Hengoed Court Care Home 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: Hengoed Court Care Home Limited
- Provider summary
- Training and workforce planning arrangements
- Regulated services delivered by this provider

Service: Hengoed Court Care Home
- 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: Hengoed Court Care Home Limited

Provider summary

The provider was registered on:	02/01/2019
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.	Staff complete all mandatory training relevant to their role via our E Learning platform. In addition specialist training to further upskill and develop staff is sought and delivered, which is identified as part of specific roles/supervision/observation. Face to face staff training is also delivered. Specialist training includes dementia, basic first aid, end of life, CPR, communication. Staff training and the E Learning Training Platform is effectively overseen and managed by our HR Team.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	A designated person takes responsibility to ensure robust recruitment and retention processes are in place. As well as conducting all applicant interviews, this person works closely with HR, business support and front line managers to ensure a smooth and effective recruitment.

Regulated services delivered by this provider

Service name	Service type	Type of care
Hengoed Court Care Home	Care Home Service	Adults With Nursing

Service: Hengoed Court Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	02/01/2019
Maximum number of places	114
Service Conditions	• A maximum of 114 individuals can be accommodated at this service. • Vitrose Ltd is registered to provide a Care Home Service at HENGOED COURT CARE HOME Vitrose Ltd, Cefn Hengoed Road Winch Wen, Swansea SA1 7LQ • The responsible individual for this service is Desmond Davies
How many people in total did the service provide care and support to during the last financial year?	175

Service management

Responsible Individual(s)	Desmond Davies
Manager(s)	Melanie Harris, Nicola Williams

Service contact details

Service Telephone Number	01792 797265
Service Contact Email Address	management@hengoedcourt.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Welsh
Non-verbal communication methods used at the service	• Writing (Paper / Whiteboards) • Social Stories • Assistive Technology • Non-formal communication (e.g. body language, facial expressions) • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

- Access to minibus or other transport
- Activities room (Art, Music, Games, Computers, etc.)
- Bar / Café
- Cinema
- Close to local shops / amenities
- Education facility
- Garden(s)
- Gym / sports facilities
- Hairdressing / beauty services
- Internet access
- Laundry service
- Library
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 6
- Number of bedrooms with en-suite facilities: 94
- Number of communal lounges: 6
- Number of dining rooms: 4
- Number of shared bedrooms: 3
- Number of single bedrooms: 108
- On-site parking

- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- Spa / hot tub
- TV point
- Wheelchair access
- Wildlife / domesticated animals
- Woodland / ponds

Engagement with people using the service

Our complaints policy and policy and procedure, which is under regular review, is provided to all families via our welcome pack and this document is also accessible at the entrance of the home. During this last year a variety of meaningful and inclusive engagement/consultation meetings have taken place and our aim and objective is to always achieve effective outcomes. Formats include, surveys, suggestion boxes, digital platforms, face to face meetings, group meetings, etc using clear and simple language. The approach taken is tailored depending on the format taken. Consultations can be ongoing and/or one-off events depending on the matter being discussed. Times and location of meetings are considered to accommodate attendees. For face-to-face meetings our aim is to provide a relaxed, safe and confidential space where people feel they can speak honestly and openly without judgment. Meeting facilitators evaluate learnings following engagement as a way of making any necessary improvements

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?	£1100
The maximum weekly fee payable during the last financial year?	£1418

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	1
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)	1

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	3	0
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	19	0
Senior Care Worker	10	0
Care Worker	92	1
Domestic staff	11	0
Catering staff	12	0
Other Staff	7	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 (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
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 (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
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 (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	Not relevant to this staff group	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other 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
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	Working towards all staff completing	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 (First Year in Practice)	Not relevant to this staff group	All staff have completed
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	All staff have completed
Senior Care Worker	No staff have yet 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	Not relevant to this staff group
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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	2	0	0
Deputy Manager	3	0	0
Registered Nurse (First Year in Practice)	2	0	0
Registered Nurse (1+ Years in Practice)	17	0	0
Senior Care Worker	10	0	0
Care Worker	90	0	0
Domestic staff	11	0	0
Catering staff	12	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 (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	2	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	2	0
Deputy Manager	3	0
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	18	1
Senior Care Worker	8	2
Care Worker	67	25
Domestic staff	11	0
Catering staff	12	0
Other Staff	7	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Deputy Manager	3	0
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	19	0
Senior Care Worker	7	0
Care Worker	64	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	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
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	3	0
Care Worker	28	0
Domestic staff	0	11
Catering staff	0	12
Other Staff	0	5

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (First Year in Practice)	Day Shift7.45 am - 4 pm 4 staff, Night Shift 7.45 pm-8am 4 staff
Registered Nurse (1+ Years in Practice)	Day Shift7.45 am - 4 pm 4 staff, Night Shift 7.45 pm-8am 4 staff
Senior Care Worker	Day Shift7.45 am - 8 pm 4 staff, Night Shift 7.45 pm-8am 1 staff
Care Worker	Day Shift 8am-8pm 23 staff, Night Sift 8pm-8am 11 staff