

# Abergarw Care Home 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.

## Contents

---

### Provider: Abergarw Care Home Limited

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

### Service: Abergarw Manor

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: Abergarw Care Home Limited

### Provider summary

|                                              |                                                    |
|----------------------------------------------|----------------------------------------------------|
| The provider was registered on:              | 13/02/2023                                         |
| 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. | Via the LMS system, staff complete modules before starting employment. For each module completed, they get paid a fixed sum. Within the 6 months probationary period, all staff get the opportunity to attend face to face training (relevant to their role). We plan the training courses for the year, meaning plenty of courses available. All training is booked in advance (normally 6 months). Further training may also be identified through supervision or as a result of concerns e.g. safeguarding. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.                        | In-house recruitment team provides a dedicated focus to the critical area of staffing, ensuring an efficient, effective and robust hiring process for the group in accordance with CIW regulations. Advertising /sourcing methods include job boards, poster campaigns, recruitment days, internal advertising, and an employee referral scheme. Overseas recruitment is a vital part of our staffing strategy and the immigration / sponsorship administration process is managed centrally.                  |

### Regulated services delivered by this provider

| Service name   | Service type      | Type of care        |
|----------------|-------------------|---------------------|
| Abergarw Manor | Care Home Service | Adults With Nursing |

## Service: Abergarw Manor

### Service summary

|                                                                                                      |                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Type                                                                                         | Care Home Service                                                                                                                                                                                                                                                                                                           |
| Type of Care                                                                                         | Adults With Nursing                                                                                                                                                                                                                                                                                                         |
| Approval Date                                                                                        | 13/02/2023                                                                                                                                                                                                                                                                                                                  |
| Maximum number of places                                                                             | 58                                                                                                                                                                                                                                                                                                                          |
| Service Conditions                                                                                   | <ul style="list-style-type: none"><li>Abergarw Care Home Limited is registered to provide a Care Home Service at Abergarw Manor Brynmenyn , Bridgend , CF32 9LL</li><li>The responsible individual for this service is Raam Sanjiv Joshi</li><li>A maximum of 58 individuals can be accommodated at this service.</li></ul> |
| How many people in total did the service provide care and support to during the last financial year? | 113                                                                                                                                                                                                                                                                                                                         |

### Service management

|                           |                    |
|---------------------------|--------------------|
| Responsible Individual(s) | Raam Joshi         |
| Manager(s)                | Hannah Marie Lakin |

### Service contact details

|                               |                                                                        |
|-------------------------------|------------------------------------------------------------------------|
| Service Telephone Number      | <a href="tel:01895622500">01895622500</a>                              |
| Service Contact Email Address | <a href="mailto:info.ab@carongroup.wales">info.ab@carongroup.wales</a> |

### 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"><li>Number of bathrooms with assisted bathing facilities: 4</li><li>Number of bedrooms with en-suite facilities: 58</li><li>Number of communal lounges: 3</li><li>Number of dining rooms: 2</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 58</li></ul> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Engagement with people using the service

|                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Two formal rounds of quality of service questionnaires were given to all residents and their families, with the feedback reviewed by the Home Manager, Head of Region and Responsible Individual. In addition, there was one residents' meetings and one relatives/representatives' meetings held. The Home also runs an Active Facebook page. |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Compliance and quality statement

|                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Not Inspected - Strong Internal Checks</b> <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 needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Fees charged by the service

|                                                                |          |
|----------------------------------------------------------------|----------|
| The minimum weekly fee payable during the last financial year? | £1303.76 |
| The maximum weekly fee payable during the last financial year? | £1422.47 |

#### Complaints processed by the service

|                                                                       |   |
|-----------------------------------------------------------------------|---|
| Total number of formal complaints made during the last financial year | 6 |
| Number of active complaints outstanding                               | 1 |
| Number of complaints upheld                                           | 0 |
| Number of complaints partially upheld                                 | 3 |
| 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) | 68.20 |
|--------------------------------------------------------------------------------|-------|

#### Posts and vacancies

| Role type                                     | No. of staff in post | Total vacancies |
|-----------------------------------------------|----------------------|-----------------|
| Manager                                       | 1                    | 0               |
| Deputy Manager                                | 1                    | 0               |
| Supervisory Staff (not providing direct care) | 4                    | 0               |
| Nursing Assistant / Auxiliary Nurse           | 1                    | 0               |
| Registered Nurse (1+ Years in Practice)       | 7                    | 0               |
| Senior Care Worker                            | 6                    | 0               |
| Care Worker                                   | 29                   | 0               |
| Domestic staff                                | 6                    | 1               |
| Catering staff                                | 6                    | 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             |
| Supervisory Staff (not providing direct care) | All staff have completed             | All staff have completed             |
| Nursing Assistant / Auxiliary Nurse           | Working towards all staff completing | All staff have completed             |
| Registered Nurse (1+ Years in Practice)       | 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 |
| Domestic staff                                | Working towards all staff completing | All staff have completed             |
| Catering staff                                | Working towards all staff completing | 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             |
| Supervisory Staff (not providing direct care) | All staff have completed             | All staff have completed             |
| Nursing Assistant / Auxiliary Nurse           | All staff have completed             | All staff have completed             |
| Registered Nurse (1+ Years in Practice)       | 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 | Working towards all staff completing |
| Domestic staff                                | All staff have completed             | All staff have completed             |
| Catering 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             |
| Supervisory Staff (not providing direct care) | All staff have completed             | All staff have completed             |
| Nursing Assistant / Auxiliary Nurse           | Working towards all staff completing | All staff have completed             |
| Registered Nurse (1+ Years in Practice)       | Working towards all staff completing | Working towards all staff completing |
| Senior Care Worker                            | Working towards all staff completing | 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             |
| Catering staff                                | Working towards all staff completing | Working towards all staff completing |

#### 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             |
| Supervisory Staff (not providing direct care) | All staff have completed         | All staff have completed             |
| Nursing Assistant / Auxiliary Nurse           | All staff have completed         | All staff have completed             |
| Registered Nurse (1+ Years in Practice)       | 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 | 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             |

#### Positive Behaviour Management and Food Hygiene

| Role type                                     | Positive Behaviour Management        | Food Hygiene                         |
|-----------------------------------------------|--------------------------------------|--------------------------------------|
| Manager                                       | Working towards all staff completing | All staff have completed             |
| Deputy Manager                                | All staff have completed             | All staff have completed             |
| Supervisory Staff (not providing direct care) | All staff have completed             | Not relevant to this staff group     |
| Nursing Assistant / Auxiliary Nurse           | All staff have completed             | Working towards all staff completing |
| Registered Nurse (1+ Years in Practice)       | Working towards all staff completing | Working towards all staff completing |
| Senior Care Worker                            | All staff have completed             | Working towards all staff completing |
| Care Worker                                   | Working towards all staff completing | All staff have completed             |
| Domestic staff                                | Not relevant to this staff group     | All staff have completed             |
| Catering staff                                | Not relevant to this staff group     | All staff have completed             |

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type                                     | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|-----------------------------------------------|------------------------|------------------------------------|-------------------|
| Manager                                       | 1                      | 0                                  | 0                 |
| Deputy Manager                                | 0                      | 1                                  | 0                 |
| Supervisory Staff (not providing direct care) | 0                      | 4                                  | 0                 |
| Nursing Assistant / Auxiliary Nurse           | 0                      | 1                                  | 0                 |
| Registered Nurse (1+ Years in Practice)       | 0                      | 7                                  | 0                 |
| Senior Care Worker                            | 0                      | 6                                  | 0                 |
| Care Worker                                   | 0                      | 29                                 | 0                 |
| Domestic staff                                | 0                      | 6                                  | 0                 |
| Catering staff                                | 0                      | 6                                  | 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                                              |
| Supervisory Staff (not providing direct care) | 0                        | 0                                              |
| Nursing Assistant / Auxiliary Nurse           | 0                        | 0                                              |
| Registered Nurse (1+ Years in Practice)       | 0                        | 0                                              |
| Senior Care Worker                            | 0                        | 0                                              |
| Care Worker                                   | 0                        | 0                                              |
| Domestic staff                                | 0                        | 0                                              |
| Catering staff                                | 0                        | 0                                              |

### Full time v part time information

| Role type                                     | No. of full time staff | No. of part time staff |
|-----------------------------------------------|------------------------|------------------------|
| Manager                                       | 1                      | 0                      |
| Deputy Manager                                | 1                      | 0                      |
| Supervisory Staff (not providing direct care) | 4                      | 0                      |
| Nursing Assistant / Auxiliary Nurse           | 1                      | 0                      |
| Registered Nurse (1+ Years in Practice)       | 7                      | 0                      |
| Senior Care Worker                            | 6                      | 0                      |
| Care Worker                                   | 29                     | 0                      |
| Domestic staff                                | 6                      | 0                      |
| Catering staff                                | 6                      | 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                                                           |
| Supervisory Staff (not providing direct care) | 4                           | 0                                                           |
| Nursing Assistant / Auxiliary Nurse           | 1                           | 0                                                           |
| Registered Nurse (1+ Years in Practice)       | 7                           | 0                                                           |
| Senior Care Worker                            | 5                           | 1                                                           |
| Care Worker                                   | 27                          | 2                                                           |
| Domestic staff                                | 0                           | 0                                                           |
| Catering 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                                   |
| Supervisory Staff (not providing direct care) | 0                                                       | 0                                   |
| Nursing Assistant / Auxiliary Nurse           | 0                                                       | 0                                   |
| Registered Nurse (1+ Years in Practice)       | 0                                                       | 0                                   |
| Senior Care Worker                            | 0                                                       | 0                                   |
| Care Worker                                   | 0                                                       | 0                                   |
| Domestic staff                                | 0                                                       | 0                                   |
| Catering staff                                | 0                                                       | 0                                   |

#### Typical shift patterns

| <b>Role type</b>                               | <b>Typical shift patterns</b>                                              |
|------------------------------------------------|----------------------------------------------------------------------------|
| <b>Nursing Assistant / Auxiliary Nurse</b>     | 0                                                                          |
| <b>Registered Nurse (1+ Years in Practice)</b> | Day Shift 7:15am to 7:15 pm,1 Staff. Night Shiftf 7:15PM to 7:15AM,1 Staff |
| <b>Senior Care Worker</b>                      | Day Shift 8am to 8 pm,1 Staff. Night Shiftf 8PM to 8AM,1 Staff             |
| <b>Care Worker</b>                             | Day Shift 7am to 7 pm,10 Staff. Night Shiftf 7PM to 7AM,5 Staff            |