

Conwy County Borough Council Adults and Children's Services

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:	29/11/2018
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.	Each service area identifies mandatory and service specific training is required to meet the needs of the individuals the service supports. All services are supported by the internal training team who support managers by arranging training and sourcing service specific training on request. Staff training record are kept by managers to help with monitoring and to advise when updates are required. Staff have regular supervisions and appraisals and this would highlight any further training need.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Any vacancies are advertised bilingually with clear information about the vacancy. Recruitment was supported through dedicated mentoring, targeted campaigns, trainee routes, and implementation of the residential pathway for children's services. Retention was strengthened by reducing agency reliance, offering permanent contracts, promoting career development, supervision, wellbeing support, and long term workforce planning

Regulated services delivered by this provider

Service name	Service type	Type of care
Bron y Nant	Care Home Service	Adults Without Nursing
Bwthyn y Ddol	Care Home Service	Adults and Children Without Nursing
Sylva Gardens	Care Home Service	Childrens Home
Hafan Y Wern	Care Home Service	Childrens Home
Eryri	Care Home Service	Childrens Home
Llys Elian	Care Home Service	Adults Without Nursing
Llys Gogarth	Care Home Service	Childrens Home
Conwy County Borough Council Domiciliary Care	Domiciliary Support Service	None

Service: Bron y Nant

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	07/07/2023
Maximum number of places	8
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service.• Conwy County Borough Council is registered to provide a Care Home Service at Bron y Nant Bron Y Nant , Dinerth Road , Colwyn Bay , LL28 4YL• The responsible individual for this service is Annette Mary Dean
How many people in total did the service provide care and support to during the last financial year?	82

Service management

Responsible Individual(s)	Annette Dean
Manager(s)	Sonia Jones

Service contact details

Service Telephone Number	01492 576671
Service Contact Email Address	disabilityrespite@conwy.gov.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	<ul style="list-style-type: none">• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Picture Exchange Communication System (PECS)• Social Stories• Makaton• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

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• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 6• Number of bedrooms with en-suite facilities: 5• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 5• On-site parking• Outdoor seating / entertainment area• TV point• Wheelchair access

Engagement with people using the service

Any individual who has been identified receive a service will be able to visit Bron y Nant to look around accompanied by
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their family/ carer to ensure that the environment is suitable to meet their needs. The individual will have the opportunity to meet the staff team and ask any questions they may have. A transition plan to suit the individual's needs will be agreed prior to the first full stay. Each individual and their family/carer has the opportunity at the end of each stay to complete a feedback form, this could be taken home to complete or completed before leaving. Courtesy calls are made to each individual before each stay to establish if any needs or conditions have changed this is another opportunity for any feedback on any previous visits. The service also conducts a bi annual quality review which provides further opportunity to get valuable feedback from those using the service and other stakeholders involved.

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?	£100
The maximum weekly fee payable during the last financial year?	£100

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)	13
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Care Worker	14	0
Domestic staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic 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	Working towards all staff completing
Deputy Manager	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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Care Worker	Working towards all staff completing	No staff have yet completed
Domestic 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
Deputy Manager	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	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	2	0	0
Care Worker	14	0	0
Domestic 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
Deputy Manager	0	0
Care Worker	0	0
Domestic staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Care Worker	13	1
Domestic staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	2	0
Care Worker	10	4
Domestic 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
Deputy Manager	0	0
Care Worker	0	0
Domestic staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Care Worker	3 x staff daytime and evening , 1 x staff sleep in 1 x staff waking night

Service: Llys Gogarth

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	28/12/2018
Maximum number of places	10
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Annette Mary Dean• A maximum of 10 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?	55

Service management

Responsible Individual(s)	Annette Dean
Manager(s)	Elsbeth Newing

Service contact details

Service Telephone Number	01492878289
Service Contact Email Address	Elsbeth.Newing@gogarth.conwy.sch.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	<ul style="list-style-type: none">• Picture Exchange Communication System (PECS)• Makaton• Assistive Technology• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Writing (Paper / Whiteboards)• Social Stories

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• Education facility• Garden(s)• Gym / sports facilities• Internet access• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 10• Number of communal lounges: 4• Number of dining rooms: 3• Number of shared bedrooms: 0• Number of single bedrooms: 10• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point
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- Wheelchair access

Engagement with people using the service

We use several methods throughout the year to gather feedback from those using the service. Parents/guardians complete an end-of-stay questionnaire, and as part of the twice-yearly Quality of Care Review, additional questionnaires are sent to gather their views—often with a strong response rate and valuable feedback. When a residential placement ends, young people complete an evaluation to share their experience. This is offered in three formats: written questions, written with symbols, or symbol-only with staff support. Ongoing consultation also takes place through quarterly RI visits and monthly Independent Advocate visits, where children and young people share their views on the service. As part of the In addition to visiting the service quarterly the RI also seeks the views of other service stakeholders this includes, staff, parents/guardians and other professionals i.e NHS staff, teachers, social workers.

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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	0
Senior Care Worker	2	2
Care Worker	12	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	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	2	0	0
Care Worker	12	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	2	0
Care Worker	8	4

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	0	0
Care Worker	10	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	2	0
Care Worker	2	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	<p>SENIOR CARE STAFF The senior staff work alternating 2 week rotas, which allow 1 of them to be on each shift . They also do 1 sleepin in a week.</p> <p>Week 1 M – 2-9.15 T - 7-9.30 3-9.15 W – RD T- RD F RD SAT – 9-9 SU - 10-10 Sleepin WEEK 2 M - 7-10 T - RD W - 2.10.30 sleepin T- 7-9.30 3-9 F- 9-9 SAT- RD SUN - RD The seniors work closely with the Manger and may sometimes adjust their shifts if the Manager is ill or on annual leave to ensure that the service has leadership available during the school day</p>
Care Worker	<p>DAY STAFF Rotating 6 week rota includes some split shifts during the school week and 12 hour shifts as the weekend. There is usally 1 sleepin shift a week and RD's are consectutive to allow staff rest and quality time off. During the school week there is a mimimum of 5 staff on shift, which can be increased according to needs. At the weekend there is 2-3 staff per shift during the waking hours . Waking night staff work 9am-9pm a mix or 2 or 3 consectutive nights over a week according to their contracted hours. during school nights there is a minimmun of 2 waking staff or 1 staff per flat if there are 3 flats operating, this reduces to 1 at the weekend. There is aso a sleepin person per shift as well as on-call senior staff and we also have access to social services emergency out of hours duty team.</p>

Service: Llys Elian

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/12/2018
Maximum number of places	27
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Annette Mary DeanA maximum of 27 individuals can be accommodated at this serviceConwy County Borough Council is registered to provide a Care Home Service at Llys Elian, Groes Road, Colwyn Bay, LL29 8RA
How many people in total did the service provide care and support to during the last financial year?	66

Service management

Responsible Individual(s)	Annette Dean
Manager(s)	Meinir Roberts, Christine Williams

Service contact details

Service Telephone Number	01492577773
Service Contact Email Address	meinir.roberts@conwy.gov.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	<ul style="list-style-type: none">Writing (Paper / Whiteboards)Assistive TechnologyNon-formal communication (e.g. body language, facial expressions)SignalongSocial StoriesVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

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)Ground-floor accommodation onlyHairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 3Number of bedrooms with en-suite facilities: 27Number of communal lounges: 4Number of dining rooms: 4Number of shared bedrooms: 0Number of single bedrooms: 27On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasResidents' kitchenette / communal kitchen
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- Shop on the premises
- TV point
- Wildlife / domesticated animals

Engagement with people using the service

At the start of service, we discuss desired outcomes with individuals and, if they choose, involve family and friends. 'This is Me' documents help us understand what matters to them. Personal plans are reviewed every three months with individuals and families. We share updates via quarterly bilingual newsletters and WhatsApp messages. Biannual bilingual quality surveys are sent to families, staff, and stakeholders, with feedback used to improve services. Key Workers hold monthly meetings, and WhatsApp is used for staff communication.

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?	£995.33
The maximum weekly fee payable during the last financial year?	£995.33

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	36
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	5	0
Care Worker	28	2
Domestic staff	8	0
Catering staff	5	0
Other Staff	3	0

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	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other 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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	No staff have yet completed	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	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	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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	Working towards all staff completing	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	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

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	Not relevant to this staff group	Working towards all staff completing
Care Worker	Not relevant to this staff group	Working towards all staff completing
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	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	2	0
Care Worker	23	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	5	0
Domestic staff	1	0
Catering staff	1	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
Deputy Manager	1	0
Senior Care Worker	0	5
Care Worker	2	26
Domestic staff	0	8
Catering staff	1	4
Other Staff	0	3

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
Deputy Manager	0	1
Senior Care Worker	5	0
Care Worker	25	3
Domestic staff	0	8
Catering staff	4	1
Other Staff	3	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	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 x 07:30 - 15:00, 1 x 14:45 - 22- 15
Care Worker	8 x 07:30 - 15:00, 7 x 14:45 - 22- 15. 1 staff works 8:00am - 20:00pm, 2 x 22:00 - 07:45a.m

Service: Eryri

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	04/07/2025
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 Annette Mary Dean
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	Annette Dean
Manager(s)	stephanie Jones

Service contact details

Service Telephone Number	07714171724
Service Contact Email Address	managers.BYDresidential@conwy.gov.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	<ul style="list-style-type: none">Writing (Paper / Whiteboards)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Non-formal communication (e.g. body language, facial expressions)

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)Ground-floor accommodation onlyInternet accessNear public transportNumber of bathrooms with assisted bathing facilities: 1Number of bedrooms with en-suite facilities: 2Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 2On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointResidents' kitchenette / communal kitchenSensory areasTV pointWildlife / domesticated animals
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Engagement with people using the service

<p>The Family systemic model of care provided ensures that Children and Families are consulted throughout the process, They are invited for regular update meetings with professionals. The model itself is based on complete collaboration with families and children, who set their own goals and the service then works to help them achieve their goals. Within the residential home the young people are consulted in terms of their Meal planning, activities planning. At the end of each</p>
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assessment and intervention Families are contacted to get their views about the service they have received. The service keeps in Contact with families 1 year after closure and offers booster sessions should they be required .

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	3	0
Care Worker	2	0
Occupational Therapist	1	0
Domestic staff	1	0
Other Staff	7	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Other 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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Other 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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group
Occupational Therapist	Working towards all staff completing	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	2	0	0
Senior Care Worker	3	0	0
Care Worker	2	0	0
Occupational Therapist	1	0	0
Domestic staff	1	0	0
Other Staff	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Occupational Therapist	0	0
Domestic 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
Deputy Manager	2	0
Senior Care Worker	3	0
Care Worker	2	0
Occupational Therapist	1	0
Domestic staff	1	0
Other Staff	7	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	1
Senior Care Worker	0	3
Care Worker	2	0
Occupational Therapist	1	0
Domestic staff	0	0
Other Staff	7	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	0	0
Occupational Therapist	0	0
Domestic staff	0	1
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	6 week rolling rota, ten shifts per moth 10am-10am folloing day sleep in.
Care Worker	5 week rolling rota which includes three/four long days per week. 9:00-21.30pm

Service: Bwthyn y Ddol

Service summary

Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	13/12/2024
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">A maximum of 4 individuals can be accommodated at this service.The responsible individual for this service is Annette Mary Dean
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	Annette Dean
Manager(s)	stephanie Jones

Service contact details

Service Telephone Number	01492 575307
Service Contact Email Address	Managers.bydresidential@conwy.gov.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	<ul style="list-style-type: none">Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Non-formal communication (e.g. body language, facial expressions)Writing (Paper / Whiteboards)

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)Ground-floor accommodation onlyInternet accessNear public transportNumber of bathrooms with assisted bathing facilities: 1Number of bedrooms with en-suite facilities: 4Number of communal lounges: 0Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 4On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointQuiet areasResidents' kitchenette / communal kitchenSensory areasTV pointWildlife / domesticated animals
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Engagement with people using the service

The Family systemic model of care provided ensures that Children and Families are consulted throughout the process, They are invited for regular update meetings with professionals. The model itself is based on complete collaboration with families and children, who set their own goals and the service then works to help them achieve their goals. Within the
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residential home the young people are consulted in terms of their Meal planning, activities planning. At the end of each assessment and intervention Families are contacted to get their views about the service they have received. The service keeps in Contact with families 1 year after closure and offers booster sessions should they be required .

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	8
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	2	2
Senior Care Worker	6	2
Care Worker	3	0
Occupational Therapist	1	1
Domestic staff	1	1
Other Staff	7	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Other 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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Other 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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group
Occupational Therapist	Working towards all staff completing	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	2	0	0
Senior Care Worker	6	0	0
Care Worker	3	0	0
Occupational Therapist	1	0	0
Domestic staff	1	0	0
Other Staff	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Occupational Therapist	0	0
Domestic 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
Deputy Manager	2	0
Senior Care Worker	6	0
Care Worker	3	0
Occupational Therapist	1	0
Domestic staff	1	0
Other Staff	7	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	1
Senior Care Worker	6	0
Care Worker	3	0
Occupational Therapist	1	0
Domestic staff	0	0
Other Staff	7	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	0	0
Occupational Therapist	0	0
Domestic staff	0	1
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	6 week rolling rota, ten shifts per moth 10am-10am folloing day sleep in.
Care Worker	5 week rolling rota which includes three/four long days per week. 9:00-21.30pm

Service: Conwy County Borough Council Domiciliary Care

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/11/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Annette Mary DeanConwy County Borough Council is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	1175

Service management

Responsible Individual(s)	Annette Dean
Manager(s)	Sophie Gibson, Nadine Simpson, Sheila Chapman, Ian Spencer, Hayley Wheeler, Emma Edwards, Julie Clarke, Lucinda White

Service contact details

Service Telephone Number	01492577744
Service Contact Email Address	sc.commissioning@conwy.gov.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

Engagement with people using the service

<p>At the onset of providing a service, we discuss with the individual their outcomes, and how they want these to be achieved. If appropriate and the person chooses to we also involve friends and family. Individuals receiving long term services are consulted during the 3 monthly reviews of personal plans. BI annual quality monitoring questionnaires are shared with those receiving long term support. Following the analysis of the questionnaires the service completes an action plan to ensure any feedback in relation improving services is acted upon. The RI visits the service quarterly and will speak to individuals to gain feedback on the service. Individuals in receipt of reablement service will have a monitoring form to complete at the end of the service</p>
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Compliance and quality statement

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

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£100

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)	203.91
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	9	0
Supervisory Staff (not providing direct care)	19	0
Senior Care Worker	19	4
Care Worker	168	34
Other Staff	9	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other 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	Working towards all staff completing	Working towards all staff completing
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	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	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	Working towards all staff completing
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other 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	9	0	0
Supervisory Staff (not providing direct care)	19	0	0
Senior Care Worker	19	0	0
Care Worker	149	0	0
Other Staff	9	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	2	17
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	9	0
Supervisory Staff (not providing direct care)	13	6
Senior Care Worker	9	10
Care Worker	71	97
Other Staff	9	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	6	1
Supervisory Staff (not providing direct care)	15	4
Senior Care Worker	19	0
Care Worker	133	35
Other Staff	9	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	0
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8a.m - 1.30pm - 4pm - 7pm or 7pm - 10pm or 8am - 8pm
Care Worker	8a.m - 1.30pm - 4pm - 7pm or 7pm - 10pm 16:00 - 23:00, 7:00am - 16:00pm. Sleeping shifts 23:00 - 07:00am. Variable hours for community support

Service: Sylva Gardens

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	02/05/2025
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">• A maximum of 3 individuals can be accommodated at this service.• The responsible individual for this service is Annette Mary Dean
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Annette Dean
Manager(s)	Laura Armstrong

Service contact details

Service Telephone Number	07706671883
Service Contact Email Address	annette.dean@conwy.gov.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	<ul style="list-style-type: none">• Objects of reference• Non-formal communication (e.g. body language, facial expressions)• Social Stories• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Assistive Technology• Makaton• Picture Exchange Communication System (PECS)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• 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: 3• Number of communal lounges: 0• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 3• On-site parking• Outdoor play area• Pet friendly (or by arrangement)• Phone point• TV point
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Engagement with people using the service

Sylva Gardens actively promotes involvement from the parents of the young people who live there. The service also obtains regular feedback from parents and families along with the staff team and our stakeholders. The service always looks at ways of improving and takes on board any feedback ensuing that action is taken as a result of recommendations
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for improvement.

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	21
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Care Worker	26	3

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
Care Worker	Working towards all staff completing	No staff have yet completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

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

Medicine Management and Dementia

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

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	2	0	0
Care Worker	24	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
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
Deputy Manager	2	0
Care Worker	24	2

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
Deputy Manager	2	0
Care Worker	14	12

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	7.00- 21.00 9.00 -22.00 10.00 - 23.00 23.00 - 9.00 - sleep in 23.00 - 9.00 waking night 3 staff each individual per day and 1 sleep in and 1 waking night

Service: Hafan Y Wern

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	01/10/2025
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">• A maximum of 4 individuals can be accommodated at this service.• The responsible individual for this service is Annette Mary Dean
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Annette Dean
Manager(s)	Jessica Meredydd

Service contact details

Service Telephone Number	07745104883
Service Contact Email Address	jessica.meredydd1@conwy.gov.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	<ul style="list-style-type: none">• Social Stories• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Objects of reference• Non-formal communication (e.g. body language, facial expressions)• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Close to local shops / amenities• Garden(s)• Internet access• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 4• Number of communal lounges: 5• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 4• On-site parking• Pet friendly (or by arrangement)• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access• Wildlife / domesticated animals

Engagement with people using the service

The young people have a significant level of input into the day to day running of Hafan Y Wern and are actively encouraged to share their views on matters that affect them. Consultation takes place on an ongoing basis through regular verbal feedback, individual key work sessions, and informal 'family' discussions. These discussions provide young people with

safe and meaningful opportunities to express their opinions, raise concerns, and contribute to decisions about daily routines, activities, and the home environment. Young people are actively involved in discussions around any situations or changes that impact them, and their views are listened to and respected. They also contribute directly to their care planning and the development and review of their Dyma Fi documentation, ensuring their wishes, needs, and preferences are accurately reflected in the care and support they receive. These arrangements ensure consultation is consistent, person centred, and appropriate to the communica

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	1
Care Worker	11	0

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
Care Worker	All staff have completed	All staff have completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
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	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Care Worker	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
Deputy Manager	1	0	0
Care Worker	11	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
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Care Worker	11	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Care Worker	2	9

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Level 3 staff have 10 16 and a half hour sleep in shifts per month on a 4 week rolling rota. Level 2 staff have 5 16 hour sleep in shifts and 12 hour day shifts over a 6 week rolling rota.