

# Greenfields Adolescent Development Limited & Caretech Community Services Limited

Annual Return 2025/2026

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The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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**Provider: Greenfields Adolescent Development Limited & Caretech Community Services Limited**

**Provider summary**

<b>The provider was registered on:</b>	07/06/2019
<b>The following lists the provider conditions:</b>	There are no conditions associated to the provider

**Training and workforce planning arrangements**

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	There is an annual training plan that includes all mandatory face-to-face sessions, refresher courses, specialized training, and induction programs. All new staff members undergo a thorough induction. Staff must register with Social Care Wales within six months. After completing their induction and registering with SCW, they will be enrolled in the QCF Level 3 qualification in health and social CYP. The service maintains a training matrix that tracks all employees progress.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	All staff vacancies are advertised under equal opportunities. There is a safer recruitment policy in place and determines what criteria must be met before a staff member can start in the homes. After a successful interview and provisional offer, careful vetting and ID checks are conducted. A formal offer is made upon receipt of satisfactory references and a cleared DBS. Staff are offered the opportunity to complete an exit interview when they leave so we can understand what we could do better.

**Regulated services delivered by this provider**

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Llanwern House	Care Home Service	Childrens Home
Park Farm	Care Home Service	Childrens Home
Oakfield Road	Care Home Service	Childrens Home
Cwm Mawr	Care Home Service	Childrens Home
The Potteries	Care Home Service	Childrens Home
Queenshill	Care Home Service	Childrens Home

## Service: Llanwern House

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	12/11/2019
<b>Maximum number of places</b>	5
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 5 individuals can be accommodated at this service</li><li>• The responsible individual for this service is Matt Leigh Dobbs</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	5

### Service management

<b>Responsible Individual(s)</b>	Matt Dobbs
<b>Manager(s)</b>	Francesca Bibby

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01633413653">01633413653</a>
<b>Service Contact Email Address</b>	<a href="mailto:francesca.bibby@greenfields.uk.com">francesca.bibby@greenfields.uk.com</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>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Garden(s)</li><li>• Internet access</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 4</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 7</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><li>• Wildlife / domesticated animals</li></ul>
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### Engagement with people using the service

<p>The home has established several methods to consult with individuals using the service to improve operations. The Registered Individual (RI) regularly visits the home under Regulation 73 to gather feedback from children. Additionally, a Regulation 80 quality of care review invites children and stakeholders to provide input on areas for improvement and what's working well. Children express their views through personal planning meetings, reviews, and an online app, MOMO (Mind of My Own), which allows them to share thoughts and feelings securely. The complaints procedure is accessible, and children meet regularly with the home manager for house meetings and keyworkers for one-on-one sessions. Feedback from stakeholders, including social workers, is also sought to enhance care. Staff participate in exit interviews to provide further insight. These practices ensure that children's and stakeholders' views contribute to continuous improvement in care and service delivery.</p>
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### 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?	£6350
The maximum weekly fee payable during the last financial year?	£7683

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	13
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	11	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

#### 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

#### 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

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
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
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	10	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	1	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	10	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
Senior Care Worker	3	0
Care Worker	8	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	3	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	8am - 11pm, 1 senior on shift each shift
Care Worker	8am - 11pm, 3 RSW on shift each day

## Service: Cwm Mawr

### Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	07/06/2019
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none"><li>The responsible individual for this service is Matt Leigh Dobbs</li><li>A maximum of 3 individuals can be accommodated at this service</li></ul>
How many people in total did the service provide care and support to during the last financial year?	6

### Service management

Responsible Individual(s)	Matt Dobbs
Manager(s)	Caroline Gundy

### Service contact details

Service Telephone Number	<a href="tel:01873856885">01873856885</a>
Service Contact Email Address	<a href="mailto:michelle.gundy@greenfields.uk.com">michelle.gundy@greenfields.uk.com</a>

### 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"><li>Access to minibus or other transport</li><li>Garden(s)</li><li>Internet access</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 0</li><li>Number of communal lounges: 1</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 6</li><li>On-site parking</li><li>Outdoor seating / entertainment area</li><li>Residents' kitchenette / communal kitchen</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>The home has established several methods to consult with individuals using the service to improve operations. The Registered Individual (RI) regularly visits the home under Regulation 73 to gather feedback from children. Additionally, a Regulation 80 quality of care review invites children and stakeholders to provide input on areas for improvement and what's working well. Children express their views through personal planning meetings, reviews, and an online app, MOMO (Mind of My Own), which allows them to share thoughts and feelings securely. The complaints procedure is accessible, and children meet regularly with the home manager for house meetings and keyworkers for one-on-one sessions. Feedback from stakeholders, including social workers, is also sought to enhance care. Staff participate in exit interviews to provide further insight. These practices ensure that children's and stakeholders' views contribute to continuous improvement in care and service delivery.</p>
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### Compliance and quality statement

<p><b>Not Inspected - Strong Internal Checks</b></p> <p>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</p>
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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**

<b>The minimum weekly fee payable during the last financial year?</b>	£5148
<b>The maximum weekly fee payable during the last financial year?</b>	£7695

### **Complaints processed by the service**

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

### **Staff working at the service**

#### **Staff summary**

<b>The total number of full time equivalent posts at the service (as at 31 March)</b>	9
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#### **Posts and vacancies**

<b>Role type</b>	<b>No. of staff in post</b>	<b>Total vacancies</b>
Manager	1	0
Senior Care Worker	3	0
Care Worker	4	0

#### **Training undertaken**

##### **Induction and Health & Safety**

<b>Role type</b>	<b>Induction</b>	<b>Health &amp; Safety</b>
Manager	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

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

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

##### **Manual Handling and Safeguarding**

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

##### **Medicine Management and Dementia**

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	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	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
Senior Care Worker	0	0
Care Worker	1	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	3	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
Senior Care Worker	3	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 day/sleeps with 3 days off
Care Worker	2day/sleeps with 3 days off

## Service: Queenshill

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	07/06/2019
<b>Maximum number of places</b>	2
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Matt Leigh Dobbs</li><li>• A maximum of 2 individuals can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	2

### Service management

<b>Responsible Individual(s)</b>	Matt Dobbs
<b>Manager(s)</b>	Kirstie O'Connor

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01633783805">01633783805</a>
<b>Service Contact Email Address</b>	<a href="mailto:Kirstie.Oconnor@caretech-uk.com">Kirstie.Oconnor@caretech-uk.com</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>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 4</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul>
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### Engagement with people using the service

<p>The home has established several methods to consult with individuals using the service to improve operations. The Registered Individual (RI) regularly visits the home under Regulation 73 to gather feedback from children. Additionally, a Regulation 80 quality of care review invites children and stakeholders to provide input on areas for improvement and what's working well. Children express their views through personal planning meetings, reviews, and an online app, MOMO (Mind of My Own), which allows them to share thoughts and feelings securely. The complaints procedure is accessible, and children meet regularly with the home manager for house meetings and keyworkers for one-on-one sessions. Feedback from stakeholders, including social workers, is also sought to enhance care. Staff participate in exit interviews to provide further insight. These practices ensure that children's and stakeholders' views contribute to continuous improvement in care and service delivery.</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?	£6650
The maximum weekly fee payable during the last financial year?	£6849.50

### 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)	7
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	4	0

### Training undertaken

#### Induction and Health & Safety

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

### 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

### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	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

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
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
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	4	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	0

#### Full time v part time information

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

#### Staff qualifications

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

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	4	0

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

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

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	2 days sleep and 3 days off - 2 staff
Care Worker	2 days sleep and 3 days off - 2 staff

## Service: Park Farm

### Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	07/06/2019
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none"><li>The responsible individual for this service is Matt Leigh Dobbs</li><li>A maximum of 2 individuals can be accommodated at this service</li></ul>
How many people in total did the service provide care and support to during the last financial year?	1

### Service management

Responsible Individual(s)	Matt Dobbs
Manager(s)	Caroline Gundy

### Service contact details

Service Telephone Number	<a href="tel:01873851615">01873851615</a>
Service Contact Email Address	<a href="mailto:michelle.gundy@greenfields.uk.com">michelle.gundy@greenfields.uk.com</a>

### 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"><li>Access to minibus or other transport</li><li>Garden(s)</li><li>Internet access</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 0</li><li>Number of communal lounges: 1</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 4</li><li>On-site parking</li><li>Outdoor seating / entertainment area</li><li>Residents' kitchenette / communal kitchen</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>The home has established several methods to consult with individuals using the service to improve operations. The Registered Individual (RI) regularly visits the home under Regulation 73 to gather feedback from children. Additionally, a Regulation 80 quality of care review invites children and stakeholders to provide input on areas for improvement and what's working well. Children express their views through personal planning meetings, reviews, and an online app, MOMO (Mind of My Own), which allows them to share thoughts and feelings securely. The complaints procedure is accessible, and children meet regularly with the home manager for house meetings and keyworkers for one-on-one sessions. Feedback from stakeholders, including social workers, is also sought to enhance care. Staff participate in exit interviews to provide further insight. These practices ensure that children's and stakeholders' views contribute to continuous improvement in care and service delivery.</p>
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### Compliance and quality statement

<p><b>Not Inspected - Strong Internal Checks</b></p> <p>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</p>
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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**

<b>The minimum weekly fee payable during the last financial year?</b>	£12100
<b>The maximum weekly fee payable during the last financial year?</b>	£12100

### **Complaints processed by the service**

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

### **Staff working at the service**

#### **Staff summary**

<b>The total number of full time equivalent posts at the service (as at 31 March)</b>	6
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#### **Posts and vacancies**

<b>Role type</b>	<b>No. of staff in post</b>	<b>Total vacancies</b>
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	2	0

#### **Training undertaken**

##### **Induction and Health & Safety**

<b>Role type</b>	<b>Induction</b>	<b>Health &amp; Safety</b>
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

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

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

##### **Manual Handling and Safeguarding**

<b>Role type</b>	<b>Manual Handling</b>	<b>Safeguarding</b>
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Not relevant to this staff group
Deputy Manager	Working towards all staff completing	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

### 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	2	0	0
Care Worker	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
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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	2	0

### Staff qualifications

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

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	2	0

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

<b>Role type</b>	<b>Working towards required qualification - apprenticeship</b>	<b>Qualification not required for role</b>
<b>Manager</b>	0	0
<b>Deputy Manager</b>	0	0
<b>Senior Care Worker</b>	0	0
<b>Care Worker</b>	0	0

#### **Typical shift patterns**

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Senior Care Worker</b>	2 day/sleeps with 3 days off
<b>Care Worker</b>	2day/sleeps with 3 days off

## Service: Oakfield Road

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	07/06/2019
<b>Maximum number of places</b>	3
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Matt Leigh Dobbs</li><li>A maximum of 3 individuals can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	5

### Service management

<b>Responsible Individual(s)</b>	Matt Dobbs
<b>Manager(s)</b>	Kirstie O'Connor

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01633221948">01633221948</a>
<b>Service Contact Email Address</b>	<a href="mailto:kirstie.oconnor@caretech-uk.com">kirstie.oconnor@caretech-uk.com</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>Access to minibus or other transport</li><li>Activities room (Art, Music, Games, Computers, etc.)</li><li>Close to local shops / amenities</li><li>Garden(s)</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 0</li><li>Number of communal lounges: 2</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 6</li><li>On-site parking</li><li>Outdoor seating / entertainment area</li><li>Residents' kitchenette / communal kitchen</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>The home has established several methods to consult with individuals using the service to improve operations. The Registered Individual (RI) regularly visits the home under Regulation 73 to gather feedback from children. Additionally, a Regulation 80 quality of care review invites children and stakeholders to provide input on areas for improvement and what's working well. Children express their views through personal planning meetings, reviews, and an online app, MOMO (Mind of My Own), which allows them to share thoughts and feelings securely. The complaints procedure is accessible, and children meet regularly with the home manager for house meetings and keyworkers for one-on-one sessions. Feedback from stakeholders, including social workers, is also sought to enhance care. Staff participate in exit interviews to provide further insight. These practices ensure that children's and stakeholders' views contribute to continuous improvement in care and service delivery.</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?	£5150
The maximum weekly fee payable during the last financial year?	£7750

### 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)	9
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	9	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

### 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

### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	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

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
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
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	3	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	2	0
Care Worker	8	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
Senior Care Worker	2	0
Care Worker	3	6

**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

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	3 staff 9 am to 9pm sleep
Care Worker	3 staff 9 am to 9 pm sleep

## Service: The Potteries

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	07/06/2019
<b>Maximum number of places</b>	4
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Matt Leigh Dobbs</li><li>• A maximum of 4 individuals can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	7

### Service management

<b>Responsible Individual(s)</b>	Matt Dobbs
<b>Manager(s)</b>	Matt Dobbs

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01686630176">01686630176</a>
<b>Service Contact Email Address</b>	<a href="mailto:Stephen.Royds@greenfields.uk.com">Stephen.Royds@greenfields.uk.com</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>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Education facility</li><li>• Garden(s)</li><li>• Number of bathrooms with assisted bathing facilities: 0</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: 0</li><li>• Number of single bedrooms: 8</li><li>• On-site parking</li><li>• Outdoor play area</li><li>• Outdoor seating / entertainment area</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

<p>The home has established several methods to consult with individuals using the service to improve operations. The Registered Individual (RI) regularly visits the home under Regulation 73 to gather feedback from children. Additionally, a Regulation 80 quality of care review invites children and stakeholders to provide input on areas for improvement and what's working well. Children express their views through personal planning meetings, reviews, and an online app, MOMO (Mind of My Own), which allows them to share thoughts and feelings securely. The complaints procedure is accessible, and children meet regularly with the home manager for house meetings and keyworkers for one-on-one sessions. Feedback from stakeholders, including social workers, is also sought to enhance care. Staff participate in exit interviews to provide further insight. These practices ensure that children's and stakeholders' views contribute to continuous improvement in care and service delivery.</p>
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### 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?	£11450
The maximum weekly fee payable during the last financial year?	£11799

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	26
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	1
Care Worker	20	9

#### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
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	Working towards all staff completing

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	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

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	Not relevant to this staff group	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	Working towards all staff completing

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Working towards all staff completing

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

#### 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	20	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	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	20	0

#### Staff qualifications

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

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	13	7

**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

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	6 staff 8 am to 8 pm sleep
Care Worker	6 staff 8 am to 8 pm sleep