

CARTREF CARE HOME LTD

Annual Return 2025/2026

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

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Provider: CARTREF CARE HOME LTD

Provider summary

The provider was registered on:	22/05/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	We use an online e-learning provider and local authority learning pool, through the use of a training matrix we are able to arrange refresher courses as needed, medication training is provided through the pharmacy agreement, all new staff starting employment take an initial induction course and if needed will be enrolled onto the QCF qualification. We have managed to reinstate a number of face to face training courses this year.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	All recruitment vacancies are advertised online with Indeed and on various notice boards within the local community, villages and town. As a provider we meet the costs of the DBS. The staff wages have been increased to the real living wage and breaks are paid.

Regulated services delivered by this provider

Service name	Service type	Type of care
Cartref Care Home Ltd	Care Home Service	Adults Without Nursing

Service: Cartref Care Home Ltd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2019
Maximum number of places	36
Service Conditions	<ul style="list-style-type: none">• A maximum of 36 individuals can be accommodated at this service• Cartref Care Home Ltd is registered to provide a Care Home Service at Cartref Care Home, Henllan, Llandysul SA44 5TD• The responsible individual for this service is Gwyn Tudur Williams
How many people in total did the service provide care and support to during the last financial year?	46

Service management

Responsible Individual(s)	Gwyn Williams
Manager(s)	Faith Wooldridge

Service contact details

Service Telephone Number	01559371293
Service Contact Email Address	cartrefhome@outlook.com

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">• Garden(s)• Hairdressing / beauty services• Internet access• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 13• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 2• Number of single bedrooms: 33• On-site parking• Outdoor seating / entertainment area• Quiet areas• TV point• Wildlife / domesticated animals

Engagement with people using the service

Routine telephone contact with relatives, meetings with residents, questionnaires completed by residents and relatives returned anonymously and discussions with a variety of visiting health professionals.
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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?	£957.00
The maximum weekly fee payable during the last financial year?	£1023.00

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)	24
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	6	0
Care Worker	10	4
Domestic staff	4	0
Catering staff	6	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
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
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
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
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	All staff have completed	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
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	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
Senior Care Worker	6	0	0
Care Worker	8	0	0
Domestic staff	4	0	0
Catering staff	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
Senior Care Worker	0	0
Care Worker	0	2
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
Senior Care Worker	6	0
Care Worker	8	2
Domestic staff	4	0
Catering staff	3	3
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
Senior Care Worker	6	0
Care Worker	7	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
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	Day staff 7.30am-3pm 1 staff/day shift 3pm - 10pm 1 staff/night shift 10pm - 8am 1 staff
Care Worker	Day staff 7.30am-3pm 4 staff/day shift 3pm - 10pm 4 staff/night shift 10pm - 8am 2 staff