

Glasallt Fawr - Camphill Centre

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.

Contents

Provider: Glasallt Fawr - Camphill Centre

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Glasallt Fawr Care Home

Service summary

Service management

Service contact details

Languages used at the service

Service facilities and accommodation

Engagement with people using the service

Compliance and quality statement

Fees charged by the service

Complaints processed by the service

Staff working at the service

Provider summary

The provider was registered on:	27/11/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Training is monitored and kept up to date using a matrix, this is overseen and completed by our training coordinator and Deputy Chief Executive. This helps ensure that all mandatory and specialist training for staff is up to date. Training is discussed and highlighted in supervisions and all staff are encouraged to discuss with their manager about any training they feel would benefit themselves or the team as a whole.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We continue to have a very robust recruitment policy. Each manager oversees the recruitment process for their house, this includes shortlisting, interviewing and making job offers. Recruitment has been harder this last year for social care so we have used the services of an agency, they have sourced candidates that work on a temp to perm basis and permanent from day one. We have placed a recruitment banner at the bottom of the track/drive.

Regulated services delivered by this provider

Service name	Service type	Type of care
Glasallt Fawr Care Home	Care Home Service	Adults Without Nursing

Service: Glasallt Fawr Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/11/2018
Maximum number of places	29
Service Conditions	- A maximum of 29 individuals can be accommodated at this service - Glasallt Fawr - Camphill Centre is registered to provide a Care Home Service at Glasallt Fawr Care Home GLASALLT FAWR, LLANGADOG SA19 9AS - The responsible individual for this service is Andrea Jenner-Bennett
How many people in total did the service provide care and support to during the last financial year?	28

Service management

Responsible Individual(s)	Andrea Jenner-Bennett
Manager(s)	Sian Gale, Sian Davies

Service contact details

Service Telephone Number	01550776200
Service Contact Email Address	info@glasallt-fawr.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	- Makaton - Non-formal communication (e.g. body language, facial expressions) - Objects of reference

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Garden(s) - Gym / sports facilities - Internet access - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 5 - Number of communal lounges: 6 - Number of dining rooms: 4 - Number of shared bedrooms: 0 - Number of single bedrooms: 29 - On-site parking - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen
--

Engagement with people using the service

We are committed to ensuring that all residents have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any aspect of their life are heard and acted upon. This will be supported by ensuring they always have access to their preferred method of communication. During quarterly and annual reviews, residents are given the opportunity to raise any issues they are not happy with or would like changed. Residents have 1-1 time with their keyworker or chosen member of staff where they can talk through any concerns/issues they may have. Residents can also speak with a manager, Head of Care and Chief Executive.

Compliance and quality statement

Inspected - Areas for Improvement

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

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

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£981.03
The maximum weekly fee payable during the last financial year?	£2727.29

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)	3
--	---

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	3	0
Deputy Manager	3	0
Care Worker	47	6
Other Staff	5	1

Training undertaken

Induction and Health & Safety

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

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	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
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	3	0	0
Deputy Manager	3	0	0
Care Worker	41	0	0
Other Staff	5	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	6	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	3	0
Deputy Manager	3	0
Care Worker	40	7
Other Staff	3	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	1
Deputy Manager	3	0
Care Worker	25	4
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
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day shift .7.30am - 8.30am 16 staff. sleep night 6 staff