------------------|----------------------------------|--------------------------------------|
| Manager            | No staff have yet completed      | Working towards all staff completing |
| Senior Care Worker | No staff have yet completed      | Working towards all staff completing |
| Care Worker        | No staff have yet completed      | Working towards all staff completing |
| Domestic staff     | No staff have yet completed      | Not relevant to this staff group     |
| Catering staff     | Not relevant to this staff group | Working towards all staff completing |
| Other Staff        | Not relevant to this staff group | Not relevant to this staff group     |

#### 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        | 16                     | 0                                  | 0                 |
| Domestic staff     | 2                      | 0                                  | 0                 |
| Catering staff     | 1                      | 0                                  | 0                 |
| Other Staff        | 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                                              |
| 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                      |
| Senior Care Worker | 0                      | 1                      |
| Care Worker        | 6                      | 10                     |
| Domestic staff     | 0                      | 2                      |
| Catering staff     | 1                      | 0                      |
| Other Staff        | 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            | 0                           | 1                                                           |
| Senior Care Worker | 1                           | 0                                                           |
| Care Worker        | 3                           | 13                                                          |
| Domestic staff     | 0                           | 0                                                           |
| Catering staff     | 1                           | 0                                                           |
| Other Staff        | 0                           | 0                                                           |

##### Working towards required qualification - apprenticeship & Qualification not required for role

| Role type          | Working towards required qualification - apprenticeship | Qualification not required for role |
|--------------------|---------------------------------------------------------|-------------------------------------|
| Manager            | 0                                                       | 0                                   |
| Senior Care Worker | 0                                                       | 0                                   |
| Care Worker        | 0                                                       | 0                                   |
| Domestic staff     | 0                                                       | 2                                   |
| Catering staff     | 0                                                       | 0                                   |
| Other Staff        | 0                                                       | 3                                   |

#### Typical shift patterns

| Role type          | Typical shift patterns                                                      |
|--------------------|-----------------------------------------------------------------------------|
| Senior Care Worker | 8am-6pm                                                                     |
| Care Worker        | 7am-12:30am -2 staff, 8am-6pm - 3 staff, 8am-8pm-7 staff, 8pm-8am - 7 staff |