

Parc Care 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: Parc Care Limited

Provider summary

The provider was registered on:	09/08/2018
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.	Matrix conveys mandatory training completed and future refresher dates for all staff, including management. Supervisions every 4 6 weeks to identify specific training requests from staff. Management meetings then held every month to identify training providers and training dates to ensure we meet all staff training needs. Followed by monthly team meetings to outline future training dates for mandatory and requested training. To ensure all staff can attend, two dates per course are put forward
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Online recruitment sites are utilised to seek potential new staff whereby application forms are sent to potential candidates to complete before interview. Successful applicants receive induction and shadow shifts once clear DBS and references are received. Staff retention includes team bonding, quarterly Employee of the Month (winner receives a shift off), double time Bank Holidays, end of year Christmas Bonus' also given to all staff, regardless of contract.

Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Gwyn Mawr	Care Home Service	Childrens Home

Service: Ty Gwyn Mawr

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	09/08/2018
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Nia Louise Short• A maximum of 4 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Nia Short
Manager(s)	Lee Hickman

Service contact details

Service Telephone Number	01792581104
Service Contact Email Address	niaharwood@tygwynmawr.co.uk

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)• 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• Education facility• Garden(s)• Hairdressing / beauty services• 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: 4• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point
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Engagement with people using the service

A complaints and compliments book Complaints Policy/Procedure for staff to follow Regular conversation with professionals and young people to enquire if they are happy or not with the service i.e. house meetings and keyworking RI

visits and inspections include conversations with the young people and staff to explore their views

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?	£4097.03
The maximum weekly fee payable during the last financial year?	£12334.77

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Care Worker	14	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
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
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Care Worker	7	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	7

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	1
Care Worker	6	8

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	0	0
Care Worker	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

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day Shift 7am - 7:20pm, 2 staff. Night Shift 7pm - 7:20am, 2 staff. Settled shift 5pm - 11pm, 1 staff. Weekend 9-5, 1 staff.

