

Prestwood Residential Homes Ltd and CareTech Community Services 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: Prestwood Residential Homes Ltd and CareTech Community Services Limited.

- Provider summary
- Training and workforce planning arrangements
- Regulated services delivered by this provider

Service: Llynvor

- 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

Service: Y Gilwen

- 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

Service: 7 Clarence Road

- 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

Service: 2 Ffordd Siabod

- 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

Service: 3 Cwlach Road

- 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](#)

[Service: 17 Ffordd Garnedd](#)

[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](#)

[Service: 36 Trinity Ave](#)

[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:	30/05/2019
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.	Mandatory Training Courses Include, Medication, Emergency First Aid, Fire Training, Food Safety, Infection Control, Manual Handling, Safeguarding, Maybo, Mental Capacity Act, Dols. As A Company, We Are afforded The Use Of Our Internal Training Centre And Source Specialist And Bespoke Training, In Line With The Individual They Are Supporting. Staff Are Expected To Obtain Or Working Towards QCF Level 2 Or 3, Health And Social Care Depending On Experience And Role, Team Leaders offered QCF 4/5
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Our regional resourcing team (with advanced training on safer recruitment processes) support local managers with this process. Our organisations safe recruitment policy is upheld at all times. We have introduced the Real Living Wage, offered recruitment bonus such as Refer a friend (£500) Have began processes of offering Visa Sponsorships and links with overseas workers. We offer flexi working contracts and opportunities for development for all our employees

Regulated services delivered by this provider

Service name	Service type	Type of care
3 Cwlach Road	Care Home Service	Adults Without Nursing
7 Clarence Road	Care Home Service	Adults Without Nursing
36 Trinity Ave	Care Home Service	Adults Without Nursing
Lynvor	Care Home Service	Adults Without Nursing
2 Ffordd Siabod	Care Home Service	Adults Without Nursing
17 Ffordd Garnedd	Care Home Service	Adults Without Nursing
Y Gilwen	Care Home Service	Adults Without Nursing

Service: Lynvor

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Maximum number of places	5
Service Conditions	• The responsible individual for this service is Deana Marie Whittle • A maximum of 5 individuals can be accommodated at this service. • Prestwood Residential Homes Ltd and CareTech Community Services Limited are registered to provide a Care Home Service at Lynvor, Bangor Road, Benllech, Anglesey LL74 8RH
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Deana Whittle
Manager(s)	Shelley Williams, Shelley Williams

Service contact details

Service Telephone Number	07765402537
Service Contact Email Address	Shelley.Williams@caretech-uk.com

Languages used at the service

What is the main language through which the service is provided?	Both
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	• Writing (Paper / Whiteboards) • Total Communication • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Non-formal communication (e.g. body language, facial expressions) • Objects of reference • Picture Exchange Communication System (PECS) • Social Stories • Assistive Technology

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • 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: 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 • Residents' kitchenette / communal kitchen • TV point
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Engagement with people using the service

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?	£2203.85
The maximum weekly fee payable during the last financial year?	£4496.03

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)	13
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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	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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	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	1	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	1	0
Care Worker	12	1

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	2	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	6	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08:30-2200 9-9 08:30-2200 08:30-2200 1000-2200 2300-0700 Sleep in x 3 0700-08:30am x2 0700-10:00am x1
Care Worker	08:30-2200 9-9 9-5 Additional Friday (2:1 Hours) 9-9 Additional Tuesday (2:1 Hours) 08:30-2200 08:30-2200 1000-2200 2300-0700 Sleep in x 3 0700-08:30am x2 0700-10:00am x1

Service: Y Gilwen

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Maximum number of places	6
Service Conditions	• The responsible individual for this service is deana Marie whittle • A maximum of 6 individuals can be accommodated at this service • Prestwood Residential Homes Ltd and CareTech Community Services Limited are registered to provide a Care Home Service at Y Gilwen, Maesincla Lane, Caernarfon LL55 1DD
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Deana Whittle
Manager(s)	Anita Hughes

Service contact details

Service Telephone Number	01286669115
Service Contact Email Address	Ah.prestwood@caretech-uk.com

Languages used at the service

What is the main language through which the service is provided?	Both
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	• Picture Exchange Communication System (PECS) • Total Communication • Non-formal communication (e.g. body language, facial expressions) • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards)

Service facilities and accommodation

• 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: 0 • Number of bedrooms with en-suite facilities: 3 • Number of communal lounges: 1 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 6 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Residents' kitchenette / communal kitchen • Semi-independent flat • TV point • Wildlife / domesticated animals

Engagement with people using the service

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?	£1098.56
The maximum weekly fee payable during the last financial year?	£2384.32

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
Senior Care Worker	1	0
Care Worker	6	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
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
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
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
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
Senior Care Worker	1	0	0
Care Worker	6	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
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
Senior Care Worker	1	0
Care Worker	4	2

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
Senior Care Worker	1	0
Care Worker	2	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7 days per week - 8.30am-11pm(1 staff) 11pm-7am sleep in shift(1 staff) early 7am-8.30am(1 staff)
Care Worker	7 days per week - 8.30am-8.30pm(1 staff). 10am-6pm(1 staff). 9am-7pm(1 staff) 3 days a week. 8.30am-4.30pm(1 staff) 2 days a week. 10am -6pm(1 staff) 2 times a week

Service: 7 Clarence Road

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Maximum number of places	4
Service Conditions	- The responsible individual for this service is Deana Marie Whittle - A maximum of 4 individuals can be accommodated at this service - Prestwood Residential Homes Ltd and CareTech Community Services Limited are registered to provide a Care Home Service at 7 Clarence Road, Llandudno LL30 1BX
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Deana Whittle
Manager(s)	Russell Cook

Service contact details

Service Telephone Number	01492874355
Service Contact Email Address	russell.cook@caretech-uk.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	- Picture Exchange Communication System (PECS) - Writing (Paper / Whiteboards) - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Total Communication

Service facilities and accommodation

- 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: 0 - Number of bedrooms with en-suite facilities: 4 - Number of communal lounges: 0 - Number of dining rooms: 4 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Phone point - Residents' kitchenette / communal kitchen - Semi-independent flat - TV point

Engagement with people using the service

Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

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?	£1556.96
The maximum weekly fee payable during the last financial year?	£3121.51

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
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
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
Senior Care Worker	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
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
Senior Care Worker	1	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
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
Senior Care Worker	1	0
Care Worker	6	1

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
Senior Care Worker	1	0
Care Worker	4	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am to 6pm
Care Worker	8-30 am to 8-30am 24 hours shift inc sleep then 08-30am to 4-30pm or 6pm

Service: 2 Ffordd Siabod

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Maximum number of places	2
Service Conditions	- The responsible individual for this service is deana Marie whittle - A maximum of 2 individuals can be accommodated at this service - Prestwood Residential Homes Ltd and CareTech Community Services Limited are registered to provide a Care Home Service at 2 Ffordd Siabod, Y Felinheli LL56 4XA
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Deana Whittle
Manager(s)	Shelley Williams

Service contact details

Service Telephone Number	01248670396
Service Contact Email Address	Shelley.Williams@caretech-uk.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	- Writing (Paper / Whiteboards) - Total Communication

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Internet access - 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: 2 - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

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
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them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6167.00
The maximum weekly fee payable during the last financial year?	£6167.00

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)	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	5	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
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	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
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	5	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	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	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	10-10 x 2 Every Day 22-2300 x 2 Every Day 2 x S/O 11pm-7am Every Night 2 x 7am-10am every day
Care Worker	10-10 x 2 Every Day 22-2300 x 2 Every Day 2 x S/O 11pm-7am Every Night 2 x 7am-10am every day

Service: 3 Cwlach Road

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Maximum number of places	5
Service Conditions	- The responsible individual for this service is deana Marie whittle - A maximum of 5 individuals can be accommodated at this service - Prestwood Residential Homes Ltd and CareTech Community Services Limited are registered to provide a Care Home Service at 3 Cwlach Road, Llandudno LL30 2HT
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Deana Whittle
Manager(s)	Lauren Nhanga

Service contact details

Service Telephone Number	01492860599
Service Contact Email Address	Lauren.Nhanga@caretech-uk.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	- Writing (Paper / Whiteboards) - Total Communication

Service facilities and accommodation

- 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: 0 - Number of bedrooms with en-suite facilities: 5 - Number of communal lounges: 0 - Number of dining rooms: 5 - Number of shared bedrooms: 0 - Number of single bedrooms: 5 - Outdoor seating / entertainment area - Phone point - Residents' kitchenette / communal kitchen - Semi-independent flat - TV point
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Engagement with people using the service

Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

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
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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?	£2307.66
The maximum weekly fee payable during the last financial year?	£4017.46

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)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	10	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
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
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
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
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
Senior Care Worker	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
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
Senior Care Worker	2	0
Care Worker	7	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
Senior Care Worker	2	0
Care Worker	5	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 08:30-21:00, Day Shift 08:30-23:00, Sleep Night 23:00-07:00.
Care Worker	Day Shift 08:30-21:00, Day Shift 08:30-23:00, Sleep Night 23:00-07:00. 4x STAFF

Service: 17 Ffordd Garnedd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Maximum number of places	2
Service Conditions	- The responsible individual for this service is deana Marie whittle - A maximum of 2 individuals can be accommodated at this service - Prestwood Residential Homes Ltd and CareTech Community Services Limited are registered to provide a Care Home Service at 17 Ffordd Garnedd , Y Felinheli LL56 4QY
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Deana Whittle
Manager(s)	Shelley Williams

Service contact details

Service Telephone Number	01248670144
Service Contact Email Address	Shelley.Williams@caretech-uk.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	- Total Communication - Social Stories - Writing (Paper / Whiteboards)

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Ground-floor accommodation only - Internet access - 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: 2 - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

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
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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?	£1135.30
The maximum weekly fee payable during the last financial year?	£6506.05

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	5	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
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	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
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	5	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	1	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	2	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	10-10 x 2 Every Day 22-2300 x 2 Every Day 2 x S/O 11pm-7am Every Night 2 x 7am-10am every day
Care Worker	10-10 x 2 Every Day 22-2300 x 2 Every Day 2 x S/O 11pm-7am Every Night 2 x 7am-10am every day

Service: 36 Trinity Ave

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Maximum number of places	5
Service Conditions	- The responsible individual for this service is deana Marie whittle - A maximum of 5 individuals can be accommodated at this service - Prestwood Residential Homes Ltd and CareTech Community Services Limited are registered to provide a Care Home Service at 36 Trinity Avenue, Llandudno LL30 2TQ
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Deana Whittle
Manager(s)	Hayley Doyle

Service contact details

Service Telephone Number	01492871381
Service Contact Email Address	hd.prestwood@caretech-uk.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	Total Communication

Service facilities and accommodation

- 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: 0 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

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.
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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?	£1521.98
The maximum weekly fee payable during the last financial year?	£3025.83

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)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	8	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
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
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
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
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
Senior Care Worker	1	0	0
Care Worker	8	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
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
Senior Care Worker	1	0
Care Worker	8	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
Senior Care Worker	1	0
Care Worker	3	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8.30 - 11pm (1 staff) 11pm - 7am sleep in shift(1 staff) early 7am - 8.30am (1 staff)
Care Worker	7 days per week - 9am -5pm (2 staff) 8.30 - 9.30 (1 staff) 7 nights per week - sleep in staff 11pm - 7am (1 staff) 7 days per week -early shift - 7am - 8.30am (1