

Ael-y-Bryn Ltd

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.

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Provider: Ael-y-Bryn Ltd

Provider summary

| | |
|--|--|
| The provider was registered on: | 25/10/2018 |
| 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. | Continuing to use online training systems in place specified and providing mandatory practical in-house training by project manager, R.I and home manager in line current guidelines and regulations. All new staff are required to complete induction training prior to starting as well as committing to sign up from QCF2 if not already achieved. All training is monitored on a monthly basis by home management and head office via Kpi/management meeting. All identified and managed using training matrix. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | We are fortunate that the majority of our staff are long serving and highly experienced. Any recruitment issues are identified quickly- we advertise internally and online. We offer a competitive pay rate to all home staff as well as monthly performance bonuses. We also fully support any staff member should they wish to progress with us or throughout the care industry. |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|--------------|-------------------|------------------------|
| Ael-y-Bryn | Care Home Service | Adults Without Nursing |

Service: Ael-y-Bryn

Service summary

| | |
|---|---|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 25/10/2018 |
| Maximum number of places | 30 |
| Service Conditions | <ul style="list-style-type: none">• Ael-y-Bryn Ltd is registered to provide a Care Home Service at Ael-y-Bryn AEL Y BRYN NURSING HOME, 160 LLANLLIENWEN ROAD CWMRHYDYCEIRW, SWANSEA SA6 6LT• The responsible individual for this service is Joanne Nolan• A maximum of 30 individuals can be accommodated at this service |
| How many people in total did the service provide care and support to during the last financial year? | 39 |

Service management

| | |
|----------------------------------|-----------------|
| Responsible Individual(s) | Joanne Nolan |
| Manager(s) | Andrew Williams |

Service contact details

| | |
|--------------------------------------|--|
| Service Telephone Number | 01792773877 |
| Service Contact Email Address | admin@ael-y-bryn.com |

Languages used at the service

| | |
|---|---|
| What is the main language through which the service is provided? | English |
| Other languages used in the provision of the service | There are no other languages used at the service |
| Non-verbal communication methods used at the service | There are no non verbal communication methods used at the service |

Service facilities and accommodation

| |
|--|
| <ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 7• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 30• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Stairlift• TV point• Wheelchair access |
|--|

Engagement with people using the service

| |
|--|
| Quarterly newsletters, regular care review meetings with residents families/friends, official online home website, Home Facebook & instagram accounts with weekly updates of activities and events, telephone and email contact, regular meetings, coffee mornings and family/resident focused events. |
|--|

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

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? | £1026 |
| The maximum weekly fee payable during the last financial year? | £1250 |

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) | 33 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 1 | 0 |
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 3 | 2 |
| Care Worker | 19 | 2 |
| Domestic staff | 4 | 0 |
| Catering staff | 3 | 1 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| Senior Care Worker | 3 | 0 | 0 |
| Care Worker | 18 | 0 | 0 |
| Domestic staff | 4 | 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 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 0 | 1 |
| 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 |
| Senior Care Worker | 3 | 0 |
| Care Worker | 18 | 1 |
| Domestic staff | 3 | 1 |
| Catering staff | 3 | 0 |
| 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 | 0 | 1 |
| Senior Care Worker | 3 | 0 |
| Care Worker | 17 | 2 |
| Domestic staff | 4 | 0 |
| Catering staff | 3 | 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 |
| 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 |
|--------------------|---|
| Senior Care Worker | 8am-8pm day shift, 8pm-8am night shift 1 senior carer allocated to every shift |
| Care Worker | 8am-8pm day shift, 8pm-8am night shift. 8am-2pm day shift, 2pm-8pm afternoon shift. x6 carers 8am-2pm. x4 carers 2pm-8pm. x4 carers 8pm-8am |