

St Mark's Court 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:	10/12/2024
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 month probationary period, staff get the opportunity to attend face to face training (relevant to their role). We plan the training courses for the year, with plenty of courses available. Training is booked in advance (usually 6 months). Other training may be identified through supervisions.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	In-house recruitment provides a focus to the critical area of staffing ensuring efficient, effective and robust hiring 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 process is managed centrally.

Regulated services delivered by this provider

Service name	Service type	Type of care
St Mark's Court	Care Home Service	Adults With Nursing

Service: St Mark's Court

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	10/12/2024
Maximum number of places	38
Service Conditions	- A maximum of 38 individuals can be accommodated at this service. - Cwm Tawe Care Ltd is registered to provide a Care Home Service at St Mark's Court St. Marks Court Nursing Home, Park Terrace, Swansea, SA1 2BY - The responsible individual for this service is Sanjiv Joshi
How many people in total did the service provide care and support to during the last financial year?	55

Service management

Responsible Individual(s)	Sanjiv Joshi
Manager(s)	Sarah Bennett

Service contact details

Service Telephone Number	01792 644 445
Service Contact Email Address	info.sm@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: 4 - Number of bedrooms with en-suite facilities: 38 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 38
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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 3 residents' meetings and 3 relatives / representatives' meetings held during the year. The Home also runs an Active Facebook page
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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.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£848.00
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	6
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
Number of complaints not upheld	4

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	37.96
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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)	3	0
Registered Nurse (1+ Years in Practice)	4	0
Care Worker	23	0
Domestic staff	5	0
Catering staff	3	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)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	All staff have completed
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
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	Working towards all staff completing
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	Working towards all staff completing

Manual Handling and Safeguarding

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

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	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	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
Supervisory Staff (not providing direct care)	3	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Care Worker	23	0	0
Domestic staff	5	0	0
Catering 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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	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)	3	0
Registered Nurse (1+ Years in Practice)	4	0
Care Worker	23	0
Domestic staff	5	0
Catering staff	3	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
Supervisory Staff (not providing direct care)	3	0
Registered Nurse (1+ Years in Practice)	4	0
Care Worker	16	7
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
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 8am to 8:15 pm, 1 Staff. Night Shift 8PM to 8:15AM, 1 Staff
Care Worker	Day Shift 8am to 8 pm, 7 Staff. Night Shift 8PM to 8AM, 4 Staff

