

# Plas Cwmcynfelin 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.

## Contents

---

### [Provider: Plas Cwmcynfelin Limited](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: Plas Cwmcynfelin Ltd](#)

[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: Plas Cwmcynfelin Limited

### Provider summary

The provider was registered on:	14/11/2018
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	All care staff who are new to the care sector are registered with Ceredigion County Council Learning Pool, and from here, they are required to complete an induction and a suite of training modules to give them basic skills in care. They are then enrolled on a Nationally recognised QCF training course at Level 2 or above. Any further training requirements are identified according to the needs of the current service user cohort, with specialist training being sourced from specialists within the LHB
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	We advertise for new staff using Indeed.co.uk, the local job centre and on our website. We also post on social media. We have had challenges in recruiting local staff, in as much as local people do not apply for vacancies. As a result, we have provided a number of sponsorships to cover any shortfall.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Plas Cwmcynfelin Ltd	Care Home Service	Adults With Nursing

## Service: Plas Cwmcynfelin Ltd

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	14/11/2018
<b>Maximum number of places</b>	53
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Hannah Elizabeth Lennon</li><li>• A maximum of 53 individuals can be accommodated at this service.</li><li>• Plas Cwmcynfelin Limited is registered to provide a Care Home Service at Plas Cwmcynfelin Ltd Plas Cwmcynfelin, Llangorwen, Clarach, Aberystwyth SY23 3DN</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	99

### Service management

<b>Responsible Individual(s)</b>	Hannah Lennon
<b>Manager(s)</b>	Sarah Price, Hannah Lennon

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01970623783">01970623783</a>
<b>Service Contact Email Address</b>	<a href="mailto:plascwmcynfelin@lycos.com">plascwmcynfelin@lycos.com</a>

### Languages used at the service

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

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Library</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 18</li><li>• Number of bedrooms with en-suite facilities: 9</li><li>• Number of communal lounges: 5</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 4</li><li>• Number of single bedrooms: 45</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Quiet areas</li><li>• TV point</li><li>• Wheelchair access</li><li>• Wildlife / domesticated animals</li><li>• Woodland / ponds</li></ul>
--

## Engagement with people using the service

We hold regular meetings with the service users in both houses to gather feedback regarding life at the Home, and this has affected real change. The Responsible Individual consults with service users regularly during their quarterly monitoring exercise. Service users' representatives are involved in three monthly reviews of care plans where service users are not able to participate in this themselves. Where a service user volunteers information regarding any dissatisfaction to any member of staff, this feedback is routed directly to relevant staff and addressed promptly.

## 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?	£920.00
The maximum weekly fee payable during the last financial year?	£1471.00

## 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
--	----

### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	3	0
Care Worker	38	0
Domestic staff	13	0
Catering staff	3	0

## Training undertaken

## Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering 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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering 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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed

### 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
Nursing Assistant / Auxiliary Nurse	2	0	0
Registered Nurse (1+ Years in Practice)	10	0	0
Senior Care Worker	3	0	0
Care Worker	38	0	0
Domestic staff	13	0	0
Catering staff	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	1	2
Care Worker	22	16
Domestic staff	3	10
Catering staff	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
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	2	0
Care Worker	0	0
Domestic staff	0	0
Catering 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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	13
Catering staff	0	3

#### Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	7am to 8pm 3 days per week as support to nurses.
Registered Nurse (1+ Years in Practice)	Day shift: 7am to 8pm, 2 or 3 staff members in the morning, 2 in afternoon. Night Shift: 2 staff members
Senior Care Worker	Day shift: 7am to 7pm. At least one senior care worker on duty per day shift.
Care Worker	Day shift 7am to 7pm, 7am to 2pm or 12pm to 7 or 8pm. Night shift 7:45 pm to 8am. 12 members of staff on duty during day shift, 5 on night shift.