

Cynhenid Care 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 summary

The provider was registered on:	25/03/2021
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 ongoing face to face and online training. These include mandatory, additional training as and when allocated to them and including any specialist training required to meet the needs of the child. Individual supervisions and yearly appraisals detail training required to complete in order to meet the needs of the young person currently living at the home. Training is discussed in staff monthly team meetings. Any changes to the needs of the child, further training will be provided.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	It is pleasing to report that the retention of staff remain the same. During this period we have not received any staff resignations. We have experienced staff internal transfer, this was in order to meet the language needs of a young person being a Welsh speaker. We take pride in developing staff internally and have welcomed a new staff member into the home in September 2025.

Regulated services delivered by this provider

Service name	Service type	Type of care
Nantyr View	Care Home Service	Childrens Home

Service: Nantyr View

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/03/2021
Maximum number of places	1
Service Conditions	- A maximum of 1 individuals can be accommodated at this service. - The responsible individual for this service is Lona Lynne Jones
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Lona Jones
Manager(s)	Vicky Kirkham

Service contact details

Service Telephone Number	07747112381
Service Contact Email Address	l.jones@cynhenidcare.co.uk

Languages used at the service

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

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 1 - Number of single bedrooms: 3 - Outdoor seating / entertainment area - Phone point - Residents' kitchenette / communal kitchen
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Engagement with people using the service

We conduct Placement Planning Meetings every 6 weeks to discuss the current care for the young person living at the home. The meeting includes discussing staffing, family time, risk management, behaviour management, education and clinical input. These meetings are also attended by the clinical team. The young person is supported to complete a questionnaire which sets out areas of the care plan in order to share the young person's wishes and feelings. The questionnaires are shared and discussed with the social worker to ensure open and transparency. The young person is spoken to around any planning or changes to the staffing team ensuring that the young person is comfortable with the plans or any changes made. We have experienced a new staff member joining the team over the last financial year and a full induction was provided to ensure a positive transition into the home.

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?	£7250
The maximum weekly fee payable during the last financial year?	£9750

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
Senior Care Worker	3	0
Care Worker	5	1

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	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

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	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
Senior Care Worker	All staff have completed	Working towards all staff completing
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
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	0	2

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	2	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift: 7.30am until 11pm. Staff sleep in the home 11pm until 7.30am. 2 Staffing ratio at all times at the home including sleeping in.
Care Worker	Day Shift: 7.30am until 11pm. Staff sleep in the home 11pm until 7.30am. 2 Staffing ratio at all times at the home including sleeping in.

