

PLAS GARNEDD 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: PLAS GARNEDD CARE LIMITED

Provider summary

The provider was registered on:	22/08/2018
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.	We use external training providers (Ethical Workforce Solutions & Optimum Coaching and Training) for our mandatory training. The providers deliver in line with the AWMH passport. We use a mix of F2F training with online training (SC TV). Training is provided by Managers and Keyworkers for tasks where observations and competency are assessed. We also use external trainers for our medication training (BCUHB) and fire warden training (Mon Fire Management). We have an annual refresher training book.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We use Indeed to recruit new staff, along with Social Media. We are committed to paying the real living wage to ALL our staff regardless of age. Staff get enhanced payments for bank holidays. All staff are valued and are encouraged to develop in their career pathways. We mentor and teach new staff and give them encouragement to develop at their own pace. Regular supervision, appraisals, spot checks, team meetings and our `open door` policy help our retention of staff

Regulated services delivered by this provider

Service name	Service type	Type of care
Plas Garnedd Residential Home	Care Home Service	Adults Without Nursing
Plas Garnedd Pentraeth	Care Home Service	Adults Without Nursing

Service: Plas Garnedd Pentraeth

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	23
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Trevor Wynne Hughes• A maximum of 23 individuals can be accommodated at this service• PLAS GARNEDD CARE LIMITED is registered to provide a Care Home Service at Plas Garnedd Pentraeth
How many people in total did the service provide care and support to during the last financial year?	36

Service management

Responsible Individual(s)	Trevor Hughes
Manager(s)	Patricia Dutton

Service contact details

Service Telephone Number	01248450464
Service Contact Email Address	info@plasgarnedd.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.)• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 22• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 1• Number of single bedrooms: 21• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas• TV point• Wheelchair access
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Engagement with people using the service

<p>We conduct bi-annual questionnaire of both resident and family members to monitor the quality of care. We review these surveys and create if needed an Action Plan for any trends to improve our service and will consult any resident or family with any negative comments. We carry out 3 monthly resident reviews with the individuals or family members and review the care plan to ensure it still meets their needs and wishes. The Responsible Individual will carry out the Regulation 73 3</p>
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monthly and will visit residents each time for their views. There is a copy of the Service User guide and SOP in the reception of the home with details of contacts and our Complaints Policy. Our manager operates an open-door policy and all residents, families, professionals, and staff are encouraged to speak to the manager openly at all times. Residents are listened to and are provided with opportunities to promote independence and maintain their own identity and freedom of choice wherever possible.

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?	£1068.40
The maximum weekly fee payable during the last financial year?	£1068.40

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)	19
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Senior Care Worker	5	5
Care Worker	13	13
Domestic staff	1	1
Catering staff	4	4

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
Domestic staff	All staff have completed	All staff have completed
Catering 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
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

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
Domestic staff	All staff have completed	Not relevant to this staff group
Catering 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering 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	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	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	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	5	0	0
Care Worker	13	0	0
Domestic staff	1	0	0
Catering staff	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering 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	5	0
Care Worker	9	4
Domestic staff	1	0
Catering staff	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
Senior Care Worker	5	0
Care Worker	13	0
Domestic staff	0	0
Catering staff	4	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	1
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am - 8pm 4 Staff, 8pm - 8am 2 Staff
Care Worker	8am - 8pm 4 Staff, 8pm - 8am 2 Staff

Service: Plas Garnedd Residential Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2018
Maximum number of places	28
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Trevor Wynne HughesA maximum of 28 individuals can be accommodated at this servicePLAS GARNEDD CARE LIMITED is registered to provide a Care Home Service at Plas Garnedd Residential Home
How many people in total did the service provide care and support to during the last financial year?	50

Service management

Responsible Individual(s)	Trevor Hughes
Manager(s)	Emma Jones

Service contact details

Service Telephone Number	01248714640
Service Contact Email Address	info@plasgarnedd.co.uk

Languages used at the service

What is the main language through which the service is provided?	Welsh
Other languages used in the provision of the service	<ul style="list-style-type: none">English
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)Hairdressing / beauty servicesInternet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 28Number of communal lounges: 3Number of dining rooms: 2Number of shared bedrooms: 1Number of single bedrooms: 27On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointQuiet areasStairliftTV pointWheelchair accessWoodland / ponds

Engagement with people using the service

We conduct bi-annual questionnaire of both resident and family members to monitor the quality of care. We review these surveys and create if needed an Action Plan for any trends to improve our service and will consult any resident or family with any negative comments. We carry out 3 monthly resident reviews with the individuals or family members and review
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the care plan to ensure it still meets their needs and wishes. The Responsible Individual will carry out the Regulation 73 3 monthly and will visit residents each time for their views. There is a copy of the Service User guide and SOP in the reception of the home with details of contacts and our Complaints Policy. Our manager operates an open-door policy and all clients, families, professionals, and staff are encouraged to speak to the manager openly at all times. Residents are listened to and are provided with opportunities to promote independence and maintain their own identity and freedom of choice wherever possible.

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?	£1068.40
The maximum weekly fee payable during the last financial year?	£1068.40

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)	13
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Supervisory Staff (not providing direct care)	2	2
Senior Care Worker	4	4
Care Worker	19	19
Domestic staff	1	1
Catering staff	5	5
Other Staff	1	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
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	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	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
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	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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
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	Not relevant to this staff group	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
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	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	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	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
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	4	0	0
Care Worker	19	0	0
Domestic staff	1	0	0
Catering staff	5	0	0
Other Staff	1	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	3	1
Care Worker	5	14
Domestic staff	1	0
Catering staff	2	3
Other Staff	0	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	4	0
Care Worker	19	0
Domestic staff	0	0
Catering staff	5	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
Supervisory Staff (not providing direct care)	0	2
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	1
Catering staff	0	0
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am - 5pm 3 Staff
Care Worker	8am - 1pm 2 Staff, 5pm - 10 pm 3 Staff, 10pm - 8am 2 Staff