

Neuadd fach Limited

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider summary

| | |
|---|--|
| The provider was registered on: | 17/04/2019 |
| 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. | Llys Fechan delivers in-house, evidence-based training through Red Crier, with assessments for each module. Staff also access training via the local council. Training needs are regularly discussed during staff supervisions to ensure development is tailored and up to date. All staff are encouraged to complete QCF qualifications, promoting ongoing professional growth and high-quality care delivery. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | During the last financial year, Llys Fechan advertised staff vacancies through Indeed and Facebook to attract a wide pool of applicants. To support staff retention, employees are paid above the minimum wage. All new staff are required to undergo an enhanced DBS check, which must be clear prior to employment. A six-month probationary period is in place, during which staff receive support and guidance from both management and experienced team members. |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|-----------------------|---------------------|------------------------|
| Llys Fechan Care Home | Care Home Service | Adults Without Nursing |

Service: Llys Fechan Care Home

Service summary

| | |
|---|--|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 17/04/2019 |
| Maximum number of places | 18 |
| Service Conditions | <ul style="list-style-type: none">• The responsible individual for this service is Catrin Angharad James• A maximum of 18 individuals can be accommodated at this service• Neuadd fach Limited is registered to provide a Care Home Service at Llys Fechan Care Home |
| How many people in total did the service provide care and support to during the last financial year? | 26 |

Service management

| | |
|----------------------------------|----------------|
| Responsible Individual(s) | Catrin James |
| Manager(s) | Annette Davies |

Service contact details

| | |
|--------------------------------------|--|
| Service Telephone Number | 01269 845502 |
| Service Contact Email Address | llysfechan123@gmail.com |

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 | 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• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 1• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 2• Number of single bedrooms: 14• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• TV point• Wheelchair access |
|--|

Engagement with people using the service

| |
|---|
| <p>During the last financial year, several arrangements were implemented to actively involve service users and their families in the ongoing development and operation of the service. These included: Questionnaires were distributed to both service users and their families to gather feedback on various aspects of the service. The responses were reviewed and considered in planning and service improvements. Regular Service User Meetings were held to provide individuals with a forum to express their views, raise concerns, and contribute ideas for enhancing the service experience. A whiteboard notice board, located in the main hallway, was maintained with up-to-date information. This ensured that all service users and visitors had access to current announcements, upcoming events, and relevant service updates. These measures</p> |
|---|

supported a collaborative approach, promoting transparency and encouraging meaningful participation from those who use the service.

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? | £916 |
| The maximum weekly fee payable during the last financial year? | £1123 |

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 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 1 | 0 |
| Senior Care Worker | 7 | 0 |
| Care Worker | 5 | 0 |
| Domestic staff | 1 | 0 |
| Catering staff | 3 | 0 |
| Other Staff | 1 | 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 |
| 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 |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | All staff have completed |
| Domestic staff | All staff have completed | All staff have completed |
| Catering staff | All staff have completed | All staff have completed |
| Other Staff | All staff have completed | All staff have completed |

Manual Handling and Safeguarding

| Role type | Manual Handling | Safeguarding |
|--------------------|--------------------------|--------------------------|
| Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | All staff have completed |
| Domestic staff | All staff have completed | All staff have completed |
| Catering 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 | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | Not relevant to this staff group | All staff have completed |
| Domestic staff | All staff have completed | All staff have completed |
| Catering staff | All staff have completed | All staff have completed |
| Other Staff | All staff have completed | All staff have completed |

Positive Behaviour Management and Food Hygiene

| Role type | Positive Behaviour Management | Food Hygiene |
|--------------------|-------------------------------|--------------------------|
| Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | All staff have completed |
| Domestic staff | 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 |

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 | 7 | 0 | 0 |
| Care Worker | 5 | 0 | 0 |
| Domestic staff | 1 | 0 | 0 |
| Catering staff | 3 | 0 | 0 |
| Other Staff | 1 | 0 | 0 |

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

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

Full time v part time information

| Role type | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager | 1 | 0 |
| Senior Care Worker | 5 | 2 |
| Care Worker | 2 | 3 |
| Domestic staff | 1 | 0 |
| Catering staff | 1 | 2 |
| Other Staff | 0 | 1 |

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

| Role type | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager | 1 | 0 |
| Senior Care Worker | 5 | 0 |
| Care Worker | 0 | 2 |
| Domestic staff | 1 | 0 |
| Catering staff | 3 | 0 |
| Other Staff | 1 | 0 |

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

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

Typical shift patterns

| Role type | Typical shift patterns |
|--------------------|------------------------|
| Senior Care Worker | 2 |
| Care Worker | 2 |