

Foel Farm Care Home

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: Foel Farm Care Home

Provider summary

The provider was registered on:	02/08/2018
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.	We are fully committed to ensuring that all staff have the relevant knowledge, skills, and expertise to perform their work to consistently high standards. Using a training need analysis, reviewed yearly, based on the required mandatory and service specific courses. Staff can identify their own learning needs through the supervision and appraisal process. Training is a combination of eLearning, and face to face training, procured from local authority, local colleges, and training providers.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We actively promote equality of opportunity for all with the right mix of talent, skills, potential, and welcome applications from a wide range of candidates. We have an ongoing recruitment campaign using different social, media and advertising mediums, local and national. We offer a comparative pay structure and staff benefits include meals provided, paid breaks, paid training and health scheme as well as their professional fees paid.

Regulated services delivered by this provider

Service name	Service type	Type of care
Foel Farm Care Home	Care Home Service	Adults Without Nursing

Service: Foel Farm Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/08/2018
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• A maximum of 6 individuals can be accommodated at this service• Foel Farm Care Home is registered to provide a Care Home Service at Foel Farm Care Home FOEL FARM, NEWCASTLE EMLYN SA38 9RH• The responsible individual for this service is Louisa-Jane Thomas
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Louisa-Jane Thomas
Manager(s)	Louisa-Jane Thomas

Service contact details

Service Telephone Number	01239710970
Service Contact Email Address	lukie@foelfarm.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">• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Intensive interaction• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Total Communication

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Garden(s)• Library• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 0• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 6• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Semi-independent flat• Wildlife / domesticated animals• Woodland / ponds

Engagement with people using the service

An important part of our quality programme is to involve the individuals, their relatives, and any visiting professionals. We

ask for comments on Foel Farm, the staff, as well as the services we provide using informal methods such as magic moments, photographs, and verbal compliments, as well as the formal medium of a Satisfaction Survey. The Responsible Individual (RI) maintains day to day oversight of the management, quality, safety, and effectiveness of the service. A variety of quality monitoring and auditing tools are utilised to ensure the quality of the service we provide is fully compliant to the legislation.

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?	£1106.63
The maximum weekly fee payable during the last financial year?	£2725.51

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)	12
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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	10	0
Domestic staff	2	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	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing

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	Working towards all staff completing	Working towards all staff completing
Domestic staff	No staff have yet completed	No staff have yet 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	Working towards all staff completing	Working towards all staff completing
Domestic staff	No staff have yet completed	No staff have yet 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	Working towards all staff completing
Domestic 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	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	Working towards all staff completing	Working towards all staff completing
Domestic 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	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	8	0	0
Domestic 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
Senior Care Worker	0	0
Care Worker	1	1
Domestic 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	5	5
Domestic staff	0	2

Staff qualifications

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	6	1
Domestic staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	9am -9pm, 7am-7pm, 9pm- 9am 1staff per day
Care Worker	9am -9pm 2 staff, 7am to 7pm 1 staff, 9am -5pm 1 staff. 9pm -9am 1 staff