

Flintshire County Council Adults and Children's Services

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:	05/04/2019
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 undertake regular supervisions with the manager and an annual appraisal. As part of the appraisal a training needs analysis for each staff member is completed and submitted to the Workforce development team who will source the appropriate training. Additional one off training can be sourced if it appropriate to the needs of the business and the development of the staff member.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have a rolling advert that allows people to apply at any point. Once an application is received we shortlist and if the applicant is successful they are invited to interview. We have seen an improvement in some areas of recruitment in the early part of 2026 after a difficult period in 2025.

Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Seren	Care Home Service	Childrens Home
Ty Nyth	Care Home Service	Childrens Home
Y Dderwen	Care Home Service	Childrens Home
Ty Clyd	Care Home Service	Childrens Home
Mesen Fach	Care Home Service	Childrens Home
Ty Croes Atti	Care Home Service	Adults Without Nursing
Marleyfield House	Care Home Service	Adults Without Nursing
Croes Atti	Care Home Service	Adults Without Nursing
Llys Gwenffrwd	Care Home Service	Adults Without Nursing
Hafod - short term care	Care Home Service	Adults Without Nursing
Woodlee - Short-term care	Care Home Service	Adults Without Nursing
Domiciliary Care Service - Flintshire	Domiciliary Support Service	None

Service: Mesen Fach

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/10/2024
Maximum number of places	1
Service Conditions	A maximum of 1 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Abigail Pattullo

Service contact details

Service Telephone Number	07387127794
Service Contact Email Address	abigail.pattullo@flintshire.gov.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	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

- Access to minibus or other transport - Close to local shops / amenities - Garden(s) - Ground-floor accommodation only - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 2 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 2 - On-site parking - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

Questionnaires Child Looked After Reviews Team meetings Staff Supervision Responsible Individual visits Monthly visit from the Advocacy service

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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	0	1
Senior Care Worker	0	2
Care Worker	0	7

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	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet 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	No staff have yet completed	No staff have yet completed
Care Worker	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	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet 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	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet 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	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet 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	0	0	0
Senior Care Worker	0	0	0
Care Worker	0	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	0
Senior Care Worker	0	0
Care Worker	0	0

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
Deputy Manager	0	0
Senior Care Worker	0	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	8am - 8pm Day shift 2 x staff, 8pm - 8am Night shift 2 x staff
Care Worker	8am - 8pm Day shift 2 x staff, 8pm - 8am Night shift 2 x staff

Service: Domiciliary Care Service - Flintshire

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	10/05/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- Flintshire County Council is registered to provide a domiciliary support service in North Wales regional partnership area - The responsible individual for this service is Mark Richard Holt
How many people in total did the service provide care and support to during the last financial year?	365

Service management

Responsible Individual(s)	Mark Holt
Manager(s)	Darren Rhodes

Service contact details

Service Telephone Number	01352701317
Service Contact Email Address	mark.holt@flintshire.gov.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	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

Engagement with people using the service

Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.
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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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£0

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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)	190
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	11	0
Deputy Manager	12	0
Care Worker	277	35

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Care Worker	Working towards all staff completing	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	11	0	0
Deputy Manager	12	0	0
Care Worker	274	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
Care Worker	0	3

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	11	0
Deputy Manager	12	0
Care Worker	111	166

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	10	1
Deputy Manager	10	2
Care Worker	277	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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	there are a variety of options across the different elements of the service

Service: Woodlee - Short-term care

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Maximum number of places	3
Service Conditions	- A maximum of 3 individuals can be accommodated at this service - Flintshire County Council is registered to provide a Care Home Service at Woodlee - Short-term care Woodlee, Padeswood Road, Buckley, Flintshire CH7 2JN - The responsible individual for this service is Mark Richard Holt
How many people in total did the service provide care and support to during the last financial year?	18

Service management

Responsible Individual(s)	Mark Holt
Manager(s)	Michelle Kinnair

Service contact details

Service Telephone Number	01244545351
Service Contact Email Address	mark.holt@flintshire.gov.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	Other European language
Non-verbal communication methods used at the service	- Writing (Paper / Whiteboards) - Makaton - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Garden(s) - Ground-floor accommodation only - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 1 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 3 - On-site parking - Phone point - Residents' kitchenette / communal kitchen
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Engagement with people using the service

Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.
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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?	£0
The maximum weekly fee payable during the last financial year?	£0

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
Care Worker	8	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
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
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
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
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	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	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
Care Worker	8	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
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
Care Worker	6	2

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
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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Varies depending on need, typically morning 7:00am-2:00pm afternoon 2:00pm - 9:00pm overnight (Sleep in) 9:00pm - 7:00am

Service: Ty Croes Atti

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/10/2025
Maximum number of places	56
Service Conditions	• A maximum of 56 individuals can be accommodated at this service. • Flintshire County Council Adults and Children's Services is registered to provide a Care Home Service at Ty Croes Atti 2 Cornist Road, Flint, CH6 5HG • The responsible individual for this service is Mark Richard Holt
How many people in total did the service provide care and support to during the last financial year?	48

Service management

Responsible Individual(s)	Mark Holt
Manager(s)	Deborah Shearsmith

Service contact details

Service Telephone Number	07585981381
Service Contact Email Address	mark.holt@flintshire.gov.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	• French • British Sign Language
Non-verbal communication methods used at the service	• Assistive Technology • Makaton • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards)

Service facilities and accommodation

• Activities room (Art, Music, Games, Computers, etc.) • Bar / Café • Close to local shops / amenities • Garden(s) • Hairdressing / beauty services • Internet access • Laundry service • Lifts • Near public transport • Number of bathrooms with assisted bathing facilities: 4 • Number of bedrooms with en-suite facilities: 56 • Number of communal lounges: 4 • Number of dining rooms: 4 • Number of shared bedrooms: 0 • Number of single bedrooms: 56 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Phone point • Quiet areas • Residents' kitchenette / communal kitchen • Sensory areas • TV point

- Wheelchair access

Engagement with people using the service

Quarterly Responsible Individual visits that included surveys, one to one meetings and group discussions. Manager has resident meetings monthly to gain peoples views.

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	39
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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	4	0
Care Worker	58	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	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	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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	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	2	0	0
Senior Care Worker	4	0	0
Care Worker	58	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	1	3
Care Worker	0	58

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	4	0
Care Worker	58	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	Morning 7:00am - 2:00pm Afternoon 2:00pm - 9:00pm
Care Worker	Morning 7:00am - 2:00pm Afternoon 2:00pm - 9:00pm Overnight (waking night) 9:00pm - 7:00am

Service: Ty Clyd

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	27/11/2023
Maximum number of places	1
Service Conditions	A maximum of 1 individual can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Alison Anders

Service contact details

Service Telephone Number	07876852761
Service Contact Email Address	tyclyd@flintshire.gov.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	Welsh
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 - 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: 0 - Number of single bedrooms: 3 - On-site parking - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen

Engagement with people using the service

Questionnaires Child Looked After Reviews Team meetings Staff Supervision Responsible Individual Visits Monthly visit from the Advocacy service

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.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee payable during the last financial year?	£0

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	5	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	Working towards all staff completing	All staff have completed
Senior Care Worker	All staff have completed	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	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	5	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	5	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	1	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	1	0
Care Worker	4	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	10am start - 11pm finish followed by a sleep. 7am start then 10.15am finish, contracted to 37 hours per week.
Care Worker	10am start - 11pm finish followed by a sleep. 7am start then 10.15am finish, contracted to 37 hours per week.

Service: Hafod - short term care

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Maximum number of places	3
Service Conditions	• A maximum of 3 individuals can be accommodated at this service • Flintshire County Council is registered to provide a Care Home Service at Hafod - short term care HAFOD, ALYN STREET, MOLD CH7 1LN • The responsible individual for this service is Mark Richard Holt
How many people in total did the service provide care and support to during the last financial year?	22

Service management

Responsible Individual(s)	Mark Holt
Manager(s)	Michelle Kinnair

Service contact details

Service Telephone Number	01352753001
Service Contact Email Address	mark.holt@flintshire.gov.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	• Romanian • Polish • French
Non-verbal communication methods used at the service	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Makaton • Writing (Paper / Whiteboards)

Service facilities and accommodation

• Access to minibus or other transport • Close to local shops / amenities • Garden(s) • Ground-floor accommodation only • Internet access • Near public transport • Number of bathrooms with assisted bathing facilities: 1 • Number of bedrooms with en-suite facilities: 0 • Number of communal lounges: 1 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 3 • On-site parking • Phone point • Residents' kitchenette / communal kitchen
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Engagement with people using the service

Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.
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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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	8
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	8	1

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
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
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
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	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	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	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
Care Worker	8	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
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
Care Worker	5	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	0	1
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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	a mix of rotas depending on the individual who is being supported and covers night time cover.

Service: Llys Gwenffrwd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Maximum number of places	30
Service Conditions	- A maximum of 30 individuals can be accommodated at this service - Flintshire County Council is registered to provide a Care Home Service at Llys Gwenffrwd LLYS GWENFFRWD RESIDENTIAL HOME, BRYNFORD STREET, HOLYWELL CH8 7RA - The responsible individual for this service is Mark Richard Holt
How many people in total did the service provide care and support to during the last financial year?	32

Service management

Responsible Individual(s)	Mark Holt
Manager(s)	Sian Lappin

Service contact details

Service Telephone Number	01325713338
Service Contact Email Address	sian.lappin@flintshire.gov.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	British Sign Language
Non-verbal communication methods used at the service	- Writing (Paper / Whiteboards) - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Picture Exchange Communication System (PECS) - Makaton

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.) - Bar / Café - Close to local shops / amenities - Garden(s) - Hairdressing / beauty services - Internet access - Laundry service - Lifts - Near public transport - Number of bathrooms with assisted bathing facilities: 3 - Number of bedrooms with en-suite facilities: 3 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 30 - On-site parking - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen - Shop on the premises - TV point - Wheelchair access
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Engagement with people using the service

Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	22.10
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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	30	6

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	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	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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	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	2	0	0
Care Worker	30	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	1	29

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	30	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	7:00am - 2:00pm and 2:00pm - 9:00pm
Care Worker	Morning 7:00am - 2:00pm Afternoon 2:00pm - 9:00pm overnight (Waking night) 9:00pm - 7:00am

Service: Y Dderwen

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/06/2023
Maximum number of places	4
Service Conditions	A maximum of 4 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Zoe Edwards

Service contact details

Service Telephone Number	01352 701260
Service Contact Email Address	y.dderwen@flintshire.gov.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	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

- 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: 5 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 5 - On-site parking - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Questionnaires Child Looked After Reviews Team meetings Staff Supervision Responsible Individual visits Monthly visit from the Advocacy service

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.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee payable during the last financial year?	£0

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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	7	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	Working towards all staff completing	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	Working towards all staff completing	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	7	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	7	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	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	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Staff work a rota that covers 37 hours per week, shifts start at 7.30am - 11pm followed by a sleep shift leaving at 8am the following day
Care Worker	Staff work a rota that covers 37 hours per week, shifts start at 7.30am - 11pm followed by a sleep shift leaving at 8am the following day

Service: Ty Nyth

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/07/2023
Maximum number of places	4
Service Conditions	A maximum of 4 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	13

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Abigail Pattullo

Service contact details

Service Telephone Number	01352 701262
Service Contact Email Address	tynyth@flintshire.gov.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	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

- 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: 6 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 6 - On-site parking - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen - TV point - Wheelchair access

Engagement with people using the service

Questionnaires Child Looked After Reviews Team meetings Staff Supervision Responsible Individual visits Key worker sessions

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.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee payable during the last financial year?	£0

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
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)	12.50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	0	1
Senior Care Worker	4	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	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	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	0	0	0
Senior Care Worker	4	0	0
Care Worker	9	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	0
Senior Care Worker	2	2
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	0	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
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	6	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	10am - 10pm followed by a sleep and leave shift 10.30am next day. 3 Staff on shift, 2 on sleeps. 37 hour contract
Care Worker	10am - 10pm followed by a sleep and leave shift 10.30am next day. 3 Staff on shift, 2 on sleeps. 37 hour contract

Service: Ty Seren

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	22/08/2023
Maximum number of places	2
Service Conditions	A maximum of 2 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Alison Anders

Service contact details

Service Telephone Number	01352750186
Service Contact Email Address	tyseren@flintshire.gov.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	Welsh
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 - 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: 0 - Number of shared bedrooms: 0 - Number of single bedrooms: 3 - On-site parking - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen

Engagement with people using the service

Questionnaires Child Looked After Reviews Team meetings Staff Supervision Responsible Individual visits Monthly visit from the Advocacy service

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.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee payable during the last financial year?	£0

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	1	0
Care Worker	6	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	Working towards all staff completing	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	1	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	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	1	0
Care Worker	6	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	1	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	5	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	10am start - 11pm finish followed by a sleep. 7am start then 10.15am finish, contracted to 37 hours per week.
Care Worker	10am start - 11pm finish followed by a sleep. 7am start then 10.15am finish, contracted to 37 hours per week.

Service: Croes Atti

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Maximum number of places	31
Service Conditions	There are no conditions associated to this service
How many people in total did the service provide care and support to during the last financial year?	15

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01352733598
Service Contact Email Address	mark.holt@flintshire.gov.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	• Romanian • Polish • French
Non-verbal communication methods used at the service	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards)

Service facilities and accommodation

• Garden(s) • Ground-floor accommodation only • Number of bathrooms with assisted bathing facilities: 0 • Number of bedrooms with en-suite facilities: 0 • Number of communal lounges: 2 • Number of dining rooms: 2 • Number of shared bedrooms: 0 • Number of single bedrooms: 31 • On-site parking

Engagement with people using the service

Staff undertake regular supervisions with the manager and an annual appraisal. As part of the appraisal a training needs analysis for each staff member is completed and submitted to the Workforce development team who will source the appropriate training. Additional one off training can be sourced if it appropriate to the needs of the business and the development of the staff member.

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	0
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Service: Marleyfield House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Maximum number of places	64
Service Conditions	• A maximum of 64 individuals can be accommodated at this service. • Flintshire County Council is registered to provide a Care Home Service at Marleyfield House MARLEYFIELD HOUSE, NANT MAWR ROAD, BUCKLEY CH7 2BL • The responsible individual for this service is Mark Richard Holt
How many people in total did the service provide care and support to during the last financial year?	160

Service management

Responsible Individual(s)	Mark Holt
Manager(s)	Sandra Stacey

Service contact details

Service Telephone Number	01244548813
Service Contact Email Address	mark.holt@flintshire.gov.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 • British Sign Language
Non-verbal communication methods used at the service	• Writing (Paper / Whiteboards) • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Objects of reference • Makaton

Service facilities and accommodation

• Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Hairdressing / beauty services • Internet access • Laundry service • Lifts • Near public transport • Number of bathrooms with assisted bathing facilities: 4 • Number of bedrooms with en-suite facilities: 34 • Number of communal lounges: 7 • Number of dining rooms: 7 • Number of shared bedrooms: 0 • Number of single bedrooms: 64 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Phone point • Quiet areas • Residents' kitchenette / communal kitchen • TV point • Wheelchair access
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Engagement with people using the service

Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	61.25
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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	4	0
Care Worker	77	2

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	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	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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	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	0	1	0
Deputy Manager	0	2	0
Senior Care Worker	0	4	0
Care Worker	0	76	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	1

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	4	0
Care Worker	26	51

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	4	0
Care Worker	77	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	7:00am - 2:00pm and 2:00pm - 9:00pm
Care Worker	7:00am - 2:00pm and 2:00pm - 9:00pm Overnight (waking night) 9:00pm - 7:00am