

NANT-Y-FOEL CYFYNGEDIG

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:	21/12/2018
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.	Staff training is completed according to individual professional requirements. Training needs are also identified during bi-monthly supervisions. Our staff are completing their mandatory training such as Manual handling, Fire safety, Infection control, Mental capacity and Safeguarding adults on E-learning. We also had some in-house training for our nurses such as Syringe driver training and End of life training organised by our nurse manager for carers and nurses and auxiliary staff.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have struggled to recruit locally despite placing adverts on Indeed and Facebook. Our Care Home holds a sponsorship licence and we are recruiting staff from overseas for both nurses and carers positions. Currently we have nine staff on sponsorship visa

Regulated services delivered by this provider

Service name	Service type	Type of care
Cartref Bryn yr Eglwys	Care Home Service	Adults With Nursing

Service: Cartref Bryn yr Eglwys

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	21/12/2018
Maximum number of places	30
Service Conditions	• A maximum of 30 individuals can be accommodated at this service • NANT-Y-FOEL CYFYNGEDIG is registered to provide a Care Home Service at Cartref Bryn yr Eglwys Cartref Bryn yr Eglwys, Pentrefoelas, Betws-y-Coed LL24 0HY • The responsible individual for this service is Meryl Welsby
How many people in total did the service provide care and support to during the last financial year?	58

Service management

Responsible Individual(s)	Meryl Welsby
Manager(s)	Meryl Welsby

Service contact details

Service Telephone Number	<u>01690770384</u>
Service Contact Email Address	<u>c.b.y.e@hotmail.co.uk</u>

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	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards) • Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Hairdressing / beauty services • Internet access • Laundry service • Library • Lifts • Near public transport • Number of bathrooms with assisted bathing facilities: 17 • Number of bedrooms with en-suite facilities: 12 • Number of communal lounges: 4 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 30 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • TV point • Wheelchair access
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Engagement with people using the service

We conducted a number of audits and focused groups to find out resident's views and preferences. Last meal audit was conducted on 14/3/26 and as a result of the audit pasta bake was changed on the menu with chicken korma. Also, more spices and chillies are available for service users who enjoy spicy food.

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?	£995.33
The maximum weekly fee payable during the last financial year?	£1500

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)	1
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	3	0
Care Worker	12	1
Domestic staff	3	0
Catering staff	4	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	All staff have completed
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Not relevant to this staff group

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	No staff have yet completed	All staff have completed
Registered Nurse (1+ Years in Practice)	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	No staff have yet completed	All staff have completed
Catering staff	No staff have yet completed	All staff have completed
Other Staff	No staff have yet completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	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	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
Deputy Manager	All staff have completed	No staff have yet completed
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
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	Working towards all staff completing
Catering staff	Not relevant to this staff group	No staff have yet 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	No staff have yet completed	Not relevant to this staff group
Deputy Manager	No staff have yet completed	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	No staff have yet completed	Not relevant to this staff group
Senior Care Worker	No staff have yet completed	Not relevant to this staff group
Care Worker	No staff have yet completed	Not relevant to this staff group
Domestic staff	No staff have yet completed	Not relevant to this staff group
Catering staff	No staff have yet completed	All staff have completed
Other Staff	Working towards all staff completing	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	1	0	0
Registered Nurse (1+ Years in Practice)	3	0	0
Senior Care Worker	3	0	0
Care Worker	12	0	0
Domestic staff	3	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
Registered Nurse (1+ Years in Practice)	1	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
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	3	1
Senior Care Worker	3	0
Care Worker	10	2
Domestic staff	3	0
Catering staff	3	1
Other 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
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	3	0
Care Worker	12	0
Domestic staff	0	0
Catering staff	2	0
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
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
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	08:00-20:00 one or two nurses 20:00-08:00 one nurse
Senior Care Worker	08:00-20:00 one senior carer on duty; 20:00-08:00 one senior carer on duty
Care Worker	07:00-19:00 three carers, 08:00-20:00 two carers, 20:00-08:00 two carers