

SWANTON CARE & COMMUNITY LIMITED

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: SWANTON CARE & COMMUNITY LIMITED

Provider summary

The provider was registered on:	04/02/2025
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

<p>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</p>	<p>Learning and development staff are employed who carry our audits throughout the year to monitor training requirements across the company with each region having their own allocated personnel. All staff have access to their own e-learning accounts and this is monitored by the management in the service. the system identifies when each course is due to expire and will also send reminders to each person. Face to face sessions are also delivered to allow for practical aspects training such as PBMABMU</p>
<p>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</p>	<p>A thorough recruitment package is in place offering regular training and supervision for new starters. the company offers long service rewards and also recognition rewards for those who go above & beyond in their roles. There is an employee assistance system in place which offers 24/7 support and also a benefits package for both health and also daily living. recruitment remains ongoing and websites such as indeed and there are bonuses offered if staff refer friends or family to the company.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Towyn Way	Care Home Service	Adults Without Nursing
Green Gables	Care Home Service	Adults Without Nursing
Pen Y Fai House	Care Home Service	Adults Without Nursing
Sunny Hill	Care Home Service	Adults Without Nursing
The Old Vicarage	Care Home Service	Adults Without Nursing
Fairview House	Care Home Service	Adults Without Nursing
Maes Y Rhydidd	Care Home Service	Adults Without Nursing
Tyn Y Wern	Care Home Service	Adults Without Nursing
Graig Llwyd	Care Home Service	Adults Without Nursing
Prince Llewellyn Farm	Care Home Service	Adults Without Nursing
78 Westwood Drive	Care Home Service	Adults Without Nursing
80 Westwood Drive	Care Home Service	Adults Without Nursing
Maes Y Bryn	Care Home Service	Adults Without Nursing
Ger Y Nant	Care Home Service	Adults Without Nursing
Ty Cornell	Care Home Service	Adults Without Nursing
Bramble Cottage	Care Home Service	Adults Without Nursing
Pen Y Coed	Care Home Service	Adults Without Nursing
Saer Coed	Care Home Service	Adults Without Nursing
Swn Y Nant	Care Home Service	Adults Without Nursing
Maesteilo Care Home	Care Home Service	Adults Without Nursing
Pant Yr Odyn	Care Home Service	Adults Without Nursing
Glangarnant	Care Home Service	Adults Without Nursing
Dan Y Graig	Care Home Service	Adults Without Nursing
Swanton Community Services Wales West	Domiciliary Support Service	None

Service: Fairview House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/02/2025
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Fairview House 99 Brithweunydd Road, Tonypany, CF40 2UF• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Emily Johanne Jones

Service contact details

Service Telephone Number	01443 421813
Service Contact Email Address	info.Fairviewhouse@swantoncare.com

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">• Bengali
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Assistive Technology• Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Social Stories• Picture Exchange Communication System (PECS)• Visual 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 transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 3• Number of communal lounges: 3• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 5• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point

Engagement with people using the service

We complete monthly meetings with the people we support to ask them if they need any changes made or need to discuss anything. There is a monthly forum that is carried out, where each person we support can attend and voice any concerns they have. 6 monthly reviews also include the people we support and this gives them the opportunity to discuss what changes they want, or any concerns they have. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£1614.27
The maximum weekly fee payable during the last financial year?	£4287.92

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	1	1
Care Worker	16	16

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

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

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	Working towards all staff completing

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

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	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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	1	0	0
Care Worker	15	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

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	0
Care Worker	7	9

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	0	1
Senior Care Worker	1	0
Care Worker	15	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 8am-8pm 5 staff, 1-5 Tuesday, Thursday and Saturday, 2 sleep ins 8pm - 11pm sleep 11pm - 7 am 8pm- 8am 1 night shift
Care Worker	Day shift 8am-8pm 5 staff, 1-5 Tuesday, Thursday and Saturday, 2 sleep ins 8pm - 11pm sleep 11pm - 7 am 8pm- 8am 1 night shift

Service: Tyn Y Wern

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/02/2025
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Tyn Y Wern Tyn Y Wern, Pontypridd, CF37 3LY• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Rebecca Taylor

Service contact details

Service Telephone Number	01443 799005
Service Contact Email Address	info.Tynywern@swantoncare.com

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

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• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 1• Number of communal lounges: 3• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 4• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wildlife / domesticated animals• Woodland / ponds
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Engagement with people using the service

Feedback is obtained from the people we support regarding the operation of the service through monthly meetings, people we support forums and surveys. We also ensure the people we support are involved with service related decisions on a daily basis, through effective communication between management, staff and the people we support. The people we support are involved in the recruitment of new staff members at the interview stage.

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?	£3576.86
The maximum weekly fee payable during the last financial year?	£6111.56

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
Senior Care Worker	1	0
Care Worker	16	2

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

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

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

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	All staff have completed	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

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	1	0	0
Care Worker	15	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

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	0
Care Worker	11	5

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	1	0
Care Worker	11	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	5	5

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am to 8pm - 1 staff or 8am to 2pm (admin) - 1 staff
Care Worker	8am to 8pm - 5 staff, 9am to 5pm -1 staff 8pm to 8am - 3 staff

Service: Prince Llewellyn Farm

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/02/2025
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Prince Llewellyn Farm Prince Llewellyn Farm, Treharris, CF46 5PG• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Arif Erten

Service contact details

Service Telephone Number	01443 412208
Service Contact Email Address	info.Princellewellynfarm@swantoncare.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)• Social Stories• Makaton• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• 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.)• Close to local shops / amenities• Education facility• Garden(s)• Gym / sports facilities• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• 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
- Residents' kitchenette / communal kitchen
- TV point

Engagement with people using the service

Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£2983.61
The maximum weekly fee payable during the last financial year?	£4710.79

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	0
Number of complaints not upheld	1

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
Care Worker	12	2

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
Care Worker	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
Care Worker	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
Care Worker	All staff have completed	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
Care Worker	All staff have completed	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
Care Worker	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
Care Worker	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
Care Worker	1	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
Care Worker	11	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
Care Worker	9	3

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	day shift, 7am-7pm, 2 staff, day shift, 8am-8pm, 4 staff. Sleep in staff, 8pm-8am, 2 staff.

Service: Maes Y Rhydidd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	03/03/2025
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Maes Y Rhydidd Maes Y Rhydidd, Hafod Lane, Pontypridd, CF37 2PF• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Julie Baker

Service contact details

Service Telephone Number	01443 405048
Service Contact Email Address	info.Maesyryddid@swantoncare.com

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• British Sign Language
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Makaton• Objects of reference• Picture Exchange Communication System (PECS)• Social Stories• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)

Service facilities and accommodation

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

Our residential care service ensures that individuals feel heard, have choice and control, and are offered meaningful opportunities in line with RISCA 2017 regulations. Voice: Monthly meetings with people supported allow individuals to express views on care, activities, and the home environment. Feedback is gathered regularly from families and professionals. An annual survey (August) involving people supported, staff, families, and stakeholders informs service improvements and has shown consistent positive feedback. The monthly people we support forums are led by the individuals we serve and actions are taken using a co-productive approach between the people we support and the senior leadership team and outcomes evidenced through the meeting mins of the group, there is a spokes person from each home that brings agenda items to addressed on behalf of the people they live with.

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?	£2630.18
The maximum weekly fee payable during the last financial year?	£4813.13

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)	21
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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	2	1
Care Worker	20	4

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

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

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

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	All staff have completed	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

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	2	0	0
Care Worker	19	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

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	2	0
Care Worker	20	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
Senior Care Worker	1	0
Care Worker	9	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
Senior Care Worker	1	1
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am - 8pm Days / 8pm-8am Nights / Sleep in shift
Care Worker	8am - 8pm Days / 8pm-8am Nights / Sleep in shift

Service: Graig Llwyd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	03/03/2025
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• A maximum of 6 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Graig Llwyd Graig Llwyd, Pontypridd, CF37 5BX• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Laura Priest

Service contact details

Service Telephone Number	01443 405705
Service Contact Email Address	info.Graigllwyd@swantoncare.com

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	<ul style="list-style-type: none">• Picture Exchange Communication System (PECS)• Social Stories• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Non-formal communication (e.g. body language, facial expressions)• Intensive interaction• Makaton• 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.)• Close to local shops / amenities• Garden(s)• Gym / sports facilities• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 4• Number of communal lounges: 1• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 6• On-site parking• Outdoor seating / entertainment area• Quiet areas• Sensory areas• TV point

Engagement with people using the service

Complaints policy is easy read in the form of a social story. We also have a easy read service user guide. Throughout the year we have continued to carry out Key worker & people we support meetings on a monthly basis. We have representatives that attend and have a voice at the People we support forums. People we support taking part in the interview process of new staff. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£3364.55
The maximum weekly fee payable during the last financial year?	£5921.02

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	2	0
Care Worker	25	6

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

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

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

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	All staff have completed	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

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	2	0	0
Care Worker	23	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	2

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	2	0
Care Worker	12	13

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	1	1
Care Worker	12	13

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am - 8pm, - 6 staff, 8am-11pm, 1 staff, 8pm-8am 2 staff, , 10-4pm 1 staff, 9-6pm 1 staff, 11pm-7am (sleep) 1 staff, 7am-8am 1 staff
Care Worker	8am - 8pm, - 6 staff, 8am-11pm, 1 staff, 8pm-8am 2 staff, , 10-4pm 1 staff, 9-6pm 1 staff, 11pm-7am (sleep) 1 staff, 7am-8am 1 staff

Service: Ger Y Nant

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/02/2025
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">• A maximum of 4 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Ger Y Nant Ger-y-nant, Cardiff Road, Treharris, CF46 5NB• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	maria parker

Service contact details

Service Telephone Number	01443 411253
Service Contact Email Address	info.Gerynant@swantoncare.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Picture Exchange Communication System (PECS)• Makaton• Objects of reference• Non-formal communication (e.g. body language, facial expressions)

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• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 4• Number of communal lounges: 2• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 4• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• Shop on the premises• TV point
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Engagement with people using the service

Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£3629.22
The maximum weekly fee payable during the last financial year?	£5555.83

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)	15
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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	1	0
Care Worker	12	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

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

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

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

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

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	1	0	0
Care Worker	10	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	2	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	0
Care Worker	8	4

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	1	0
Care Worker	7	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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am-8pm day shift - 8pm-8am waking night 8pm-8am sleep shift
Care Worker	8am-8pm x 4 staff - 10am-4pm 1 staff, 8pm-8am waking night x1 staff 8pm-8am sleep shift x1 staff

Service: Ty Cornell

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/02/2025
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">• A maximum of 2 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Ty Cornell 47 Heol Fawr, Nelson, Treharris, CF46 6NP• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Joanne Bryant

Service contact details

Service Telephone Number	01443 451896
Service Contact Email Address	info.Tycornel@swantoncare.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)• Social Stories• Visual 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 transport• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 1• Outdoor seating / entertainment area• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point
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Engagement with people using the service

Throughout the year we have continued to carry out Key worker & people we support meetings on a monthly basis. We have representatives that attend and have a voice at the People we support forums. People we support taking part in the interview process of new staff. Also annual surveys that are and can be anonymous - feedback and learning outcomes
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also feedback on 'you said we did'.

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?	£3121.72
The maximum weekly fee payable during the last financial year?	£3526.46

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	1
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Posts and vacancies

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

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

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

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	All staff have completed	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

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	1	0	0
Care Worker	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	1

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	1	0
Care Worker	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	1	0
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	2	2

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	30 hours admin each week, 10 hours support.
Care Worker	2 x staff Monday - Friday 7a.m -11pm x 9a.m - 5 p.m. Sat and Sunday 2 x staff 7 a.,m - 11 p.m 10a.m - 6p.m

Service: 78 Westwood Drive

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/02/2025
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">• A maximum of 1 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at 78 Westwood Drive 78 Westwood Drive, Treharris, CF46 5BL• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Arif Erten

Service contact details

Service Telephone Number	01443 414858
Service Contact Email Address	info.78Westwooddrive@swantoncare.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Visual 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 transport• Close to local shops / amenities• Garden(s)• Gym / sports facilities• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 1• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point
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Engagement with people using the service

Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct
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care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£5188.96
The maximum weekly fee payable during the last financial year?	£5188.96

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)	3
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	3	1

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
Care Worker	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
Care Worker	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
Care Worker	All staff have completed	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
Care Worker	All staff have completed	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
Care Worker	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
Care Worker	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Care Worker	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
Care Worker	3	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	1	0
Care Worker	3	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	day shift, 9am-8pm, 1 staff. Sleep in staff, 8pm-9am, 1 staff.

Service: Swanton Community Services Wales West

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	04/02/2025
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">SWANTON CARE & COMMUNITY LIMITED is registered to provide a domiciliary support service in West Glamorgan regional partnership areaThe responsible individual for this service is Kate Louvaine Madelaine Townsley.
How many people in total did the service provide care and support to during the last financial year?	44

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Sarah Pitman

Service contact details

Service Telephone Number	01792 776238
Service Contact Email Address	info@swantoncare.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>Within the service we support individuals to engage in house meetings and to attend their own individual review meetings. We encourage people we support to engage in the interview process for support staff, we also encourage people to participate in a satisfaction survey. In relation to peoples direct care individuals are encouraged to create meal planners/activity planners including the review and signing of their support plans where possible. Discussions take place with the responsible individual during the Reg 73 visit (RI)</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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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22.00
The maximum hourly rate payable during the last financial year?	£23.15

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)	104
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	4	0
Senior Care Worker	10	0
Care Worker	88	32

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

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

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	All staff have completed	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	All staff have completed	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	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	4	0	0
Senior Care Worker	10	0	0
Care Worker	83	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	5	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	4	0
Senior Care Worker	10	0
Care Worker	77	11

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	4	0
Senior Care Worker	9	0
Care Worker	65	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	1
Care Worker	23	23

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1
Care Worker	6

Service: Maes Y Bryn

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/02/2025
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Maes Y Bryn Maes-y-bryn, Cardiff Road, Treharris, CF46 5NB• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Christopher Green

Service contact details

Service Telephone Number	01443 413499
Service Contact Email Address	info.Maesybryn@swantoncare.com

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• British Sign Language• French• Polish• Swahili
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Makaton• Picture Exchange Communication System (PECS)• Social Stories• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Education facility• Garden(s)• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 5• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 5• Outdoor seating / entertainment area• Phone point
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- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- TV point
- Wildlife / domesticated animals
- Woodland / ponds

Engagement with people using the service

Our residential care service ensures that individuals feel heard, have choice and control, and are offered meaningful opportunities in line with RISCA 2017 regulations. Voice: Monthly meetings with people supported allow individuals to express views on care, activities, and the home environment. Feedback is gathered regularly from families and professionals. An annual survey (August) involving people supported, staff, families, and stakeholders informs service improvements and has shown consistent positive feedback. The monthly people we support forums are led by the individuals we serve and actions are taken using a co-productive approach between the people we support and the senior leadership team and outcomes evidenced through the meeting mins of the group, there is a spokes person from each home that brings agenda items to addressed on behalf of the people they live with.

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?	£3396.05
The maximum weekly fee payable during the last financial year?	£4089.61

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)	18
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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	3	0
Care Worker	13	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Working towards all staff completing	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

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

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	Working towards all staff completing

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	All staff have completed
Care Worker	Working towards all staff completing	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

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	3	0	0
Care Worker	13	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

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	2	1
Care Worker	10	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	1
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	0	12

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am - 8pm 1 staff
Care Worker	8am - 8pm 5 staff 9am - 5pm 1 staff 8pm - 11pm - 1staff sleep. Night shift 8pm - 8am 1 staff

Service: 80 Westwood Drive

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/02/2025
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">• A maximum of 1 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at 80 Westwood Drive 80 Westwood Drive, Treharris, CF46 5BL• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Arif Erten

Service contact details

Service Telephone Number	01443 809335
Service Contact Email Address	info.80Westwooddrive@swantoncare.com

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

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• Education facility• Ground-floor accommodation only• Gym / sports facilities• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 1• On-site parking• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas
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Engagement with people using the service

Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£5452.93
The maximum weekly fee payable during the last financial year?	£5452.93

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)	4.50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	4	1

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
Care Worker	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
Care Worker	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
Care Worker	All staff have completed	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
Care Worker	All staff have completed	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
Care Worker	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
Care Worker	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Care Worker	0	1

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
Care Worker	3	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
Care Worker	3	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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	day shift, 8am-8pm, 1 staff. day shift, 8am-4pm, 1 staff. Sleep in staff, 8pm-8am, 1 staff.

Service: The Old Vicarage

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/03/2025
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">• A maximum of 4 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at The Old Vicarage The Old Vicarage, Bridgend, CF35 6EL• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Ellie Norton

Service contact details

Service Telephone Number	01656 841508
Service Contact Email Address	info.Theoldvicarage@swantoncare.com

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	<ul style="list-style-type: none">• Intensive interaction• Makaton• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Assistive Technology• Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)• Social Stories• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)

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• Near public transport• Number of bathrooms with assisted bathing facilities: 0• 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• Phone point• Quiet areas
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- Residents' kitchenette / communal kitchen
- Sensory areas
- TV point
- Wildlife / domesticated animals
- Woodland / ponds

Engagement with people using the service

The people we support is encouraged to take part in people we support meetings each month. We also have a person we support forum in which there is a nominated person who attends and speaks on behalf all others that reside within the home. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£3708.04
The maximum weekly fee payable during the last financial year?	£4859.82

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)	14
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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	1	0
Care Worker	13	4

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	Working towards all staff completing	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

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

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	All staff have completed	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

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	1	0	0
Care Worker	10	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	3	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	0
Care Worker	10	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	1	0
Senior Care Worker	1	0
Care Worker	7	6

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	1
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day 8am-8pm- 1
Care Worker	Night shift- 8pm-am Sleep in 11pm-7am Day 8am-8pm- 4 Day 7am-8am 8am-4pm- 1

Service: Dan Y Graig

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/02/2025
Maximum number of places	8
Service Conditions	<ul style="list-style-type: none">• A maximum of 8 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Dan Y Graig Danygrraig, Kidwelly, SA17 4SW• The responsible individual for this service is Kate Louvaine Madelaine Townsley.
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Vincent Barton

Service contact details

Service Telephone Number	01554 891246
Service Contact Email Address	danygrraig@swantoncare.com

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">• Polish• Nigerian• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Total Communication

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• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 8• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 8• On-site parking• Quiet areas

Engagement with people using the service

<p>The people we support have an assigned member of staff (key Workers) to discuss and support their daily requirements, activities, meals, etc There is an easy read guide for making complaints Each individual has a service user guide (in English & Welsh), a bespoke activity planner Residents are encouraged to attend and contribute to monthly House Meetings & discuss any issues with staff generally and with their assigned Key Worker Each resident is encouraged to be involved in the development of their support plans, encouraged to participate in the annual survey feedback and learning outcomes also feedback on 'you said we did'.</p>
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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?	£1907.64
The maximum weekly fee payable during the last financial year?	£3372.72

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
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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	16	2

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

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

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

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

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

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	12	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	4	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	5	0
Care Worker	11	5

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Senior Care Worker	1	4
Care Worker	8	8

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Days - a range of shift am shift patterns from 7 x 8-9, 8-5, 11-9, 8:30-3 8-7 Bank Staff 16:00 - 21:00 / Waking Nights 18:00 / 19:00pm - 08:00am & Sleep-In 21:00 - 08:00
Care Worker	Days - a range of shift am shift patterns from 7 x 8-9, 8-5, 11-9, 8:30-3 8-7 Bank Staff 16:00 - 21:00 / Waking Nights 18:00 / 19:00pm - 08:00am & Sleep-In 21:00 - 08:00

Service: Glangarnant

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/02/2025
Maximum number of places	9
Service Conditions	<ul style="list-style-type: none">• A maximum of 9 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Glangarnant Glan Garnant, Neuadd Road, Ammanford, SA18 1UF• The responsible individual for this service is Kate Louvaine Madelaine Townsley.
How many people in total did the service provide care and support to during the last financial year?	9

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Michelle Williams

Service contact details

Service Telephone Number	01269 825740
Service Contact Email Address	glangarnant@swantoncare.com

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	<ul style="list-style-type: none">• Social Stories• Writing (Paper / Whiteboards)• Total Communication• Visual 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 transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Education facility• Garden(s)• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 9• Number of bedrooms with en-suite facilities: 9• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 9• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Semi-independent flat• Sensory areas• TV point• Wheelchair access
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- Wildlife / domesticated animals
- Woodland / ponds

Engagement with people using the service

Throughout the year we have continued to carry out Key worker & people we support meetings on a monthly basis. We have representatives that attend and have a voice at the People we support forums. People we support taking part in the interview process of new staff. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'. we send out monthly Newsletters & active on Social media posts

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?	£1996.23
The maximum weekly fee payable during the last financial year?	£2996.28

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	5	0
Care Worker	23	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	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
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

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
Other Staff	All staff have completed	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	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	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
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	22	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	1	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	0	1
Senior Care Worker	4	1
Care Worker	12	11
Other Staff	1	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
Senior Care Worker	0	0
Care Worker	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
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Days - 6 x 8am - 9pm, 1 x 8am - 5pm, 1 x10-3, 2 waking staff, 8 staff during day, 2 during nights.
Care Worker	Days - 6 x 8am - 9pm, 1 x 8am - 5pm, 1 x10-3, 2 waking staff, 8 staff during day, 2 during nights.

Service: Pant Yr Odyn

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/02/2025
Maximum number of places	7
Service Conditions	<ul style="list-style-type: none">• A maximum of 7 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Pant Yr Odyn 96 Llandeilo Road, Llandybie, Ammanford, SA18 3JD• The responsible individual for this service is Kate Louvaine Madelaine Townsley.
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Marta Nowak

Service contact details

Service Telephone Number	01269 851101
Service Contact Email Address	pantyrordyn@swantoncare.com

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

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: 0• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 7• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas

- Residents' kitchenette / communal kitchen
- Sensory areas
- TV point
- Wildlife / domesticated animals

Engagement with people using the service

Throughout the year we have continued to carry out Key worker & people we support meetings on a monthly basis. We have representatives that attend and have a voice at the People we support forums. People we support taking part in the interview process of new staff. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£3406
The maximum weekly fee payable during the last financial year?	£4978

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	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	36
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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	30	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
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
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	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	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	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
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	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	27	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	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
Senior Care Worker	4	2
Care Worker	22	8
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
Senior Care Worker	5	0
Care Worker	26	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	4	4
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2
Care Worker	10

Service: Sunny Hill

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	03/03/2025
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">• A maximum of 1 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Sunny Hill Roger's Lane, Llangewydd, Bridgend, CF32 0EU• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Ellie Norton

Service contact details

Service Telephone Number	01656 670836
Service Contact Email Address	info.Sunnyhill@swantoncare.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Social Stories

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 0• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas• TV point• Wildlife / domesticated animals
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Engagement with people using the service

Throughout the year we have continued to carry out Key worker & people we support meetings on a monthly basis. We have representatives that attend and have a voice at the People we support forums. People we support taking part in the interview process of new staff. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.
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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?	£5726.07
The maximum weekly fee payable during the last financial year?	£5726.07

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)	6
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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	1	0
Care Worker	3	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

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

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

Medicine Management and Dementia

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

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	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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	1	0	0
Care Worker	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	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	0
Care Worker	3	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	3	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	1
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day 8am-8pm- 1
Care Worker	Sleep in 11pm-7am Day 8am-11PM Day 7am-8am 8am-5pm

Service: Green Gables

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	03/03/2025
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Green Gables Green Gables, Pen-y-fai Road, Bridgend, CF32 9AA• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Naomi Davies

Service contact details

Service Telephone Number	01656 720809
Service Contact Email Address	info.Greengables@swantoncare.com

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	<ul style="list-style-type: none">• Objects of reference• Non-formal communication (e.g. body language, facial expressions)• Picture Exchange Communication System (PECS)• Signalong• Makaton• Writing (Paper / Whiteboards)• Social Stories• Visual 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 transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Education facility• Garden(s)• Gym / sports facilities• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 1• Number of communal lounges: 3• 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

- Residents' kitchenette / communal kitchen
- Semi-independent flat
- Sensory areas
- TV point
- Wildlife / domesticated animals

Engagement with people using the service

Individuals are fully involved where appropriate to engage with and have a voice and control over their daily care needs and the operations of the service. Individuals and or their representatives are consulted on a range of matters that affect their care and support, via reviews, people we support forums, surveys, in house meetings, and feedback on 'you said - we did'.

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?	£3909.21
The maximum weekly fee payable during the last financial year?	£5819.56

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	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	18.14
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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	2	0
Care Worker	20	2

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	Working towards all staff completing	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

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

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

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

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	2	0	0
Care Worker	19	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	1	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	2	0
Care Worker	14	6

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	2	0
Care Worker	13	7

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day 8am-8pm - 1
Care Worker	Night shift 8pm-8am - 1 Sleep in 11pm-7am-2 Day 7am-8am - 2 Day 8am-8pm-5 Day 8am-11pm - 2 Day 8am-4pm-1

Service: Maesteilo Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/02/2025
Maximum number of places	18
Service Conditions	<ul style="list-style-type: none">• A maximum of 18 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Maesteilo Care Home Maesteilo Care Home, Capel Isaac, Llandeilo, SA19 7TG• The responsible individual for this service is Kate Louvaine Madelaine Townsley.
How many people in total did the service provide care and support to during the last financial year?	18

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Jonathan David Thomas

Service contact details

Service Telephone Number	01558 668510
Service Contact Email Address	Maesteilo@swantoncare.com

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

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Garden(s)• Ground-floor accommodation only• Internet access• Laundry service• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 0• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 18• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wheelchair access• Wildlife / domesticated animals
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- Woodland / ponds

Engagement with people using the service

Throughout the year we have continued to carry out Key worker & people we support meetings on a monthly basis. We have representatives that attend and have a voice at the People we support forums. People we support taking part in the interview process of new staff. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£1964.23
The maximum weekly fee payable during the last financial year?	£6006.89

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	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	52
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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	6	0
Care Worker	45	12

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Working towards all staff completing	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

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

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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	No staff have yet 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	All staff have completed	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

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	6	0	0
Care Worker	43	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	2

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	6	0
Care Worker	28	17

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	2	0
Senior Care Worker	6	0
Care Worker	29	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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	0
Care Worker	Day shift 08:00 - 21:00 - 16 staff per day Night shift 21:00 - 08:00 staff per night shift.

Service: Towyn Way

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/02/2025
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Towyn Way 21 Towyn Way, Tonteg, Pontypridd, CF38 1NB• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Karen Trevelyan-Sharpe

Service contact details

Service Telephone Number	01443 218725
Service Contact Email Address	info.Towynway@swantoncare.com

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

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• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 1• Number of communal lounges: 1• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 5• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• TV point

Engagement with people using the service

Throughout the year we have continued to carry out Key worker & people we support meetings on a monthly basis. House meetings take place on a monthly basis We have representatives that attend and have a voice at the People we support

forums. People we support take part in the interview process of new staff. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£3145.66
The maximum weekly fee payable during the last financial year?	£6050.24

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

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
Senior Care Worker	2	0
Care Worker	12	5

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	Not relevant to this staff group	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

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

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	All staff have completed	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

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	2	0	0
Care Worker	9	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

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	2	0
Care Worker	7	5

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	2	0
Care Worker	5	7

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am-8pm / sleep-in - 1
Care Worker	7am-7pm - 2 staff 8am-8pm - 3 staff 8am-4pm - 1 staff Sleep-in - 1 staff Waking night - 1 staff

Service: Swn Y Nant

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/02/2025
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• A maximum of 6 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Swn Y Nant Windy Ridge, Pleasant View, Pontypridd, CF37 3PF• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	66

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Jennifer Jenkins

Service contact details

Service Telephone Number	01443 803772
Service Contact Email Address	info.Swynnant@swantoncare.com

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	<ul style="list-style-type: none">• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Picture Exchange Communication System (PECS)• Non-formal communication (e.g. body language, facial expressions)• Makaton• Total Communication• Objects of reference• 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• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 6• Number of communal lounges: 1• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 6• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Semi-independent flat

- Sensory areas
- TV point

Engagement with people using the service

People we support are given information about the complaints procedure within home meetings and also have this information in easy read format and this is displayed within the home. Throughout the year we have continued to carry out Key worker & people we support meetings on a monthly basis. We have representatives that attend and have a voice at the People we support forums. People we support taking part in the interview process of new staff. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£4134.62
The maximum weekly fee payable during the last financial year?	£4809.42

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)	22.05
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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	2	0
Care Worker	18	8

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

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

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

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	No staff have yet completed
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

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

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	2	0	0
Care Worker	17	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

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	2	0
Care Worker	11	7

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	2	0
Care Worker	7	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	3	3

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift, 8am - 8pm - 1 staff. Day shift, 10am - 4pm - 1 staff. Night shift, 8pm - 8am - 1 staff. Sleep shift, 11pm - 7am - 1 staff.
Care Worker	Day shift, 8am - 8pm - 6 staff. Day shift, 10am - 4pm - 4 staff. Night shift, 8pm - 8am - 2 staff. Sleep shift, 11pm - 7am - 1 staff.

Service: Pen Y Fai House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	03/03/2025
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">• A maximum of 1 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Pen Y Fai House Penyfai House, Pen-y-fai Road, Bridgend, CF32 9AA• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Naomi Davies

Service contact details

Service Telephone Number	01656 729885
Service Contact Email Address	info.Penyfaihouse@swantoncare.com

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	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Picture Exchange Communication System (PECS)

Service facilities and accommodation

<ul style="list-style-type: none">• Close to local shops / amenities• Garden(s)• Internet access• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 2• On-site parking• Outdoor seating / entertainment area• Residents' kitchenette / communal kitchen
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Engagement with people using the service

Individuals at the service are continuously consulted where appropriate about the operation of the service, they have opportunity to discuss concerns via In house monthly meetings, they have representatives who attend a people we support forum, access to complete internal surveys, and external surveys. Access to independent Advocacy and family involvement, who are able to speak on their behalf. During regulatory visits with the Responsible individual and regulatory inspections individuals are given opportunity to express they views wishes and concerns should they wish to.
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Compliance and quality statement

Inspected - Delivering Quality Care
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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?	£5542.60
The maximum weekly fee payable during the last financial year?	£5542.60

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)	5
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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	1	0
Care Worker	3	2

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

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

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	Working towards all staff completing

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	All staff have completed	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

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	1	0	0
Care Worker	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Deputy Manager	0	1
Senior Care Worker	1	0
Care Worker	3	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	3	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 8am-7pm Day shift 8am-11pm Sleep shift 11pm-7am Day shift 7am-8am
Care Worker	Day shift 8am-7pm Day shift 8am-11pm Sleep shift 11pm-7am Day shift 7am-8am

Service: Pen Y Coed

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/02/2025
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• A maximum of 6 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Pen Y Coed Pen Y Coed, Parkway, Newport, NP11 3EF• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Donna Nicholas

Service contact details

Service Telephone Number	01495 212712
Service Contact Email Address	info.Penycod@swantoncare.com

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	<ul style="list-style-type: none">• Assistive Technology• Lipreading• Makaton• Intensive interaction• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Social Stories• Writing (Paper / Whiteboards)• Visual 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 transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 6• Number of bedrooms with en-suite facilities: 6• Number of communal lounges: 2• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 7• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Phone point• Quiet areas
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- Residents' kitchenette / communal kitchen
- Sensory areas
- TV point
- Wheelchair access
- Wildlife / domesticated animals
- Woodland / ponds

Engagement with people using the service

Voice: Monthly meetings with people supported allow individuals to express views on care, activities, and the home environment. Feedback is gathered regularly from families and professionals. An annual survey (August) involving people supported, staff, families, and stakeholders informs service improvements and has shown consistent positive feedback. The monthly people we support forums are led by the individuals we serve and actions are taken using a co-productive approach between the people we support and the senior leadership team and outcomes evidenced through the meeting mins of the group, there is a spokes person from each home that brings agenda items to addressed on behalf of the people they live with.

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?	£3946.11
The maximum weekly fee payable during the last financial year?	£5698.28

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
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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	2	0
Care Worker	17	2

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

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

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

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

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

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	2	0	0
Care Worker	17	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

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	2	0
Care Worker	14	3

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	2	0
Care Worker	8	9

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am-8pm x 1 staff
Care Worker	4 staff x 8am-8pm, 3 staff 10am-4pm, 2 staff 8pm-8am sleep in, 1 staff 8pm-8am wakking night

Service: Saer Coed

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/02/2025
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Saer Coed Saer Coed, Load Of Hay Road, Newport, NP11 3AY• The responsible individual for this service is Kate Louvaine Madelaine Townsley
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Kelly Powell

Service contact details

Service Telephone Number	01495 493044
Service Contact Email Address	info.Saercoed@swantoncare.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Makaton• Social Stories• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Picture Exchange Communication System (PECS)• Objects of reference• Non-formal communication (e.g. body language, facial expressions)• Assistive Technology• Writing (Paper / Whiteboards)

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)• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 5• Number of communal lounges: 2• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 5• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Residents' kitchenette / communal kitchen• TV point

Engagement with people using the service

Throughout the year we have continued to carry out Key worker & people we support meetings on a monthly basis. We have representatives that attend and have a voice at the People we support forums. People we support taking part in the interview process of new staff. Also annual surveys that are and can be anonymous - feedback and learning outcomes also feedback on 'you said we did'.

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?	£3987.20
The maximum weekly fee payable during the last financial year?	£6382.88

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	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	28
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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	2	0
Care Worker	24	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

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

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	Working towards all staff completing

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

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

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	2	0	0
Care Worker	19	1	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	4	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	2	0
Care Worker	11	13

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	0	0
Care Worker	13	7

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	2	2
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am-8pm x 2, 10am-8pm x 1 staff, 10am-4pm x 1staff, 8am-4pm x 1 staff, 8pm-8am x 1 night staff, 8pm-8am x 2 sleep staff
Care Worker	8am-8pm x 3 staff, 10am-8pm x 1 staff, 10am-4pm x 1staff, 8am-4pm x 1 staff, 8pm-8am x 1 night staff, 8pm-8am x 2 sleep staff

Service: Bramble Cottage

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/02/2025
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">• A maximum of 3 individuals can be accommodated at this service.• SWANTON CARE & COMMUNITY LIMITED is registered to provide a Care Home Service at Bramble Cottage Bramble Cottage, Cwm-yr-allt Lane, Hengoed, CF82 8AW• The responsible individual for this service is Kate Louvaine Madelaine Pearce
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Kate Townsley
Manager(s)	Joanne Bryant

Service contact details

Service Telephone Number	01443 822709
Service Contact Email Address	info.Bramblecottage@swantoncare.com

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

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 2• On-site parking• Outdoor seating / entertainment area• Phone point• Residents' kitchenette / communal kitchen• Sensory areas• TV point
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Engagement with people using the service

We have designated spokespersons for both the people we support and our staff forums. They participate in bi-monthly
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meetings alongside senior management to discuss operational matters. These discussions are shared with forum representatives, who then relay feedback to the wider community. Meeting minutes are made available within the home. Additionally, we hold monthly meetings where the people we support engage with their key workers, and every six months, we organize showcase outcome events. Our social media platforms also serve as a space to celebrate achievements.

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?	£3644.48
The maximum weekly fee payable during the last financial year?	£4904.76

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	1
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	1
Supervisory Staff (not providing direct care)	1	0
Care Worker	10	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
Care Worker	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
Care Worker	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
Care Worker	All staff have completed	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
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	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
Care Worker	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	2	0	0
Supervisory Staff (not providing direct care)	1	0	0
Care Worker	9	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
Care Worker	0	1

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
Supervisory Staff (not providing direct care)	1	0
Care Worker	6	4

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
Supervisory Staff (not providing direct care)	0	1
Care Worker	6	4

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	4 x staff Monday - Friday 8a.m -11pm x 2 8a.m -6p.m 10a.m - 4p.m 2 x 11p.m - 8.am. Sat - Sun 8a.m -11pm x 2 8a.m -6p.m 2 x 11p.m - 8.am