

# Caerleon House Care Ltd

## Annual Return 2025/2026

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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.

## Contents

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### [Provider: Caerleon House Care Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: Caerleon House Nursing Home](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

## Provider: Caerleon House Care Ltd

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### Provider summary

The provider was registered on:	26/10/2020
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	<p>The home uses an E learning platform which prompts reminders for training. Staff are prompted by email and are aware of the dead lines.</p> <p>The manager and operations Director oversees the training matrix.</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>Recruitment is done through Indeed and we also have licence to recruit overseas staff, for staff retention we pay real living wage.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Caerleon House Nursing Home	Care Home Service	Adults With Nursing

## Service: Caerleon House Nursing Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	26/10/2020
<b>Maximum number of places</b>	54
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 54 individuals can be accommodated at this service</li><li>• Caerleon House Care Ltd is registered to provide a Care Home Service at Caerleon House Nursing Home Caerleon House Nursing Home, Goldcroft Common Caerleon, Newport, NP18 1BE</li><li>• The responsible individual for this service is Balwinder Singh Brainch</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	88

### Service management

<b>Responsible Individual(s)</b>	Balwinder Brainch
<b>Manager(s)</b>	Jolene Hewitson

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01633423535">01633423535</a>
<b>Service Contact Email Address</b>	<a href="mailto:bal@caerleonhouse.co.uk">bal@caerleonhouse.co.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Romanian</li><li>• Panjabi</li><li>• Nigerian</li><li>• Malayalam</li><li>• Hindi</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</li><li>• Objects of reference</li><li>• Social Stories</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 5</li><li>• Number of bedrooms with en-suite facilities: 7</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 1</li><li>• Number of single bedrooms: 52</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li></ul>
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- Quiet areas
- Sensory areas
- TV point
- Wheelchair access

### Engagement with people using the service

The Home Manager regularly leases with the residents and their family by email and coffee mornings.

### 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?	£1252.46
The maximum weekly fee payable during the last financial year?	£1614.06

### Complaints processed by the service

Total number of formal complaints made during the last financial year	8
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	7

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	71
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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)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	12	0
Care Worker	27	0
Occupational Therapist	2	0
Domestic staff	10	0
Catering staff	10	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
Supervisory Staff (not providing direct care)	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
Occupational Therapist	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
Supervisory Staff (not providing direct care)	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
Occupational Therapist	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	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
Supervisory Staff (not providing direct care)	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
Occupational Therapist	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
Supervisory Staff (not providing direct care)	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	Not relevant to this staff group	All staff have completed
Occupational Therapist	Not relevant to this staff group	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
Supervisory Staff (not providing direct care)	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
Occupational Therapist	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

#### 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)	1	0	0
Registered Nurse (1+ Years in Practice)	8	0	0
Senior Care Worker	12	0	0
Care Worker	24	0	0
Occupational Therapist	2	0	0
Domestic staff	7	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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	3	0
Occupational Therapist	0	0
Domestic staff	3	0
Catering staff	3	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)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	12	0
Care Worker	24	3
Occupational Therapist	2	0
Domestic staff	7	3
Catering staff	4	6
Other Staff	2	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)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	11	1
Care Worker	17	10
Occupational Therapist	0	0
Domestic staff	0	0
Catering staff	4	2
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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Occupational Therapist	0	0
Domestic staff	10	0
Catering staff	0	4
Other Staff	0	2

#### Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	7AM TO 7PM 2, 7PM TO 7AM 2
Senior Care Worker	7AM TO 7PM 2, 7PM TO 7AM 2
Care Worker	7AM TO 7PM 10, 7PM TO 7AM 10