

# Pen-Y-Garth Care Homes Limited

## 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.

## Contents

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### [Provider: Pen-Y-Garth Care Homes Limited](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: Pen-Y-Garth Care Home](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

## Provider: Pen-Y-Garth Care Homes Limited

### Provider summary

The provider was registered on:	20/05/2019
The following lists the provider conditions:	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>	<p>The home uses a matrix to log and identify training required.</p> <p>Staff complete E-Learning training provided by Wrexham and inform management when it has been completed.</p> <p>In-house training is provided for First Aid, Fire Training, Medication and Infection Control.</p> <p>Manual Handling training is completed in house by our own staff who are qualified and receive regular training and updates, they complete regular competency checks with staff too.</p> <p>Supervisions and appraisals pick up shortfalls on training.</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>We have many long standing members of staff in the home, which is testament to retention of staff.</p> <p>Recruitment within the community has proved to be difficult so we have recently relied on sponsorship staff ( at a substantial cost to the company ) who have been reliable and eager to work. The Government's intention to stop the recruitment of foreign care staff will seriously damage the care sector.</p> <p>We do not use agency staff our own staff are happy to cover shortfalls for sickness and holidays.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Pen-Y-Garth Care Home	Care Home Service	Adults Without Nursing

## Service: Pen-Y-Garth Care Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	20/05/2019
<b>Maximum number of places</b>	42
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 42 individuals can be accommodated at this service</li><li>• Pen-Y-Garth Care Homes Limited is registered to provide a Care Home Service at Pen-Y-Garth Care Home, Pleasant Lane, Brymbo, Wrexham, LL11 5DH</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	51

### Service management

<b>Responsible Individual(s)</b>	There are no Responsible Individuals at the service
<b>Manager(s)</b>	Michele Roberts

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01978753323">01978753323</a>
<b>Service Contact Email Address</b>	<a href="mailto:pyg@caringuk.com">pyg@caringuk.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>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Objects of reference</li><li>• Social Stories</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 4</li><li>• Number of bedrooms with en-suite facilities: 9</li><li>• Number of communal lounges: 3</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 3</li><li>• Number of single bedrooms: 36</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li><li>• Sensory areas</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

<p>We have an open door policy for residents and their family members to make contact with management if needed. If there are any changes in health or well being of a resident we will contact the family member to keep them informed. We have a private Facebook page for families to keep them updated on what is happening in the home and activities that are being</p>
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carried out. A QA questionnaire is sent out each year to families to give feedback about what we are doing well and if they feel we could improve in any way. Family members are actively encouraged to participate in events at the home. Staff have direct contact with family members who visit the home to keep them updated.

### 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?	£804.67
The maximum weekly fee payable during the last financial year?	£1275.55

### 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)	26
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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	5	5
Care Worker	25	25
Domestic staff	8	8
Catering staff	4	4
Other Staff	4	4

### 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	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

### 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	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Working towards all staff completing	Working towards all staff completing

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	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	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
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	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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	Working towards all staff completing

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	All staff have completed
Deputy 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	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	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
Deputy Manager	1	0	0
Senior Care Worker	5	0	0
Care Worker	24	0	0
Domestic staff	7	0	0
Catering staff	4	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	1	0
Domestic staff	1	0
Catering staff	0	0
Other Staff	1	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	4	1
Care Worker	5	20
Domestic staff	0	8
Catering staff	0	4
Other Staff	1	3

#### 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	5	0
Care Worker	7	0
Domestic staff	3	0
Catering staff	4	0
Other Staff	2	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	5	0
Domestic staff	0	5
Catering staff	0	0
Other Staff	2	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 seniors are on shift daily. A shift is covered 8am to 8pm
Care Worker	6 care staff in the morning and 6 in the afternoon. 8am to 8pm. 4 nights carers on duty 8pm to 8am. Shifts are on a rota where a balance of staff competency and skills. On call for management 24/7.