

Carmarthenshire County Council Adults and Children's Services

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: Carmarthenshire County Council Adults and Children's Services

Provider summary

The provider was registered on:	20/09/2018
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.	All staff have to attend 3 x day manual handling before commencing their role, they then complete an ongoing induction, followed by regular 1-1 reviews throughout their probation period. There are 8 x mandatory e-learning modules, including Equalities, Safeguarding, Infection Control. Staff access the learning and development THINQ! portal for completing on line mandatory and bespoke training, along with face-to-face training
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff grades have been increased, plus enhancements on Bank Holidays and weekends. Extensive recruitment campaigns including radio, jobs fayres, bus shelter adverts, posters, leaflets.

Regulated services delivered by this provider

Service name	Service type	Type of care
Hafan Children's Home	Care Home Service	Adults and Children Without Nursing
Garreglwyd	Care Home Service	Childrens Home
Tir Einon	Care Home Service	Adults Without Nursing
Awel Tywi	Care Home Service	Adults Without Nursing
Dol Y Felin	Care Home Service	Adults Without Nursing
Maesllewellyn	Care Home Service	Adults Without Nursing
Y Bwthyn	Care Home Service	Adults Without Nursing
Caemaen Residential Care Home	Care Home Service	Adults Without Nursing
Y Plas Residential Care Home	Care Home Service	Adults Without Nursing
Blaenau Respite Childrens Centre	Care Home Service	Childrens Home
Llys Caradog Childrens Centre	Care Home Service	Childrens Home
Carmarthenshire County Council In-house domiciliary care service	Domiciliary Support Service	None
Llys Y Bryn	Care Home Service	Adults Without Nursing
West Wales Shared Lives Scheme	Adult Placement Service	None

Service: Dol Y Felin

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	33
Service Conditions	<ul style="list-style-type: none">• A maximum of 33 individuals can be accommodated at this service• Carmarthenshire County Council is registered to provide a Care Home Service at Dol Y Felin DOLYFELIN HOMES, PENTRE ROAD ST. CLEARS, CARMARTHEN SA33 4LR• The responsible individual for this service is Heike Louise Clarke
How many people in total did the service provide care and support to during the last financial year?	58

Service management

Responsible Individual(s)	Heike Clarke
Manager(s)	Jason Gregory

Service contact details

Service Telephone Number	01994 230039
Service Contact Email Address	jtgregory@carmarthenshire.gov.uk

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	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">• 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: 4• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 5• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 33• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access• Wildlife / domesticated animals
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Engagement with people using the service

Statement of purpose and Service Users guides were given to all new residents, also contracts signed with details of the complaints procedures, advocacy and where to go for further support if need ed.
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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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£916.64
The maximum weekly fee payable during the last financial year?	£1090.62

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)	27.50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	0
Care Worker	15	7
Domestic staff	2	0
Catering staff	5	0
Other Staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
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	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
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
Deputy Manager	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	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	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	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other 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	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
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	Not relevant to this staff group
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Senior Care Worker	4	0	0
Care Worker	15	0	0
Domestic staff	2	0	0
Catering staff	5	0	0
Other Staff	2	0	2

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
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
Senior Care Worker	4	0
Care Worker	0	15
Domestic staff	1	1
Catering staff	2	3
Other Staff	1	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	14	1
Domestic staff	0	0
Catering staff	0	0
Other 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
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	08:00-16:00/14:00-22:00 Day Seniors (1-2 per shift) 22:08:00 Nights Seniors (1 per shift)
Care Worker	08:00-22:00, 08:00-14:30, 14:30-22:00, 22:00-08:00 (5 per day, 6 including the senior, nights 3 staff)

Service: Awel Tywi

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	38
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Heike Louise Clarke• A maximum of 38 individuals can be accommodated at this service• Carmarthenshire County Council is registered to provide a Care Home Service at Awel Tywi AWELTYWI HOME, BETHLEHEM ROAD, LLANDEILO SA19 6SY
How many people in total did the service provide care and support to during the last financial year?	73

Service management

Responsible Individual(s)	Heike Clarke
Manager(s)	Steven Bird

Service contact details

Service Telephone Number	01558 822556
Service Contact Email Address	aweltywicarehome@carmarthenshire.gov.uk

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	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Writing (Paper / Whiteboards)• Objects of reference

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Hairdressing / beauty services• Internet access• Laundry service• Library• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 7• Number of dining rooms: 4• Number of shared bedrooms: 0• Number of single bedrooms: 38• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas• TV point• Wheelchair access
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Engagement with people using the service

Responsible individual visits Residents quality assurance questionnaires Residents meetings Newsletter Social work
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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?	£889.94
The maximum weekly fee payable during the last financial year?	£1090.62

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)	32
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	5	0
Care Worker	31	0
Domestic staff	5	0
Catering staff	8	0
Other Staff	2	0

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
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
Deputy 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
Deputy 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
Deputy 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	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other 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
Deputy 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	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Senior Care Worker	5	0	0
Care Worker	28	0	0
Domestic staff	3	1	0
Catering staff	6	0	0
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	3
Domestic staff	0	1
Catering staff	0	2
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	0	1
Senior Care Worker	3	2
Care Worker	0	31
Domestic staff	0	5
Catering staff	1	7
Other Staff	0	2

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	0	0
Senior Care Worker	5	0
Care Worker	23	0
Domestic staff	0	0
Catering staff	8	0
Other 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	1	0
Senior Care Worker	0	0
Care Worker	3	0
Domestic staff	0	5
Catering staff	0	0
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	day shift 8am-10pm 1 on duty, night shift 10pm-8am 1 on duty
Care Worker	day shift 8-2.30 7 staff, day shift 2.30-10 6 staff, night shift 10pm-8am 3 staff

Service: Llys Caradog Childrens Centre

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/12/2018
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Gemma Denise Evans• A maximum of 5 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	25

Service management

Responsible Individual(s)	Gemma Evans
Manager(s)	Tanya Breeze

Service contact details

Service Telephone Number	07977734539
Service Contact Email Address	TLBreeze@carmarthenshire.gov.uk

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	<ul style="list-style-type: none">• Total Communication• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Objects of reference• Picture Exchange Communication System (PECS)• Assistive Technology• Makaton• Non-formal communication (e.g. body language, facial expressions)• Signalong• Social Stories

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 2• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 5• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Quiet areas• Sensory areas• Wheelchair access
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Engagement with people using the service

Verbally with each child or young person daily Parents/carers via telephone/planned meetings Feedback questionnaires
 CLA meetings Education reviews RI Monitoring Reviewing care plans with children and families Social Worker and other professionals' visits Quality of Care reports

Compliance and quality statement

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee payable during the last financial year?	£0

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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)	24
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	0
Care Worker	25	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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
Deputy Manager	All staff have completed	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
Other Staff	All staff have completed	Not relevant to this staff group

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
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	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	Working towards all staff completing	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	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
Other Staff	Not relevant to this staff group	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	0	1	0
Senior Care Worker	7	0	0
Care Worker	7	1	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	11	6
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
Senior Care Worker	1	6
Care Worker	0	25
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
Deputy Manager	1	0
Senior Care Worker	6	0
Care Worker	10	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
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	4	11
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	am shift 7-3 3 staff pm shift 3-9 3 staff sleep in shift 3-11 1 staff
Care Worker	AM shift 7-3 3 staff PM shift 3-9 3 staff Night shift - 9pm-7am 1 to 2 staff

Service: Tir Einon

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	8
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Carol Ann OwenA maximum of 8 individuals can be accommodated at this serviceCarmarthenshire County Council is registered to provide a Care Home Service at Tir Einon Llwynhendy, Llanelli SA14 9HL
How many people in total did the service provide care and support to during the last financial year?	53

Service management

Responsible Individual(s)	Carol Owen
Manager(s)	Jill Cowdry

Service contact details

Service Telephone Number	01554 742555
Service Contact Email Address	TirEinonRespiteHome@carmarthenshire.gov.uk

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	<ul style="list-style-type: none">Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)SignalongNon-formal communication (e.g. body language, facial expressions)Objects of referenceIntensive interactionTotal CommunicationAssistive TechnologyWriting (Paper / Whiteboards)Social Stories

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportClose to local shops / amenitiesGarden(s)Ground-floor accommodation onlyInternet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 5Number of bedrooms with en-suite facilities: 8Number of communal lounges: 3Number of dining rooms: 3Number of shared bedrooms: 0Number of single bedrooms: 8On-site parkingOutdoor play areaOutdoor seating / entertainment areaSensory areasTV point
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- Wheelchair access

Engagement with people using the service

During the last financial year, people who use the service and their families/carers were consulted through feedback questionnaires and a parent/carer focus group. Questionnaires were issued to families and carers to gather views on how the service operates, including care delivery, reviews and communication. A parent/carer focus (steering) group was established, providing opportunities for families to influence service developments, including environmental improvements. Ongoing consultation also takes place through individual reviews and regular communication with families, with feedback used to inform service improvements.

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?	£0.00
The maximum weekly fee payable during the last financial year?	£100.00

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)	30
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	0
Care Worker	19	0
Catering staff	1	2
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	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	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	No staff have yet completed	No staff have yet completed
Other Staff	All staff have completed	Not relevant to this staff group

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Catering staff	Not relevant to this staff group	No staff have yet completed
Other Staff	Not relevant to this staff group	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	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
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy 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
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Senior Care Worker	7	0	0
Care Worker	19	0	0
Catering staff	1	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	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
Senior Care Worker	4	3
Care Worker	1	18
Catering staff	0	1
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
Deputy Manager	0	1
Senior Care Worker	7	0
Care Worker	14	5
Catering staff	1	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7-3 (1) ,2-10(1),9.30pm-7.30am (1 staff)
Care Worker	7-3 (6), 2-10(6), 9.30Pm -7.30am (3)

Service: Blaenau Respite Childrens Centre

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/12/2018
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Gemma Denise EvansA maximum of 3 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	16

Service management

Responsible Individual(s)	Gemma Evans
Manager(s)	Victoria Griffiths

Service contact details

Service Telephone Number	07977734539
Service Contact Email Address	TLBreeze@carmarthenshire.gov.uk

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	<ul style="list-style-type: none">SignalongSocial StoriesAssistive TechnologyMakatonNon-formal communication (e.g. body language, facial expressions)Objects of referencePicture Exchange Communication System (PECS)Total CommunicationVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Ground-floor accommodation onlyInternet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 1Number of bedrooms with en-suite facilities: 0Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 3On-site parkingOutdoor play areaOutdoor seating / entertainment areaQuiet areasSensory areasWheelchair access
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Engagement with people using the service

Verbally with each child or young person daily
Parents/carers via telephone/planned meetings
Feedback questionnaires
CLA meetings
Education reviews
RI Monitoring
Reviewing care plans with children and families
Social Worker and other professionals' visits
Quality of Care reports

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?	£0
The maximum weekly fee payable during the last financial year?	£0

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	3
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)	13
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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)	3	0
Senior Care Worker	4	1
Care Worker	9	2
Other Staff	1	0

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
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
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
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Not relevant to this staff group

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
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	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
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	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	Not relevant to this staff group	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)	0	0	0
Senior Care Worker	4	0	0
Care Worker	6	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
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	3	0
Senior Care Worker	0	0
Care Worker	0	3
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)	0	3
Senior Care Worker	0	4
Care Worker	0	9
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
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	3	0
Senior Care Worker	2	0
Care Worker	4	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
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	2	0
Care Worker	5	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	day shifts 7am to 9pm night shifts 9pm - 7am 1 staff per shift
Senior Care Worker	3-11 sleep in shifts 2.30-10 day shifts 7- 3 day shifts
Care Worker	day shifts 7-10 am and 7-3pm afternoon shifts 2.30/3-10pm night shifts 9pm-7am

Service: Y Plas Residential Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	30
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Heike Louise Clarke• A maximum of 30 individuals can be accommodated at this service• Carmarthenshire County Council is registered to provide a Care Home Service at Y Plas Residential Care Home Y PLAS, LLANELLI SA15 4LP
How many people in total did the service provide care and support to during the last financial year?	37

Service management

Responsible Individual(s)	Heike Clarke
Manager(s)	Sharon Jones

Service contact details

Service Telephone Number	01554751359
Service Contact Email Address	SRJones@carmarthenshire.gov.uk

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	<ul style="list-style-type: none">• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)• Assistive Technology

Service facilities and accommodation

<ul style="list-style-type: none">• Bar / Café• 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: 4• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 6• Number of dining rooms: 3• Number of shared bedrooms: 0• Number of single bedrooms: 30• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• TV point• Wheelchair access

Engagement with people using the service

Responsible individual visits Residents quality assurance questionnaires Residents meetings Newsletter Social work reviews care plan reviews 1:1 discussions

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?	£916.64
The maximum weekly fee payable during the last financial year?	£916.64

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)	24
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	5	0
Care Worker	21	2
Domestic staff	3	0
Catering staff	7	0
Other Staff	2	0

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
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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
Deputy 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	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
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Working towards all staff completing
Deputy 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	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	Working towards all staff completing
Other 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	Working towards all staff completing	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	Not relevant to this staff group
Catering staff	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	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
Senior Care Worker	5	0	0
Care Worker	20	0	0
Domestic staff	2	0	0
Catering staff	6	0	0
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	1
Domestic staff	0	1
Catering staff	0	1
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	0	1
Senior Care Worker	2	3
Care Worker	0	21
Domestic staff	0	3
Catering staff	2	5
Other Staff	0	2

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	0	1
Senior Care Worker	5	0
Care Worker	21	0
Domestic staff	0	0
Catering staff	7	0
Other 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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	3
Catering staff	0	0
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am to 7pm, 7 am to 4pm, 9pm to 7am
Care Worker	9pm to 7am, 7 am to 1:30 pm, 1 pm to 9 pm, 2 pm to 9 pm

Service: Hafan Children's Home

Service summary

Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	23/01/2025
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Tanya Louise BreezeA maximum of 4 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	11

Service management

Responsible Individual(s)	Tanya Breeze
Manager(s)	Sophie Anthony

Service contact details

Service Telephone Number	07977734539
Service Contact Email Address	TLBreeze@carmarthenshire.gov.uk

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 transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Internet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 1Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 4On-site parkingOutdoor seating / entertainment areaQuiet areasSensory areas
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Engagement with people using the service

Verbally with each young person daily Parents/carers via telephone/planned meetings CLA meetings Education reviews RI Monitoring Reviewing care plans with young people and families Social Worker and other professionals' visits Placement meetings House Meetings Quality of Care reports

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	17
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	5	0
Care Worker	71	0
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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
Deputy Manager	All staff have completed	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
Other Staff	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	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	Working towards all staff completing	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	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
Other Staff	Not relevant to this staff group	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	2	0	0
Senior Care Worker	5	0	0
Care Worker	8	1	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	60	2
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	2	0
Senior Care Worker	5	0
Care Worker	6	65
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	0	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	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	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	6	60
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	day shift - 7am to 9pm 2 staff sleep in - 1 staff
Care Worker	day shift - 7am to 9pm 3 staff night shift - 9pm to 7am - 3 staff

Service: Maesllewellyn

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	40
Service Conditions	<ul style="list-style-type: none">• A maximum of 40 individuals can be accommodated at this service• Carmarthenshire County Council is registered to provide a Care Home Service at Maesllewellyn MAES LLEWELYN RESIDENTIAL HOME, CHURCH LANE, NEWCASTLE EMLYN SA38 9AB• The responsible individual for this service is Heike Louise Clarke
How many people in total did the service provide care and support to during the last financial year?	66

Service management

Responsible Individual(s)	Heike Clarke
Manager(s)	Sandra Jones

Service contact details

Service Telephone Number	01239711990
Service Contact Email Address	MaesllewellynCareHome@carmarthenshire.gov.uk

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	<ul style="list-style-type: none">• Lithuanian• Polish
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">• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 40• Number of communal lounges: 3• Number of dining rooms: 3• Number of shared bedrooms: 0• Number of single bedrooms: 40• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access

Engagement with people using the service

Responsible Individual visits . Residents Quality assurance questionnaires , Residents meetings , Newsletter, Social Worker Reviews , Care plan Reviews , One to One meetings , Information pack
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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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£916.64
The maximum weekly fee payable during the last financial year?	£1090.62

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	1
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)	32.97
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	1
Care Worker	28	0
Domestic staff	3	0
Catering staff	4	1
Other Staff	2	0

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
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
Deputy 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
Deputy 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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy 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	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
Senior Care Worker	4	0	0
Care Worker	28	0	0
Domestic staff	3	0	0
Catering staff	4	0	0
Other Staff	2	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
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
Senior Care Worker	4	0
Care Worker	0	28
Domestic staff	0	3
Catering staff	2	2
Other Staff	0	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other 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
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	07:00-22:00, 12:00-22:00, 08:00-15:30 (Days), 22:00-08:00 (Night Seniors)
Care Worker	08:00-14:30, 14:30-22:00 (Days), 22:00-08:00 (Nights)

Service: Y Bwthyn

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	32
Service Conditions	<ul style="list-style-type: none">• A maximum of 32 individuals can be accommodated at this service• Carmarthenshire County Council is registered to provide a Care Home Service at Y Bwthyn Y Bwthyn Residential Care Home, Bigyn Road, Llanelli SA15 1PA• The responsible individual for this service is Heike Louise Clarke
How many people in total did the service provide care and support to during the last financial year?	69

Service management

Responsible Individual(s)	Heike Clarke
Manager(s)	Louise Thomas-Leitch

Service contact details

Service Telephone Number	01554758911
Service Contact Email Address	YBwthynCareHome@carmarthenshire.gov.uk

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	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• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 4• Number of dining rooms: 4• Number of shared bedrooms: 0• Number of single bedrooms: 32• On-site parking• Sensory areas• TV point• Wheelchair access
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Engagement with people using the service

Residents Quality assurance questionnaires Responsible Individual Visits 1 to 1 meetings Resident meetings Newsletter Social worker review Care Plan reviews information Pack

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
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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?	£916.64
The maximum weekly fee payable during the last financial year?	£1090.62

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)	34.85
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	5	0
Care Worker	31	1
Domestic staff	3	0
Catering staff	6	0
Other Staff	2	0

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
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	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
Deputy Manager	All staff have completed	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	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
Deputy 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	Working towards all staff completing	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	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	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	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	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Senior Care Worker	5	0	0
Care Worker	31	0	0
Domestic staff	3	0	0
Catering staff	6	0	0
Other Staff	2	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
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
Senior Care Worker	3	2
Care Worker	0	31
Domestic staff	0	3
Catering staff	1	5
Other Staff	0	2

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
Senior Care Worker	5	0
Care Worker	28	3
Domestic staff	0	0
Catering staff	2	0
Other 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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	3
Catering staff	0	4
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Senior Support Worker = 8am- 4pm or 2:30pm-10pm 1 staff member per shift. 1 Night officer = 10pm -8am
Care Worker	care worker 8am-2:30pm of 2:30-9 or 10pm 7 staff on each shift. 3 night workers 10pm - 8am

Service: Caemaen Residential Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	30
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Heike Louise ClarkeA maximum of 30 individuals can be accommodated at this serviceCarmarthenshire County Council is registered to provide a Care Home Service at Caemean Residential Care Home Coleshill Terrace, Llanelli SA15 3BT
How many people in total did the service provide care and support to during the last financial year?	79

Service management

Responsible Individual(s)	Heike Clarke
Manager(s)	Joanna Szubka

Service contact details

Service Telephone Number	01554 771835
Service Contact Email Address	JESzubka@carmarthenshire.gov.uk

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	<ul style="list-style-type: none">Polish
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Writing (Paper / Whiteboards)Non-formal communication (e.g. body language, facial expressions)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Assistive Technology

Service facilities and accommodation

<ul style="list-style-type: none">Bar / CaféClose to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLibraryLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 0Number of communal lounges: 5Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 30On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasTV pointWheelchair access

Engagement with people using the service

Responsible individual visits Residents quality assurance questionnaires Residents meetings Newsletter Social work reviews care plan reviews 1:1 discussions

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?	£916.64
The maximum weekly fee payable during the last financial year?	£916.64

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)	23.11
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	6	0
Care Worker	14	1
Domestic staff	3	0
Catering staff	9	0
Other Staff	2	0

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
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
Deputy 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
Deputy 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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	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	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy 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	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
Senior Care Worker	6	0	0
Care Worker	14	0	0
Domestic staff	3	0	0
Catering staff	7	0	0
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	2
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	0	1
Senior Care Worker	1	5
Care Worker	1	13
Domestic staff	0	3
Catering staff	2	7
Other Staff	0	2

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	0	1
Senior Care Worker	4	2
Care Worker	8	5
Domestic staff	2	0
Catering staff	6	1
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	1
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8:00-15:00 1, 14:00-22:00 1, 22:00-8:00 1
Care Worker	8:00-14;30 5, 14:30-21:00 3, 21:00-8:00 2

Service: Garreglwyd

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/12/2018
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Gemma Denise EvansA maximum of 5 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Gemma Evans
Manager(s)	Natasha Harries

Service contact details

Service Telephone Number	07977734539
Service Contact Email Address	TLBreeze@carmarthenshire.gov.uk

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	<ul style="list-style-type: none">MakatonNon-formal communication (e.g. body language, facial expressions)Assistive TechnologyObjects of referencePicture Exchange Communication System (PECS)Total CommunicationVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)SignalongSocial StoriesWriting (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Internet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 2Number of dining rooms: 2Number of shared bedrooms: 0Number of single bedrooms: 5On-site parkingOutdoor play areaOutdoor seating / entertainment areaQuiet areasSensory areasWheelchair access
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Engagement with people using the service

Verbally with each child or young person daily
Parents/carers via telephone/planned meetings
Feedback questionnaires
CLA meetings
Education reviews
RI Monitoring
Reviewing care plans with children and families
Social Worker and other professionals' visits
Quality of Care reports

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	29
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	1
Senior Care Worker	6	2
Care Worker	42	4
Other Staff	1	0

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
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	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
Deputy Manager	All staff have completed	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
Other Staff	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	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
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	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	Working towards all staff completing	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	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
Other Staff	Not relevant to this staff group	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
Senior Care Worker	6	0	0
Care Worker	19	1	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	17	5
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
Senior Care Worker	6	0
Care Worker	8	34
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
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	7	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
Deputy Manager	0	0
Senior Care Worker	3	0
Care Worker	18	17
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift - 7am to 10pm 2 staff Sleep in shifts 2 staff
Care Worker	Day shift - 7am to 10pm 4 staff Night Shift - 9pm to 7am 2 staff

Service: Llys Y Bryn

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	45
Service Conditions	<ul style="list-style-type: none">• A maximum of 45 individuals can be accommodated at this service• Carmarthenshire County Council is registered to provide a Care Home Service at Llys Y Bryn LLYS Y BRYN, GELLI ROAD, LLANELLI SA14 9AD• The responsible individual for this service is Heike Louise Clarke
How many people in total did the service provide care and support to during the last financial year?	167

Service management

Responsible Individual(s)	Heike Clarke
Manager(s)	Jessica Owens

Service contact details

Service Telephone Number	01554 758132
Service Contact Email Address	LlysyBrynCareHome@carmarthenshire.gov.uk

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	<ul style="list-style-type: none">• Writing (Paper / Whiteboards)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Assistive Technology• Non-formal communication (e.g. body language, facial expressions)• Objects of reference

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Hairdressing / beauty services• Internet access• Laundry service• Library• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 27• Number of communal lounges: 7• Number of dining rooms: 3• Number of shared bedrooms: 0• Number of single bedrooms: 45• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen

- Shop on the premises
- TV point
- Wheelchair access
- Wildlife / domesticated animals

Engagement with people using the service

Newsletter Care and Support Plans Service User Guide Information Packs in bedrooms Quality Assurance Questionnaires Resident meetings Social Work Reviews RI Visits and reports One to one discussions Welcome video

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?	£889.94
The maximum weekly fee payable during the last financial year?	£916.64

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)	49.42
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	1
Care Worker	45	2
Domestic staff	11	0
Catering staff	12	0
Other Staff	2	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy 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
Deputy 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	Working towards all staff completing
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	All staff have completed

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
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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	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
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	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	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	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other 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	1	0	0
Senior Care Worker	6	1	0
Care Worker	43	2	0
Domestic staff	6	1	0
Catering staff	9	0	0
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	4
Catering staff	0	3
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
Senior Care Worker	4	3
Care Worker	0	45
Domestic staff	0	11
Catering staff	0	12
Other Staff	0	2

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
Senior Care Worker	7	0
Care Worker	42	3
Domestic staff	0	0
Catering staff	0	0
Other 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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	11
Catering staff	0	12
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day seniors work 7am until 9pm 4 staff and night officers work 9pm until 07am 4 staff
Care Worker	Days care staff work 7am until 9pm 31 staff and night carers work 9pm until 7am 14 staff

Service: West Wales Shared Lives Scheme

Service summary

Service Type	Adult Placement Service
Type of Care	None
Approval Date	05/07/2019
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Carol Ann OwenCarmarthenshire County Council is registered to provide an Adult Placement Service in Wales.
How many people in total did the service provide care and support to during the last financial year?	108

Service management

Responsible Individual(s)	Carol Owen
Manager(s)	David Bevan

Service contact details

Service Telephone Number	01267 246890
Service Contact Email Address	SharedLivesDuty@carmarthenshire.gov.uk

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	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>In January 2026, 301 questionnaires were distributed to active WWSL carers, individuals, and social workers. The survey closed on 31st March 2026, where the service had a 23.75%, 4% and 6% respectively returned. A summary report has been compiled to identify strengths and areas for improvement. Staff supported the collection of feedback from Shared Lives carers during review processes. This included promoting the use of a QR code to enable online completion and providing additional support to individuals with specific needs. This approach helped ensure a holistic and inclusive set of responses from individuals placed, social workers, and Shared Lives carers. Where concerns or issues were identified, the Business Manager or Team Leader arranged a visit to discuss these matters in detail, ensuring individuals, carers, and professionals were given the opportunity to be heard and to understand the issues at an early stage, preventing further escalation or the need for formal complaint.</p>

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <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>
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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)	16
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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)	6	0
Other Staff	8	0

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
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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Other 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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Working towards all staff completing	Not relevant to this staff group
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
Supervisory Staff (not providing direct care)	6	0	0
Other Staff	8	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	5	1
Other Staff	8	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)	5	1
Other Staff	7	1

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
Other Staff	0	0

Service: Carmarthenshire County Council In-house domiciliary care service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/09/2018
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Lyndsay Jayne McNichollCarmarthenshire County Council is registered to provide a domiciliary support service in West Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	1037

Service management

Responsible Individual(s)	Lyndsay McNicholl
Manager(s)	RUTH POWELL, Gail Sinclair

Service contact details

Service Telephone Number	01267242472
Service Contact Email Address	lynmcnicholl@carmarthenshire.gov.uk

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	There are no non verbal communication methods used at the service

Engagement with people using the service

Reablement short term service are provided with a satisfaction questionnaire on completion of the service. The Homecare service provides care and support in two extra care facilities and the Homecare manager and RI have attended coffee mornings held for the tenants in the schemes previously and arrangements are in place to continue. The RI undertakes regular home visits/telephone calls to a sample number of people who use the service, and their families where possible. The RI visits are an opportunity to learn from the people who use the service, identify where we can improve and provides the individual with an opportunity to share relevant information or ask any questions in regard to the service. Surveys are undertaken with individuals and the information gleaned from the surveys, visits, telephone discussions, coffee mornings etc are informs our forward work and training programmes, highlights areas of good practice and identifies areas of improvement.

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 hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£23.65

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)	286
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	13	0
Senior Care Worker	24	0
Care Worker	303	0
Other Staff	11	0

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
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	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	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	Not relevant to this staff group

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	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	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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)	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	Not relevant to this staff group	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	1	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	12	1	0
Senior Care Worker	24	0	0
Care Worker	292	0	0
Other Staff	11	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	11
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	13	0
Senior Care Worker	22	2
Care Worker	113	190
Other Staff	10	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	13	0
Senior Care Worker	21	0
Care Worker	186	0
Other 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
Senior Care Worker	3	0
Care Worker	69	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Monday to Friday 06:45-09:00 3 seniors, 09:00-17:00 11 seniors, 17:00-22:30 3 seniors, Saturday-Sunday 06:45-14:30 3 seniors, 14:30-22:30 3 seniors.
Care Worker	06:45-14:30 100 care staff, 14:30-22:30 100 care staff