

Accomplish Group Specialist Care Limited

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: Accomplish Group Specialist Care Limited

Provider summary

The provider was registered on:	20/08/2018
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.	A training analysis was completed for the home, all training was pre booked using the ELFY website
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	When required interviews would be held to recruit staff for the home. Suitable candidates would have to go through compliance to enable them to start working in the home. Excellent mentorship and support is essential to retain staff in the home, including staff in the everyday running of the home is also essential to give them inclusion.

Regulated services delivered by this provider

Service name	Service type	Type of care
Manor Lodge	Care Home Service	Adults Without Nursing
Woodside & Elms	Care Home Service	Adults Without Nursing

Service: Woodside & Elms

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/08/2018
Maximum number of places	8
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Rebecca Mary Harding• A maximum of 8 individuals can be accommodated at this service• Accomplish Group Specialist Care Limited is registered to provide a Care Home Service at Woodside & Elms Craig Y Geilog Lane, Bettws, Newport NP207AE
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	Rebecca Harding
Manager(s)	Jessie Edge

Service contact details

Service Telephone Number	01633858642
Service Contact Email Address	manager.woodsidealms@accomplish-group.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">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Writing (Paper / Whiteboards)

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)• Ground-floor accommodation only• Internet access• Number of bathrooms with assisted bathing facilities: 8• Number of bedrooms with en-suite facilities: 8• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 8• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• TV point

Engagement with people using the service

<p>People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker assigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting in private to discuss anything they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them. All people living at the service are</p>

regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	£2531.68
The maximum weekly fee payable during the last financial year?	£6660.83

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)	30
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	28	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	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

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

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	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	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

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	2	0	0
Deputy Manager	2	0	0
Senior Care Worker	2	0	0
Care Worker	27	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	2	0
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	11	17

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	0	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	One senior works 10-18:30 5 days a week and the other works wake nights 20:30-08:00
Care Worker	6.5 staff per day shift working 08:00-20:30 and 4 wake nights working 20:30-08:00

Service: Manor Lodge

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/08/2018
Maximum number of places	7
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Rebecca Mary Harding• A maximum of 7 individuals can be accommodated at this service• Accomplish Group Specialist Care Limited is registered to provide a Care Home Service at Manor Lodge
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Rebecca Harding
Manager(s)	Danielle Hawker

Service contact details

Service Telephone Number	01633262888
Service Contact Email Address	manager.manorlodge@accomplish-group.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	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• 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: 1• Number of bedrooms with en-suite facilities: 7• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 7• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Semi-independent flat• Sensory areas• TV point• Wheelchair access
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Engagement with people using the service

People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker assigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set. Each time the Responsible
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Individual visits the service, all people living at the service are offered a meeting in private to discuss anything they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	£2155.10
The maximum weekly fee payable during the last financial year?	£3600.17

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)	1
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	15	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	2	0	0
Senior Care Worker	2	0	0
Care Worker	15	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	2	0
Senior Care Worker	2	0
Care Worker	12	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
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	5	10

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	Day shift 8am-8.30pm, 4 staff. Waking night shift 8.30pm-8am, 2 staff
Care Worker	Day shift 8am-8.30pm, 4 staff. Waking night shift 8.30pm-8am, 2 staff