

# Annual Return 2024/2025

## Before You Start

Please select the language(s) you want the Annual Return to be published in via the CIW website.

If you select 'Welsh' all free text questions will be displayed in Welsh only. The public will only be able to access the published Annual Return in Welsh.

If you select 'English' all free text questions will be displayed in English only. The public will only be able to access the published Annual Return in English.

If you select 'Both' all free text questions within the return will be displayed in both Welsh and English. You will be required to enter both the Welsh and English text into the corresponding answer box allowing the return to be published by CIW in both languages.

Note: You are able to change the language of publication at any point prior to submission.

In which language(s) do you want to publish the annual return?	English
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## Provider Profile

### Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Williamston Nursing Home LTD
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The provider was registered on:	29/05/2019
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The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:

Williamston Nursing Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	29/05/2019
Responsible Individual(s)	Kuljit Grewal
Manager(s)	Nicola Richards
Maximum number of places	34
Service Address	Williamston Nursing Home, Houghton, Milford Haven SA73 1NL

## Provider Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the provider and answer all questions.

Provider Name	Williamston Nursing Home LTD
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Is the Provider Name correct?  Note: If the name of the provider has changed due to a change of legal entity, you must contact the CIW Registration Team immediately on 0300 7900 126 and select Option 1, when prompted to do so.	Yes
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Registered Company Number	02881316
Is the Registered Company Number correct?	Yes

Registered provider's primary address:	Bramley, Drift Road, Maidenhead SL6 3ST
Is the registered provider's address correct?  Note: If the address of the organisation has changed due to a change of legal entity, please contact the Registration Team on 0300 7900 126 and select Option 1, when prompted to do so.	Yes

The information displayed below details your service provider's contact details and preferred language of communication. Please check the information held by CIW is correct.

**Please Note:** If the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the organisation telephone number, email address and preferred language of communications correct?' and follow the onscreen instructions to update your provider profile.

Provider Telephone Number	01646600222
Provider Telephone Number	kole@williamston.org.uk
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of communication for telephone calls	English
Preferred language of written communication (including emails and letters)	English
Website address	www.williamstonnursinghome.com
Are the provider telephone number, email address and preferred language of communications correct?	Yes

The following sets out a list of organisation officers associated with your organisation as registered with Companies House i.e. Directors, Trustees.

	Kuljit Grewal Kuljit Grewal Parmjit Grewal
Is the list of organisational officers correct?	Yes

Details of Holding Company

Name of Holding Company	Oakwood Care Ltd
Company Number	14918654
Holding Company address	Bramley, Drift Road, Maidenhead SL6 3ST
Is the holding company address correct?	Yes

The following sets out the conditions that CIW have imposed upon your registration. Imposed conditions are in addition to the standard conditions for example reduced capacity numbers.

The conditions imposed upon the service provider	There are no imposed conditions associated to this provider
Is the above information correct?	Yes

The following lists all regulated services the service provider is registered to provide

Name of Service	Town/City	Service Type
Williamston Nursing Home	Milford Haven	Care Home Service
Is the list of regulated services correct?		Yes

#### Training and Workforce Planning

Information about training and workforce planning.

**Please Note!** When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Staff receive online training courses where applicable this is monitored by the manager. Staff are able to complete training in the office with the manager should they have difficulty in doing it independently. Staff receive in house training on moving and handling, first aid, fire evacuation and fire extinguishers. This is done by an in house trainer and also out sourced companies. Staff new to care do Moving and handling passport in Pembrokeshire college over 2 days.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff have been recruited through indeed. But we have also had a lot of old staff return in the last 12 months. we give incentive's like over time is paid at a higher rate. use of discounts through a paid HR app. Bonus for attendance every 12 weeks

#### Service Profile

##### Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Williamston Nursing Home
Is the registered service name correct?	Yes
The number of people you are registered to provide care and support for:	34
Is the number of people you are registered to provide care and support for correct?	Yes
Primary address from where the service is being delivered from is:	Williamston Nursing Home, Houghton, Milford Haven SA73 1NL
Is the registered service address correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

**PLEASE NOTE:** if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Service Telephone Number	01646600222
Service Telephone Number	nikki@williamston.org.uk
Website address	www.williamstonnursinghome.com
What is the main language through which the service is provided?	English

Are the service's contact details, agreed consent and preferred language of communication correct?	Yes
<b>Please Note!</b> When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the <a href="#">Information Commissioner website</a> .	
Other languages used in the provision of the service	

#### Key People At The Service

List of the designated Responsible Individual(s) for this regulated service.	
Responsible Individual(s)	Kuljit Grewal
Are the Responsible Individuals correct?	Yes
List of service manager(s) for this regulated service	
Service Managers	Nicola Richards
Are the service managers correct?	Yes

#### Statement of Purpose

The following sets out the age range and service needs provided for as detailed in your Statement of Purpose. This information will not be included in the published annual return.	
The age range(s) of people supported by the service is:	18 and over
The range of needs currently supported by the service is:	Nursing care for adults, Personal care for adults
The most recent Statement of Purpose was submitted to CIW on	10/05/2024
Does CIW currently have your most up to date Statement of Purpose?	Yes

## People Supported

How many people in total did the service provide care and support to during the last financial year?	48
As per your condition of registration, this service is registered to accommodate the following number of people at this service:	34
How many places were occupied on 31 March?	32
How many places were unoccupied on 31 March?	2
Of the unoccupied places how many were available for placement on 31st March?	2

How many people resident at the service on 31 March were aged:

0-17 years	0
18-64 years	0
65+ years	32
Is the age breakdown shown above correct?	Yes

How many people resident at the service on 31 March were of the following sex?

This should relate to the sex recorded on a legal document of the resident such as a birth certificate, Gender Recognition Certificate, or passport.

Male	8
Female	24
Is the sex breakdown shown above correct?	Yes

How many people resident at the service on 31 March were of the following ethnic group?

This should relate to the ethnic group or background that best describes the resident, with the following providing further details on each ethnic group:

- White
  - Welsh, English, Scottish, Northern Irish or British
  - Irish
  - Gypsy or Irish Traveller
  - Roma
  - Any other White background
- Mixed/Multiple Ethnic Groups
  - White and Black Caribbean
  - White and Black African
  - White and Asian
  - Any other Mixed or multiple ethnic background
- Asian/Asian British
  - Indian
  - Pakistani
  - Bangladeshi
  - Chinese
  - Any other Asian background
- Black/Black British/Caribbean/African
  - Caribbean
  - African
  - Any other Black, Black British, or Caribbean background
- Other ethnic group
  - Arab
  - Any other ethnic group

White	32
Mixed/Multiple Ethnic Groups	0
Asian/Asian British	0
Black/Black British/Caribbean/African	0
Other ethnic group	0

Is the ethnic group breakdown shown above correct?	Yes
The number of people requiring 24hr care or are subject to Deprivation of Liberty Safeguards(DoLS). This information will not be included in the published annual return.	
Number of people assessed as requiring 24hr nursing care during the last financial year	19
The number of people subject to Deprivation of Liberty Safeguards (DoLS) as at 31st March, where the authorisation has been granted?	7

#### Fees Charged

The minimum weekly fee payable during the last financial year?	995
The maximum weekly fee payable during the last financial year?	995
If you wish to add further detail or comment regarding the scale of charges please do so below	This is the private fees. Council Fees are set by the council. We do not charge top up. Nursing care is also provided

#### Complaints

Service complaints and arrangements for consulting people who use the service	
Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	3
Is the information about complaints correct?	Yes
<p><b>Please Note!</b> When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the <a href="#">Information Commissioner website</a>.</p>	
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Audits, reviews. quality assurance audit

#### Service Environment

Provision of accomodation	
How many bedrooms at the service are single rooms?	28
How many single bedrooms are vacant?	1
How many bedrooms at the service are shared rooms?	3
How many shared bedrooms are vacant?	1
How many bedrooms are currently being used by more than one person?	2
Total number of bedrooms at the service is:	31
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	2

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Provide details of any outside space to which the residents have access	Gardens out the front and a gazebo
Provide details of any other facilities to which the residents have access	They can sit in the grand hall if they require a quieter area. There are also seating areas on the landings.

Food hygiene provision. This information will not be included in the published annual return.

Do you provide food to people at your service?	Yes
Do you have a food safety management system/recording system in place?	Yes
Are you registered as a food business with your local authority?	Yes
Have you been inspected by the local authority during the last financial year?	Yes
Has your business received a food hygiene rating by the Food Standards Agency (FSA)?	Yes
What FSA rating has been obtained by the service?	3

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

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The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	We monitor this in different ways: 1. Carehome.co.uk reviews 2. Resident and family discussions and meetings 3. Open door policy 4. Quality assurance questionnaires 5 Open door policy 6. Complaints policy
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	1.The manager tries to talk to all residents daily to. 2. Carehome.co.uk Reviews 3. Quality Assurance audit 4. The RI talks to the residents and available family on each of there visits 5. Visits from the local religious groups that meet individuals specific needs.

The extent to which people feel safe and protected from abuse and neglect.	Staff are trained to identify abuse and neglect. Staff are also made aware of the Whistle blowing and Safeguarding policies and their responsibility to report anything no matter how small they think it maybe. The manager and clinical lead are always available for residents or families to have a chat with. And raise any concerns and issues. This is the same with the RI when they are here.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home provides 24/7 nursing care. We encourage families to make the rooms as personal as possible, to make it a home from home. The home and bedrooms are adapted with relevant equipment depending on the residents need . Equipment is purchased or rented to support the individual to ensure their wellbeing is a no priority.

The total number of full time equivalent posts at the service (as at 31 March)	27
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p><b>Important:</b> All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p><b>Please Note!</b> When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the <a href="#">Information Commissioner website</a>.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	No. of joiners (during the last financial year)	0
	No. of leavers (during the last financial year)	1
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
Safeguarding	1	

Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	supervisions and appraisal training. HR Employment law Pressure damage Managing mental health
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Is the breakdown of full and part time shown above correct?	Yes
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<p><b>Please Note!</b> When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the <a href="#">Information Commissioner website</a>.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
No. of joiners (during the last financial year)	1
No. of leavers (during the last financial year)	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Advanced care planning Moisture Damage Supervisions and appraisals

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Is the breakdown of full and part time shown above correct?	Yes

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p><b>Please Note!</b> When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the <a href="#">Information Commissioner website</a>.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
No. of posts vacant	1
No. of joiners (during the last financial year)	2
No. of leavers (during the last financial year)	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	5
Dementia	7
Positive Behaviour Management	3
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Zero hours staff have completed with other job but we have not received a copy of the certificate
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Is the breakdown of full and part time shown above correct?	Yes

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

7-2 - 1  
2-7 - 1  
7pm-7am - 1  
2-3 days a week also clinical lead on shift 9-4

Senior social care workers providing direct care

Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

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Filled and vacant posts

No. of staff in post	3
No. of posts vacant	1
No. of joiners (during the last financial year)	0
No. of leavers (during the last financial year)	1

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	1
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual arrangements for staff currently in post

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Is the breakdown of full and part time shown above correct?	Yes
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am-2pm 1/2 2pm-7pm 1/2 7pm-7am 1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Is the information about staff qualifications correct?	Yes
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p><b>Please Note!</b> When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the <a href="#">Information Commissioner website</a>.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	16
No. of posts vacant	2
No. of joiners (during the last financial year)	14
No. of leavers (during the last financial year)	10
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	12
Health & Safety	20
Equality, Diversity & Human Rights	20
Infection, prevention & control	20
Manual Handling	20
Safeguarding	20
Medicine management	0
Dementia	12
Positive Behaviour Management	0
Food Hygiene	22
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	

Contractual arrangements for staff currently in post	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	2
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	3
Is the breakdown of full and part time shown above correct?	Yes
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am-2pm - 4/5 2-pm-7pm - 3 7pm-7am - 2 5pm-9pm - 1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	6
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
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Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
No. of joiners (during the last financial year)	4
No. of leavers (during the last financial year)	1
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	4
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

**Contractual arrangements for staff currently in post**

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Is the information about contractual arrangements correct?	Yes

**Outline below the number of permanent and fixed term contact staff by hours worked per week.**

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	3
Is the breakdown of full and part time shown above correct?	Yes

**Staff Qualifications**

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

**Catering staff**

Does your service structure include roles of this type?	Yes
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Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
No. of joiners (during the last financial year)	1
No. of leavers (during the last financial year)	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual arrangements for staff currently in post	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Is the breakdown of full and part time shown above correct?	Yes
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes

**Please Note!** When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

List the role title(s) and a brief description of the role responsibilities.	Handyman - fix and repair items, decorate, maintain grounds and building. Fire checks, call bell checks wheelchair checks, water checks  Activities - to provided activities for residents and arrange entertainment and outings
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**Filled and vacant posts**

No. of staff in post	1
No. of posts vacant	1
No. of joiners (during the last financial year)	0
No. of leavers (during the last financial year)	1

Training undertaken during the last financial year for this role type.  
  
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

**Contractual arrangements for staff currently in post**

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

**Outline below the number of permanent and fixed term contact staff by hours worked per week.**

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Is the breakdown of full and part time shown above correct?	Yes

**Staff Qualifications**

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

**Please Note!** The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.

I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Declare & Submit

Any Responsible Individual (or another organisational officer not designated as the RI) within the Service Provider is permitted to complete the Service Provider Declaration and Submit the completed Annual Return to CIW

**Please Note!** If you are an online assistant you are unable to complete the declaration section

I declare the information provided within this Annual Return is true to the best of my knowledge.

**Please Note!** In completing this form, you agree that the publication of any information you provide in your responses is compliant with UK GDPR.

I confirm the information I have provided does not include any inflammatory language, personal data, or information by which an individual can be identified. I understand the information provided will be published by CIW and I am satisfied that any information I have provided is compliant with UK GDPR for this purpose.

Submitted on	13/05/2025 15:23:53
Submitted by	ksgrewal74@gmail.com
Transaction Unique Reference Number	OTRAN-00386536-NVRD