

Cwm Cartref Ltd

Annual Return 2025/2026

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

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Provider summary

The provider was registered on:	28/03/2019
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.	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
Cwm Cartref Care Home	Care Home Service	Adults With Nursing

Service: Cwm Cartref Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	28/03/2019
Maximum number of places	48
Service Conditions	- The responsible individual for this service is Sanjiv Joshi - A maximum of 48 individuals can be accommodated at this service - Cwm Cartref Ltd is registered to provide a Care Home Service at Cwm Cartref Care Home CWM CARTREF CARE HOME, RHYDYFRO PONTARDAWE, SWANSEA SA8 4SS
How many people in total did the service provide care and support to during the last financial year?	62

Service management

Responsible Individual(s)	Sanjiv Joshi
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01792862845
Service Contact Email Address	heretohelp@carongroup.wales

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

- Number of bathrooms with assisted bathing facilities: 5 - Number of bedrooms with en-suite facilities: 32 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 3 - Number of single bedrooms: 42
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Engagement with people using the service

We had two formal rounds of quality of service questionnaires given to all residents and their families, with the feedback reviewed by the Home Manager, Head of Region and Responsible Individual. In addition, there were 2 residents' meetings and 2 relatives / representatives' meetings held during the year. The Home also runs an Active Facebook page
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Compliance and quality statement

Not Inspected - Improvements Underway We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£972.00
The maximum weekly fee payable during the last financial year?	£1336.86

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	52.80
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	4	0
Registered Nurse (1+ Years in Practice)	6	0
Senior Care Worker	6	0
Care Worker	18	0
Domestic staff	6	1
Catering staff	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	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	Working towards all staff completing	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	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	All staff have completed
Domestic staff	Working towards all staff completing	Working towards all staff completing
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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
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	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	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	All staff have completed	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
Supervisory Staff (not providing direct care)	4	0	0
Registered Nurse (1+ Years in Practice)	6	0	0
Senior Care Worker	6	0	0
Care Worker	18	0	0
Domestic staff	6	0	0
Catering staff	6	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	4	0
Registered Nurse (1+ Years in Practice)	6	0
Senior Care Worker	6	0
Care Worker	18	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	0	1
Supervisory Staff (not providing direct care)	4	0
Registered Nurse (1+ Years in Practice)	6	0
Senior Care Worker	6	0
Care Worker	18	0
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
Supervisory Staff (not providing direct care)	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

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Day Shift 7am to 7:15 pm,1 Staff. Night Shiftf 7PM to 7:15AM,1 Staff
Senior Care Worker	Day Shift 7am to 7 pm,1 Staff. Night Shiftf 7PM to 7AM,1 Staff
Care Worker	Day Shift 7am to 7 pm,7 Staff. Night Shiftf 7PM to 7AM,2 Staff