

Complete Care Plus 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:	05/04/2019
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>Courses from on line provider, meeting the internal and external expectations of the Company, SCW and CW.</p> <p>In house monthly training course for all staff covering various topics.</p> <p>Annual shift leader training and introduction of manager led training for support workers, as requested by staff.</p> <p>Bespoke workshop delivered by SCW for managers and seniors on Positive Cultures.</p> <p>As members of the Children's Home Association we can access regional meetings webinar's as well as SCW courses/webinars.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Recruitment strategy well established now. Internal promotions continue.</p> <p>Introduction of Positive Cultures and commitment to excellent work/life balance consolidated.</p> <p>The introduction of different communication platforms to promote the brand of Complete Care Plus social media. Profile of the company raised by sharing achievements of staff and young people and by sponsoring a local sports team.</p> <p>Offering individual training and development plans, regular supervision and appraisals.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Willow House	Care Home Service	Childrens Home
Hazel House	Care Home Service	Childrens Home
Sycamore House	Care Home Service	Childrens Home
Larch House	Care Home Service	Childrens Home
Poplar House	Care Home Service	Childrens Home
Rowan House	Care Home Service	Childrens Home

Service: Rowan House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	09/01/2020
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Debbie Sian Martin-JonesA maximum of 1 individual can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Debbie Martin-Jones
Manager(s)	Madison Davies

Service contact details

Service Telephone Number	01656667241
Service Contact Email Address	debbie.martin-jones@cc-plus.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">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Internet accessNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 1Number of dining rooms: 0Number of shared bedrooms: 0Number of single bedrooms: 1On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Residents' kitchenette / communal kitchenTV point
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Engagement with people using the service

All young people receive a copy of the Young Person's Guide prior to admission which outlines the way in which their voice will be heard. Young people can choose their keyworkers and will have keywork sessions which are planned and documented. All young people are made aware of the Complaints procedure. All young people are supported on a 2:1 or 1:1 basis so have easy access to staff and will also have access to the Manager of the home and the RI. Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home
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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
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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?	£10925.00
The maximum weekly fee payable during the last financial year?	£10925.00

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)	9
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Service: Willow House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/09/2020
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 Debbie Sian Martin-Jones
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Debbie Martin-Jones
Manager(s)	Beverly Murphy

Service contact details

Service Telephone Number	01656 667241
Service Contact Email Address	debbie.martin-jones@cc-plus.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">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 1• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Residents' kitchenette / communal kitchen• TV point
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Engagement with people using the service

All young people receive a copy of the Young Person's Guide prior to admission which outlines the way in which their voice will be heard. Young people can choose their keyworkers and will have keywork sessions which are planned and documented. All young people are made aware of the Complaints procedure. All young people are supported on a 2:1 or 1:1 basis so have easy access to staff and will also have access to the Manager of the home and the RI. Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home
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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?	£12457
The maximum weekly fee payable during the last financial year?	£12457

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	8	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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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	6	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	2	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	2

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	1	0
Care Worker	1	5

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 7am-7pm, 2 staff Night shift 7pm-7am - 2 staff
Care Worker	Day shift 7am-7pm 1 staff, Night shift 7pm-7am - 1 staff

Service: Larch House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/01/2024
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">• A maximum of 1 individuals can be accommodated at this service.• The responsible individual for this service is Debbie Sian Martin-Jones
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Debbie Martin-Jones
Manager(s)	Peter Beynon

Service contact details

Service Telephone Number	01656667241
Service Contact Email Address	debbie.martin-jones@cc-plus.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">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 1• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Residents' kitchenette / communal kitchen• TV point
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Engagement with people using the service

All young people receive a copy of the Young Person's Guide prior to admission which outlines the way in which their voice will be heard. Young people can choose their keyworkers and will have keywork sessions which are planned and documented. All young people are made aware of the Complaints procedure, and the RI checks that the young people are aware of how to make a complaint during RI visits. All young people are supported on a 2:1 or 1:1 basis so have easy access to staff and will also have access to the Manager of the home and the RI. Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home

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
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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?	£11473
The maximum weekly fee payable during the last financial year?	£11473

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	8	1

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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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	6	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	2	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	2

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	1	0
Care Worker	1	5

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 7am-7pm 1 staff, Night shift 7pm-7am - 1 staff
Care Worker	Day shift 7am-7pm, 2 staff Night shift 7pm-7am - 2 staff

Service: Hazel House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/12/2020
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 Debbie Sian Martin-Jones
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Debbie Martin-Jones
Manager(s)	Peter Beynon

Service contact details

Service Telephone Number	01656667241
Service Contact Email Address	debbie.martin-jones@cc-plus.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">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 2• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Residents' kitchenette / communal kitchen• TV point
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Engagement with people using the service

All young people receive a copy of the Young Person's Guide prior to admission which outlines the way in which their voice will be heard. Young people can choose their keyworkers and will have keywork sessions which are planned and documented. All young people are made aware of the Complaints procedure. All young people are supported on a 2:1 or 1:1 basis so have easy access to staff and will also have access to the Manager of the home and the RI. Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home
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Compliance and quality statement

Inspected - Areas for Improvement
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Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to 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?	£11323.00
The maximum weekly fee payable during the last financial year?	£11323.00

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Senior Care Worker	1	0
Care Worker	8	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
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
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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
Senior Care Worker	1	0	0
Care Worker	8	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
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
Senior Care Worker	1	0
Care Worker	8	0

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Senior Care Worker	1	0
Care Worker	2	6

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 7am-7pm 1 staff, Night shift 7pm-7am - 1 staff
Care Worker	Day shift 7am-7pm, 2 staff Night shift 7pm-7am - 2 staff

Service: Sycamore House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	22/03/2022
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">A maximum of 1 individuals can be accommodated at this service.The responsible individual for this service is Debbie Sian Martin-Jones
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Debbie Martin-Jones
Manager(s)	Emma Howells

Service contact details

Service Telephone Number	01656 667241
Service Contact Email Address	debbie.martin-jones@cc-plus.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">Access to minibus or other transportClose to local shops / amenitiesGarden(s)Internet accessNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 0Number of dining rooms: 0Number of shared bedrooms: 0Number of single bedrooms: 1On-site parkingOutdoor play areaPet friendly (or by arrangement)Residents' kitchenette / communal kitchenTV point
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Engagement with people using the service

<p>All young people receive a copy of the Young Person's Guide prior to admission which outlines the way in which their voice will be heard. Young people can choose their keyworkers and will have keywork sessions which are planned and documented. All young people are made aware of the Complaints procedure, and the RI checks that young people are aware of how to make a complaint during RI visits All young people are supported on a 2:1 or 1:1 basis so have easy access to staff and will also have access to the Manager of the home and the RI. Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home</p>

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>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</p>

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?	£10631
The maximum weekly fee payable during the last financial year?	£10631

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	8	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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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	6	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	2	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	2

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	1	0
Care Worker	4	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 7am-7pm 1 staff, Night shift 7pm-7am - 1 staff
Care Worker	Day shift 7am-7pm, 2 staff Night shift 7pm-7am - 2 staff

Service: Poplar House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/04/2019
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Debbie Sian Martin-JonesA 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?	1

Service management

Responsible Individual(s)	Debbie Martin-Jones
Manager(s)	Nathan Smith

Service contact details

Service Telephone Number	01656667241
Service Contact Email Address	debbie.martin-jones@cc-plus.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">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Gym / sports facilitiesInternet accessNear public transportNumber 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: 1Number of single bedrooms: 2On-site parkingOutdoor play areaOutdoor seating / entertainment areaPet friendly (or by arrangement)Residents' kitchenette / communal kitchenTV point
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Engagement with people using the service

All young people receive a copy of the Young Person's Guide prior to admission which outlines the way in which their voice will be heard. Young people can choose their keyworkers and will have keywork sessions which are planned and documented. All young people are made aware of the Complaints procedure and the RI checks they are aware of how to make a complaint during RI Visits. All young people are supported on a 2:1 or 1:1 basis so have easy access to staff and will also have access to the Manager of the home and the RI. Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£11323.00
The maximum weekly fee payable during the last financial year?	£11323.00

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	1
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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	8	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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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	1	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	7	1

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	1	0
Care Worker	3	4

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 7am-7pm 1 staff, Night shift 7pm-7am - 1 staff
Care Worker	Day shift 7am-7pm, 2 staff Night shift 7pm-7am - 2 staff