

# ClwydAlyn Housing Limited

## Annual Return 2025/2026

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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: ClwydAlyn Housing Limited

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### Provider summary

<b>The provider was registered on:</b>	15/08/2019
<b>The following lists the provider conditions:</b>	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>	Our two Homes have a training matrix that shows what training has been done and what is due. This is supported by the Groups 'People System' that keeps a centralised record of all training. Each role is mapped against training requirements so there is a clear pathway for any new starters coming into the business. Staff have quarterly 121's and an appraisal where they have the opportunity to discuss additional training that may further their career to afford promotion opportunities.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Recruitment is managed at a local level with each of the Registered Manager's (RM) overseeing the recruitment of staff. The RM is supported by the Group's People Team who support the recruitment process re contracts, DBS checks, references etc. As an organisation we offer enhanced terms and conditions to assist with the retention of staff, this includes 8 % pension contributions, paid holidays, 30 day annual leave and a free meal daily. The Group also provide occupational health support.

### Regulated services delivered by this provider

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Llys Marchan	Care Home Service	Adults Without Nursing
Chirk Court	Care Home Service	Adults Without Nursing

## Service: Llys Marchan

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### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	15/08/2019
<b>Maximum number of places</b>	10
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Edward Michael Hughes</li><li>• A maximum of 10 individuals can be accommodated at this service</li><li>• Clwyd Alyn Housing Association is registered to provide a Care Home Service at Llys Marchan, Mwrog Street, Ruthin LL15 1LE</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	8

### Service management

<b>Responsible Individual(s)</b>	Edward Hughes
<b>Manager(s)</b>	Paula Heath

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824705060">01824705060</a>
<b>Service Contact Email Address</b>	<a href="mailto:paula.heath@clwydalyn.co.uk">paula.heath@clwydalyn.co.uk</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>	<ul style="list-style-type: none"><li>• British Sign Language</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Writing (Paper / Whiteboards)</li></ul>

### Service facilities and accommodation

- Access to minibus or other transport
- Activities room (Art, Music, Games, Computers, etc.)
- Close to local shops / amenities
- Garden(s)

- Gym / sports facilities
- Internet access
- Laundry service
- Near public transport
- Number of bathrooms with assisted bathing facilities: 2
- Number of bedrooms with en-suite facilities: 10
- Number of communal lounges: 3
- Number of dining rooms: 3
- Number of shared bedrooms: 0
- Number of single bedrooms: 10
- On-site parking
- Outdoor seating / entertainment area
- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- Stairlift
- Wheelchair access
- Wildlife / domesticated animals

### Engagement with people using the service

Residents, staff, next of kin and visiting professional are consulted with in a variety of ways including; - 6 monthly satisfactions surveys for residents, staff and visiting professionals - 121's with residents when developing care plans and care reviews - Residents activities which sometimes include 121 time - Resident meetings - Staff meetings - Staff 121's and annual appraisals - Group 'pulse' survey that provide opportunities for staff to feedback - The Group's RI speaks to staff, residents and visiting professionals on Reg 73, Reg 80 visits

### 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

<b>The minimum weekly fee payable during the last financial year?</b>	£1000.39
<b>The maximum weekly fee payable during the last financial year?</b>	£856.73

## 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
Care Worker	9	0
Domestic staff	1	0
Catering staff	2	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	All staff have completed
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
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Care Worker	All staff have completed	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

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
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	Not relevant to this staff group
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
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Care Worker	8	0	0
Domestic staff	1	0	0
Catering staff	2	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	1
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
Deputy Manager	1	0
Care Worker	8	1
Domestic staff	1	0
Catering staff	2	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
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
Deputy Manager	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

### Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day 7:45 am to 22:00 & Nights 22:00 to 08:00

## Service: Chirk Court

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### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	15/08/2019
<b>Maximum number of places</b>	66
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Edward Michael Hughes</li><li>• A maximum of 66 individuals can be accommodated at this service</li><li>• Clwyd Alyn Housing Association is registered to provide a Care Home Service at Chirk Court, Maes Y Waun, Chirk, Wrexham LL14 5ND</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	86

### Service management

<b>Responsible Individual(s)</b>	Edward Hughes
<b>Manager(s)</b>	Jane Humphreys

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01691774286">01691774286</a>
<b>Service Contact Email Address</b>	<a href="mailto:jane.humphreys@clwydalyn.co.uk">jane.humphreys@clwydalyn.co.uk</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>	<ul style="list-style-type: none"><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Bar / Café</li><li>• Close to local shops / amenities</li><li>• Education facility</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li></ul>
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- Internet access
- Laundry service
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 5
- Number of bedrooms with en-suite facilities: 66
- Number of communal lounges: 6
- Number of dining rooms: 6
- Number of shared bedrooms: 0
- Number of single bedrooms: 66
- On-site parking
- Outdoor seating / entertainment area
- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- TV point
- Wheelchair access
- Woodland / ponds

### Engagement with people using the service

We consult with residents, resident representatives and staff in a variety of ways across the year. How we consult with individuals varies dependant on their own preferences. Examples include; 1.) Resident satisfaction survey - twice a year 2.) Resident meetings 3.) Resident representation meetings 4.) Residents are involved in developing their care plans to ensure that we support them in the way they want 5.) Resident representation satisfaction surveys - twice a year 6.) Staff satisfaction surveys - twice a year 7.) Staff 121's and appraisals 8.) Staff meetings 9.) Reviews on carehomes.co.uk 10.) RI Reg 73 and Reg 80 visits where he speaks to residents, families, next of kin and staff 11.) RPR's and advocates

### 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

<b>The minimum weekly fee payable during the last financial year?</b>	£930.00
<b>The maximum weekly fee payable during the last financial year?</b>	£1305.00

## Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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)	70
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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	19	0
Care Worker	60	0
Domestic staff	13	0
Catering staff	7	0
Other Staff	4	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

## Equality, Diversity & Human Rights and Infection, prevention & control

<b>Role type</b>	<b>Equality, Diversity &amp; Human Rights</b>	<b>Infection, prevention &amp; control</b>
<b>Manager</b>	All staff have completed	All staff have completed
<b>Deputy Manager</b>	All staff have completed	All staff have completed
<b>Senior Care Worker</b>	All staff have completed	All staff have completed
<b>Care Worker</b>	All staff have completed	All staff have completed
<b>Domestic staff</b>	All staff have completed	All staff have completed
<b>Catering staff</b>	All staff have completed	All staff have completed
<b>Other Staff</b>	All staff have completed	Working towards all staff completing

## Manual Handling and Safeguarding

<b>Role type</b>	<b>Manual Handling</b>	<b>Safeguarding</b>
<b>Manager</b>	All staff have completed	All staff have completed
<b>Deputy Manager</b>	All staff have completed	All staff have completed
<b>Senior Care Worker</b>	All staff have completed	All staff have completed
<b>Care Worker</b>	All staff have completed	All staff have completed
<b>Domestic staff</b>	Not relevant to this staff group	All staff have completed
<b>Catering staff</b>	Not relevant to this staff group	All staff have completed
<b>Other Staff</b>	Not relevant to this staff group	All staff have completed

## Medicine Management and Dementia

<b>Role type</b>	<b>Medicine Management</b>	<b>Dementia</b>
<b>Manager</b>	All staff have completed	All staff have completed
<b>Deputy Manager</b>	All staff have completed	All staff have completed
<b>Senior Care Worker</b>	All staff have completed	All staff have completed
<b>Care Worker</b>	All staff have completed	All staff have completed
<b>Domestic staff</b>	Not relevant to this staff group	All staff have completed
<b>Catering staff</b>	Not relevant to this staff group	All staff have completed
<b>Other Staff</b>	Not relevant to this staff group	All staff have completed

## Positive Behaviour Management and Food Hygiene

<b>Role type</b>	<b>Positive Behaviour Management</b>	<b>Food Hygiene</b>
<b>Manager</b>	All staff have completed	All staff have completed
<b>Deputy Manager</b>	All staff have completed	All staff have completed
<b>Senior Care Worker</b>	All staff have completed	All staff have completed
<b>Care Worker</b>	All staff have completed	All staff have completed
<b>Domestic staff</b>	All staff have completed	All staff have completed
<b>Catering staff</b>	All staff have completed	All staff have completed
<b>Other Staff</b>	All staff have completed	Not relevant to this staff group

## **Contractual arrangements**

### Permanent Staff, Fixed Term Contracted Staff and Volunteers

<b>Role type</b>	<b>No. of permanent staff</b>	<b>No. of fixed term contracted staff</b>	<b>No. of volunteers</b>
<b>Manager</b>	1	0	0
<b>Deputy Manager</b>	1	0	0
<b>Senior Care Worker</b>	16	1	0
<b>Care Worker</b>	51	0	0
<b>Domestic staff</b>	12	0	0
<b>Catering staff</b>	5	0	0
<b>Other Staff</b>	4	0	0

### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

<b>Role type</b>	<b>No. of agency/bank staff</b>	<b>No. of non-guaranteed hours (zero hours) staff</b>
<b>Manager</b>	0	0
<b>Deputy Manager</b>	0	0
<b>Senior Care Worker</b>	0	2
<b>Care Worker</b>	0	9
<b>Domestic staff</b>	0	1
<b>Catering staff</b>	0	2
<b>Other Staff</b>	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	6	13
Care Worker	15	45
Domestic staff	2	11
Catering staff	1	6
Other Staff	4	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	19	0
Care Worker	46	14
Domestic staff	13	0
Catering staff	7	0
Other Staff	4	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	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

## Typical shift patterns

Role type	Typical shift patterns
<b>Senior Care Worker</b>	Morning 8am to 3 pm, Afternoon 3pm to 10pm, Evening 10pm to 8am
<b>Care Worker</b>	Morning 8am to 3 pm, Afternoon 3pm to 10pm, Evening 10pm to 8am