

Cartrefi Cwtch 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: Cartrefi Cwtch Ltd

Provider summary

The provider was registered on:	04/05/2022
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.	We speak to all staff during supervision regarding their training and confidence in their roles. This is the perfect opportunity to highlight any gaps in knowledge. All mandatory training is completed within the legal timeframes. We use local authority training as well as private training companies. When a new resident moves in, we ensure staff are trained inline with their needs.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We assess our residents care and support needs and ensure the hours in the service reflect their needs. This gives us an insight to the number of staff required. We ensure staff are supervised regularly and incentivised for good working practice. We offer an open door policy for management to ensure there is support for all of our staff.

Regulated services delivered by this provider

Service name	Service type	Type of care
Woodland Lodge	Care Home Service	Adults Without Nursing
Crown Lodge	Care Home Service	Adults Without Nursing

Service: Crown Lodge

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/05/2022
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">• A maximum of 4 individuals can be accommodated at this service.• Cartrefi Cwtch Ltd is registered to provide a Care Home Service at Crown Lodge 1 Crown Street, Crumlin, Newport, NP11 4PR• The responsible individual for this service is Nichola Marie Evans
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Nichola Evans
Manager(s)	Morgan Thomas, Clare Williams

Service contact details

Service Telephone Number	01495246671
Service Contact Email Address	morgan@cartreficwtchLtd.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	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Intensive interaction• Makaton• Objects of reference• Social Stories• Writing (Paper / Whiteboards)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Non-formal communication (e.g. body language, facial expressions)• Picture Exchange Communication System (PECS)• Assistive Technology

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 3• On-site parking• Pet friendly (or by arrangement)• Phone point• Residents' kitchenette / communal kitchen• TV point• Wildlife / domesticated animals
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Engagement with people using the service

We regularly meet with our service users, staff and families to ensure they are happy with care and support provided. Service users are involved in regular reviewing and their rights are always upheld. Residents are aware of the procedure on how to report concerns, this is highlighted in our service user easy read guide. Staff are regularly met with during supervision and appraisal and are also aware of the correct procedure to follow to report concerns. The RI regularly visits and monitors this. Families regularly have the opportunity to provide any feedback.

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?	£312.43
The maximum weekly fee payable during the last financial year?	£2685.84

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	6
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Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	7	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	1	0
Care Worker	4	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	0	0
Care Worker	7	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8AM-10PM/9AM-9PM/11-5/9-3
Care Worker	8AM-10PM/9AM-9PM/11-5/ SLEEP IN

Service: Woodland Lodge

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/05/2022
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">• A maximum of 4 individuals can be accommodated at this service.• Cartrefi Cwtch Ltd is registered to provide a Care Home Service at Woodland Lodge Woodland Lodge Residential Home, Warne Street Fleur De Lis, Blackwood, NP12 3RS• The responsible individual for this service is Nichola Marie Evans
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Nichola Evans
Manager(s)	Clare Williams

Service contact details

Service Telephone Number	01443830480
Service Contact Email Address	Clare@cartreficwtchlld.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	<ul style="list-style-type: none">• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Signalong• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Makaton• Picture Exchange Communication System (PECS)• Social Stories• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 1• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 3• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Residents' kitchenette / communal kitchen• TV point

- Wheelchair access

Engagement with people using the service

Our residents rely on family and health professionals to advocate for them. We work closely with family members and as part of MDT's to ensure all the needs of our residents are met. The manager and RI chat with residents and gain as much knowledge as possible about their needs and wishes.

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?	£2916
The maximum weekly fee payable during the last financial year?	£3804.73

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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)	8
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	3	0
Care Worker	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	7	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	3	0
Care Worker	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	1	0
Senior Care Worker	3	0
Care Worker	7	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8AM-10PM/ SLEEP IN/ 10PM-8AM/ 8AM-3PM/ 3PM-10PM
Care Worker	8AM-10PM/ SLEEP IN/ 10PM-8AM/ 8AM-3PM/ 3PM-10PM