

# Fairways Care Ltd

## 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 summary**

<b>The provider was registered on:</b>	27/12/2018
<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>	<p>Training needs are met by completing online training, face to face training and hiring in private companies.</p> <p>Training is monitored through the KPI, where any deficits noticed are urgently rectified to ensure high statistics</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>Staff are recruited through indeed and local agencies.</p> <p>We continue to recruit overseas staff for Nursing and Care staff.</p> <p>we aim to ensure staff retention by ensuring that staff receive regular supervisions, appraisals and aiming to pay above the minimum wage</p>

**Regulated services delivered by this provider**

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Stansty House Care home	Care Home Service	Adults With Nursing
Eryl Fryn	Care Home Service	Adults With Nursing
Merton Place	Care Home Service	Adults With Nursing
Fairways Nursing Home	Care Home Service	Adults With Nursing
Ceris Newydd Nursing Home	Care Home Service	Adults With Nursing
Ty Cariad Dementia Care Centre	Care Home Service	Adults With Nursing

## Service: Merton Place

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	10/11/2025
<b>Maximum number of places</b>	54
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 54 individuals can be accommodated at this service.</li><li>• Fairways Care Ltd is registered to provide a Care Home Service at Merton Place Merton Place Nursing Home, 8 Pwlycrochan Avenue, Colwyn Bay, LL29 7BU</li><li>• The responsible individual for this service is Paul Nicholls</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	72

### Service management

<b>Responsible Individual(s)</b>	Paul Nicholls
<b>Manager(s)</b>	Elori Williams

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01492523375">01492 523375</a>
<b>Service Contact Email Address</b>	<a href="mailto:Merton.Place@fairways.org.uk">Merton.Place@fairways.org.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>	There are no non verbal communication methods used at the service

### Service facilities and accommodation

<ul style="list-style-type: none"><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: 3</li><li>• Number of bedrooms with en-suite facilities: 54</li><li>• Number of communal lounges: 5</li><li>• Number of dining rooms: 3</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 54</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul>
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### Engagement with people using the service

residents meetings were undertaken and the RI was also involved in these meetings.
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### Compliance and quality statement

<b>Not Inspected - Strong Internal Checks</b>
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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?	£1047.90
The maximum weekly fee payable during the last financial year?	£1855.86

### Complaints processed by the service

Total number of formal complaints made during the last financial year	10
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	4
Number of complaints not upheld	6

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	79
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	1
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	12	1
Senior Care Worker	3	0
Care Worker	43	0
Domestic staff	6	0
Catering staff	3	2
Other Staff	3	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
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	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

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
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	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

#### 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
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	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

#### 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
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	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	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
Deputy 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	All staff have completed	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other 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
Nursing Assistant / Auxiliary Nurse	4	0	0
Registered Nurse (1+ Years in Practice)	11	0	0
Senior Care Worker	3	0	0
Care Worker	41	0	0
Domestic staff	6	0	0
Catering staff	3	0	0
Other 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
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	0	0
Care Worker	2	0
Domestic staff	0	0
Catering staff	0	0
Other 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
Nursing Assistant / Auxiliary Nurse	3	1
Registered Nurse (1+ Years in Practice)	6	6
Senior Care Worker	3	0
Care Worker	34	9
Domestic staff	0	6
Catering staff	1	2
Other Staff	1	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
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	12	0
Senior Care Worker	3	0
Care Worker	24	19
Domestic staff	0	0
Catering staff	3	0
Other Staff	1	1

##### 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
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
Other Staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	Day shift 07:45-20:15 1 staff
Registered Nurse (1+ Years in Practice)	Day shift 07:45-20:15 2 Staff
Senior Care Worker	Day shift 07:45-5 1or2 staff Night staff 20:00-08:00 0or1 staff
Care Worker	Day shift 08:00-14:00 12 staff 14:00-20:00 10 staff Night shift 20:00-08:00 6 staff

## Service: Stansty House Care home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	01/07/2024
<b>Maximum number of places</b>	73
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 73 individuals can be accommodated at this service.</li><li>• Fairways Care Ltd is registered to provide a Care Home Service at Stansty House Care home Stansty House Nursing Home, 34 Stansty Road, Wrexham, LL11 2BU</li><li>• The responsible individual for this service is Paul Nicholls</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	117

### Service management

<b>Responsible Individual(s)</b>	Paul Nicholls
<b>Manager(s)</b>	Victoria Williams-Beeby

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01978290373">01978 290 373</a>
<b>Service Contact Email Address</b>	<a href="mailto:manager.stanstyhouse@fairways.org.uk">manager.stanstyhouse@fairways.org.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<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>• 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>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 6</li><li>• Number of bedrooms with en-suite facilities: 55</li><li>• Number of communal lounges: 3</li><li>• Number of dining rooms: 3</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 73</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Shop on the premises</li><li>• TV point</li></ul>
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### Engagement with people using the service

<p>The RI visits the service at least fortnightly and speaks with residents and any professional and families that are available. The home carries out twice yearly resident satisfaction surveys. All and any complaints that are made are heard through our complaints process. The manager has an open door policy and this allows for her to be accessed to discuss any concerns or residents that wish to raise concerns regarding the service. Residents are actively encouraged to live their</p>
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fullest life possible by proactive care planning and support programs that where possible and evidenced, involve using the best ways to support and enhance the service users lives. Residents are actively involved in their care planning processes and this enables input from service users and families or advocates where possible.

## 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?	£1285.34
The maximum weekly fee payable during the last financial year?	£1686.32

## Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3

## Staff working at the service

### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	56
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	14	0
Senior Care Worker	7	1
Care Worker	51	1
Domestic staff	8	0
Catering staff	9	0
Other Staff	7	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
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	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
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**

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
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	Working towards all staff completing	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
Other 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
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
Other 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
Deputy Manager	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	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other 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	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Registered Nurse (1+ Years in Practice)	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	Working towards all staff completing
Domestic staff	No staff have yet completed	All staff have completed
Catering staff	No staff have yet completed	All staff have completed
Other Staff	No staff have yet completed	Not relevant to this staff group

### 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
Registered Nurse (1+ Years in Practice)	11	0	0
Senior Care Worker	7	0	0
Care Worker	46	0	0
Domestic staff	8	0	0
Catering staff	9	0	0
Other Staff	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
Registered Nurse (1+ Years in Practice)	3	0
Senior Care Worker	0	0
Care Worker	5	0
Domestic staff	0	0
Catering staff	0	0
Other 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
Registered Nurse (1+ Years in Practice)	10	4
Senior Care Worker	7	0
Care Worker	34	17
Domestic staff	3	5
Catering staff	8	1
Other Staff	5	2

## Staff qualifications

### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	14	0
Senior Care Worker	7	0
Care Worker	17	34
Domestic staff	1	0
Catering staff	2	0
Other 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
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
Other Staff	0	0

## Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	07.15 - 20.45, 07.15 - 13.45, 13.45 - 20.45
Senior Care Worker	07.15 - 20.30, 07.15 - 13.45, 13.45 - 20.30
Care Worker	07.15 - 20.30, 07.15 - 13.45, 13.45 - 20.30

## Service: Ceris Newydd Nursing Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	27/12/2018
<b>Maximum number of places</b>	77
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Paul Nicholls</li><li>A maximum of 77 individuals can be accommodated at this service.</li><li>Fairways Care Ltd is registered to provide a Care Home Service at Ceris Newydd Nursing Home, Treborth, Bangor, LL57 2RQ</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	106

### Service management

<b>Responsible Individual(s)</b>	Paul Nicholls
<b>Manager(s)</b>	Carolyn Williams

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01248360590">01248360590</a>
<b>Service Contact Email Address</b>	<a href="mailto:manager.cn-gm@fairways.org.uk">manager.cn-gm@fairways.org.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>Welsh</li></ul>
<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>Bar / Café</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>Lifts</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 6</li><li>Number of bedrooms with en-suite facilities: 54</li><li>Number of communal lounges: 8</li><li>Number of dining rooms: 6</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 77</li><li>On-site parking</li><li>Outdoor seating / entertainment area</li><li>Pet friendly (or by arrangement)</li><li>Quiet areas</li><li>Residents' kitchenette / communal kitchen</li><li>Shop on the premises</li><li>TV point</li><li>Wheelchair access</li></ul>
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### Engagement with people using the service

The RI visits the service at least fortnightly and speaks with residents and any professional and families that are available.
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The home carries out twice yearly resident satisfaction surveys. All and any complaints that are made are heard through our complaints process. The manager has an open door policy and this allows for her to be accessed to discuss any concerns or residents that wish to raise concerns regarding the service. Residents are actively encouraged to live their fullest life possible by proactive care planning and support programs that where possible and evidenced, involve using the best ways to support and enhance the service users lives. Residents are actively involved in their care planning processes and this enables input from service users and families or advocates where possible.

## 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?	£1287.65
The maximum weekly fee payable during the last financial year?	£1908.78

## Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	4

## Staff working at the service

### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	89
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	15	0
Senior Care Worker	10	0
Care Worker	57	0
Domestic staff	12	0
Catering staff	8	0
Other Staff	8	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
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	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**

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
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	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

#### **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
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	Working towards all staff completing	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

#### **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
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	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

#### **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
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	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

### 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
Registered Nurse (1+ Years in Practice)	14	0	0
Senior Care Worker	10	0	0
Care Worker	52	0	0
Domestic staff	9	0	0
Catering staff	7	0	0
Other Staff	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
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	0	0
Care Worker	5	0
Domestic staff	3	0
Catering staff	1	0
Other 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
Registered Nurse (1+ Years in Practice)	13	2
Senior Care Worker	7	3
Care Worker	17	40
Domestic staff	0	12
Catering staff	4	4
Other Staff	3	5

## 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
Registered Nurse (1+ Years in Practice)	15	0
Senior Care Worker	9	0
Care Worker	38	0
Domestic staff	0	0
Catering staff	0	0
Other 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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	1	1
Care Worker	10	10
Domestic staff	0	0
Catering staff	1	1
Other Staff	0	0

## Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	day shift 8am-8pm, 4 staff. night 8pm-8am 2 staff
Senior Care Worker	day shift 8am-8pm, 2 staff. night 8pm-8am, 2 staff
Care Worker	day shift 8am-8pm 16 staff. day 8am-2pm 3 staff. night 8pm-8am 8 staff

## Service: Fairways Nursing Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	27/12/2018
<b>Maximum number of places</b>	38
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Paul Nicholls</li><li>• A maximum of 38 individuals can be accommodated at this service</li><li>• Fairways Care Ltd is registered to provide a Care Home Service at Fairways Nursing Home, Lon St. Ffraid Trearddur Bay, Holyhead, LL65 2UD</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	55

### Service management

<b>Responsible Individual(s)</b>	Paul Nicholls
<b>Manager(s)</b>	Marina Cupceanco

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01407860930">01407860930</a>
<b>Service Contact Email Address</b>	<a href="mailto:manager.fairways@fairways.org.uk">manager.fairways@fairways.org.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<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>• 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>• Number of bathrooms with assisted bathing facilities: 4</li><li>• Number of bedrooms with en-suite facilities: 4</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 1</li><li>• Number of single bedrooms: 36</li><li>• On-site parking</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Shop on the premises</li><li>• Stairlift</li><li>• TV point</li></ul>
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### Engagement with people using the service

<p>the home carries out resident surveys twice per year. The RI conducted two resident meetings where staff/ residents and residents families were able to attend and discuss the future of the home and how the home operates and moves forward. The RI visits the home at least every fortnight but no gap bigger than a month. The manager has an open door policy and is visible for any questions from Residents families and staff.</p>
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## 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?	£1287
The maximum weekly fee payable during the last financial year?	£1584.46

## Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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)	34
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	1	0
Care Worker	28	0
Domestic staff	7	0
Catering staff	6	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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	Working towards all staff completing	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

<b>Role type</b>	<b>Medicine Management</b>	<b>Dementia</b>
<b>Manager</b>	All staff have completed	Not relevant to this staff group
<b>Deputy Manager</b>	All staff have completed	Not relevant to this staff group
<b>Supervisory Staff (not providing direct care)</b>	Not relevant to this staff group	Not relevant to this staff group
<b>Nursing Assistant / Auxiliary Nurse</b>	All staff have completed	Not relevant to this staff group
<b>Registered Nurse (First Year in Practice)</b>	All staff have completed	Working towards all staff completing
<b>Registered Nurse (1+ Years in Practice)</b>	All staff have completed	Working towards all staff completing
<b>Senior Care Worker</b>	All staff have completed	Working towards all staff completing
<b>Care Worker</b>	Not relevant to this staff group	Working towards all staff completing
<b>Domestic staff</b>	Not relevant to this staff group	Working towards all staff completing
<b>Catering staff</b>	Not relevant to this staff group	Not relevant to this staff group

### Positive Behaviour Management and Food Hygiene

<b>Role type</b>	<b>Positive Behaviour Management</b>	<b>Food Hygiene</b>
<b>Manager</b>	Not relevant to this staff group	All staff have completed
<b>Deputy Manager</b>	Not relevant to this staff group	All staff have completed
<b>Supervisory Staff (not providing direct care)</b>	Not relevant to this staff group	All staff have completed
<b>Nursing Assistant / Auxiliary Nurse</b>	Not relevant to this staff group	All staff have completed
<b>Registered Nurse (First Year in Practice)</b>	Not relevant to this staff group	All staff have completed
<b>Registered Nurse (1+ Years in Practice)</b>	Not relevant to this staff group	All staff have completed
<b>Senior Care Worker</b>	Not relevant to this staff group	All staff have completed
<b>Care Worker</b>	Not relevant to this staff group	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

### 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
Supervisory Staff (not providing direct care)	1	0	0
Nursing Assistant / Auxiliary Nurse	2	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	8	0	0
Senior Care Worker	1	0	0
Care Worker	22	0	0
Domestic staff	5	0	0
Catering staff	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	6
Domestic staff	0	2
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
Supervisory Staff (not providing direct care)	1	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	1	0
Care Worker	22	6
Domestic staff	5	2
Catering staff	6	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
Supervisory Staff (not providing direct care)	1	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	1	0
Care Worker	8	18
Domestic staff	0	0
Catering staff	3	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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	2	2
Domestic staff	0	0
Catering staff	0	0

### Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	day shift 8am-8pm
Registered Nurse (First Year in Practice)	day or night shift 8am-8pm and 8pm-8am
Registered Nurse (1+ Years in Practice)	2 RN 8am-8pm and one RN 8pm-8am
Senior Care Worker	SN day 8am-8pm
Care Worker	7 staff on days and 3 staff on nights

## Service: Ty Cariad Dementia Care Centre

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	28/01/2019
<b>Maximum number of places</b>	50
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Paul Nicholls</li><li>• A maximum of 50 individuals can be accommodated at this service.</li><li>• Fairways Care Ltd is registered to provide a Care Home Service at Ty Cariad Dementia Care Centre, North Wales Business Park, Cae Eithin, Abergele LL22 8LJ</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	77

### Service management

<b>Responsible Individual(s)</b>	Paul Nicholls
<b>Manager(s)</b>	Debbie Arthur

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01745828720">01745828720</a>
<b>Service Contact Email Address</b>	<a href="mailto:manager.tycariad@fairways.org.uk">manager.tycariad@fairways.org.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<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>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Bar / Café</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 4</li><li>• Number of bedrooms with en-suite facilities: 50</li><li>• Number of communal lounges: 4</li><li>• Number of dining rooms: 4</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 50</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Sensory areas</li><li>• TV point</li></ul>
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### Engagement with people using the service

The RI visits the service at least fortnightly and speaks with residents and any professional and families that are available. The home carries out twice yearly resident satisfaction surveys. All and any complaints that are made are heard through
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our complaints process. The manager has an open door policy and this allows for her to be accessed to discuss any concerns or residents that wish to raise concerns regarding the service. Residents are actively encouraged to live their fullest life possible by proactive care planning and support programs that where possible and evidenced, involve using the best ways to support and enhance the service users lives.

### 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?	£1384
The maximum weekly fee payable during the last financial year?	£1918

### Complaints processed by the service

Total number of formal complaints made during the last financial year	13
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	13

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	48
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	6	0
Senior Care Worker	2	0
Care Worker	36	0
Domestic staff	7	0
Catering staff	4	0
Other Staff	3	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
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	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

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
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	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

#### 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
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	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

#### 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
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	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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
Other Staff	Not relevant to this staff group	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
Deputy 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	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

#### 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
Nursing Assistant / Auxiliary Nurse	2	0	0
Registered Nurse (1+ Years in Practice)	6	0	0
Senior Care Worker	2	0	0
Care Worker	36	0	0
Domestic staff	7	0	0
Catering staff	4	0	0
Other 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
Deputy 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
Other 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
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	6	0
Senior Care Worker	2	0
Care Worker	36	0
Domestic staff	3	4
Catering staff	3	1
Other 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
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	6	0
Senior Care Worker	2	0
Care Worker	36	0
Domestic staff	0	0
Catering staff	4	0
Other Staff	3	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
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
Other Staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	20:00 - 08:00 08:00 - 20:00
Registered Nurse (1+ Years in Practice)	20:00 - 08:00 08:00 - 20:00
Senior Care Worker	20:00 - 08:00 08:00 - 20:00
Care Worker	20:00 - 08:00 08:00 - 20:00

## Service: Eryl Fryn

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	01/07/2024
<b>Maximum number of places</b>	30
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 30 individuals can be accommodated at this service.</li><li>• Fairways Care Ltd is registered to provide a Care Home Service at eryl Fryn Eryl Fryn, Bodafon Road, Llandudno, LL30 3BA</li><li>• The responsible individual for this service is Paul Nicholls</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	50

### Service management

<b>Responsible Individual(s)</b>	Paul Nicholls
<b>Manager(s)</b>	Muireann Parry

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01492549920">01492549920</a>
<b>Service Contact Email Address</b>	<a href="mailto:manager.erylfryn@fairways.org.uk">manager.erylfryn@fairways.org.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<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>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 3</li><li>• Number of bedrooms with en-suite facilities: 25</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 2</li><li>• Number of single bedrooms: 26</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Stairlift</li><li>• TV point</li></ul>
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### Engagement with people using the service

<p>The RI visits the service at least fortnightly and speaks with residents and any professional and families that are available. The home carries out twice yearly resident satisfaction surveys. All and any complaints that are made are heard through our complaints process. The manager has an open door policy and this allows for her to be accessed to discuss any concerns or residents that wish to raise concerns regarding the service. Residents are actively encouraged to live their fullest life possible by proactive care planning and support programs that where possible and evidenced, involve using the best ways to support and enhance the service users lives. Residents are actively involved in their care planning processes and this enables input from service users and families or advocates where possible.</p>
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## 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?	£995
The maximum weekly fee payable during the last financial year?	£1488

## Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	2

## Staff working at the service

### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	34
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	3	0
Care Worker	10	0
Domestic staff	3	0
Catering staff	3	0
Other Staff	2	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
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	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**

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
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	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

#### **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
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	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

#### **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
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	Not relevant to this staff group	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
Other Staff	Not relevant to this staff group	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
Deputy Manager	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	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other 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
Deputy Manager	1	0	0
Registered Nurse (1+ Years in Practice)	5	0	0
Senior Care Worker	3	0	0
Care Worker	10	0	0
Domestic staff	3	0	0
Catering staff	3	0	0
Other 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
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
Other 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
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	1	2
Care Worker	8	2
Domestic staff	2	1
Catering staff	3	0
Other Staff	1	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
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	3	0
Care Worker	4	6
Domestic staff	0	0
Catering staff	2	0
Other 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
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
Other Staff	0	0

## Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Days: 8-4: 2 staff, 4-8: 1 staff Nights 8-8 1 staff
Senior Care Worker	Days: 8-4 1 staff
Care Worker	Days 8-2: 3 staff 2-8 : 3 staff nights 8-8: 1 staff