

# Accomplish Group 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.

## Contents

---

### [Provider: Accomplish Group Care Limited](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: Ty Newydd](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

## Provider: Accomplish Group Care Limited

### Provider summary

The provider was registered on:	23/11/2018
The following lists the provider conditions:	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>	<p>Staff attend monthly team meetings, training is discussed here as well as in bi monthly supervision.</p> <p>We use the online Elfy training app which is over seen by the manager, RI and learning and development team.</p> <p>Stats are reviewed regularly where online eLearning is to be completed by each staff member as well as booked Adobe training sessions and face to face training also.</p> <p>Each service has mandatory, service specific and best practice training allocated.</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>Finance team provide regular updated staff grid based on occupancy, we staff to this (considering planned discharged/ admissions) to ensure we have the correct staffing levels at all times. (days, nights and sleeps)</p> <p>Currently operating at 3 staff per day and 2 waking nights with escorts hours available for activities.</p> <p>In terms of retention we ensure full induction. New starters have 2 day induction session via adobe before starting, then 2 week shadow, as well as supervision and peer mentor.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Newydd	Care Home Service	Adults Without Nursing

## Service: Ty Newydd

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	23/11/2018
<b>Maximum number of places</b>	6
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Rebecca Mary Harding</li><li>A maximum of 6 individuals can be accommodated at this service</li><li>Accomplish Group Care Limited is registered to provide a Care Home Service at Ty Newydd</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	6

### Service management

<b>Responsible Individual(s)</b>	Rebecca Harding
<b>Manager(s)</b>	Victoria Goodrich

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01633892519">01633892519</a>
<b>Service Contact Email Address</b>	<a href="mailto:manager.tynewydd@accomplish-group.co.uk">manager.tynewydd@accomplish-group.co.uk</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>	<ul style="list-style-type: none"><li>Writing (Paper / Whiteboards)</li></ul>

### 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>Ground-floor accommodation only</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 1</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: 5</li><li>On-site parking</li><li>Outdoor seating / entertainment area</li><li>Quiet areas</li><li>Residents' kitchenette / communal kitchen</li><li>TV point</li><li>Wheelchair access</li></ul>
---

### Engagement with people using the service

Annual feedback forms, user friendly. Monthly people we support meetings (individual meetings rather than group meetings).6 monthly review meetings. People we support are involved in the compiling or support plans and risk assessments. Support plan and risk assessment reviews. Key worker reports are completed quarterly by the key working and persons we support. All people we support are involved in weekly meal planning All people we support are involved in planning group activities as well as 1:1 People we support are involved in decisions regarding the environment of the service, they have all picked the colour schemes of their bedrooms and recently have decided on the décor of the living room. When interviewing for new staff, interviews are held at the service, on arrival the candidate will be introduced to the
--

people we are supporting. People we support have been asking for more staff that can drive, which we have done, all staff recently recruited are drivers.

### 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?	£2121.84
The maximum weekly fee payable during the last financial year?	£3755.56

### 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
--	----

### Posts and vacancies

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

#### 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

### 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

#### 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

#### 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

#### 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

##### 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

#### 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

#### 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	0	1
Senior Care Worker	0	2

##### 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

### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1