

Quality Care (Wales) 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: Quality Care \(Wales\) Limited](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Quality Care \(Wales\) Limited](#)

[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: Quality Care (Wales) Limited

Provider summary

The provider was registered on:	06/06/2018
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.	<p>The manual handling trainer attended two day update course to be able to carry out the training in house. eLearning platform available for all staff to access.</p> <p>Utilising training from BCUHB, Local Authority and specialist.</p> <p>Training sessions for the champions with Gwen am Byth, Pressure Area Care, Infection Control, Six Steps End of Life Care, Diabetes, QCF.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Being a Real Living Wage Employer the remuneration is of a high standard.</p> <p>Recruiting local staff.</p> <p>Good working environment, 5.68 weeks annual leave per year, flexible rotas.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Quality Care (Wales) Limited	Care Home Service	Adults With Nursing

Service: Quality Care (Wales) Limited

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	06/06/2018
Maximum number of places	52
Service Conditions	<ul style="list-style-type: none">• A maximum of 52 individuals can be accommodated at this service• Quality Care (Wales) Limited is registered to provide a Care Home Service at Quality Care (Wales) Limited QUALITY CARE (WALES) LTD, GLAN RHOS, LLANFAIRPWLLGWYNGYLL LL61 6TZ• The responsible individual for this service is Helen Ombler Williams
How many people in total did the service provide care and support to during the last financial year?	75

Service management

Responsible Individual(s)	Helen Ombler Williams
Manager(s)	Kim Ombler

Service contact details

Service Telephone Number	01248430607
Service Contact Email Address	helen@glanrhos.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	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

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Education facility• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Library• Near public transport• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 52• Number of communal lounges: 2• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 52• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Shop on the premises• TV point• Wheelchair access• Wildlife / domesticated animals

Engagement with people using the service

Through the quality assurance process. RI Visits Regular care reviews Speaking with families regularly
--

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?	£980
The maximum weekly fee payable during the last financial year?	£1345

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)	62
--	----

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	11	0
Senior Care Worker	30	3
Care Worker	10	2
Domestic staff	7	0
Catering staff	7	0
Other Staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Registered Nurse (First Year in Practice)	All staff have completed	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Not relevant to this staff group
Care Worker	Not relevant to this staff group	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (First Year in Practice)	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	Not relevant to this staff group	Working towards all staff completing
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	10	0	0
Senior Care Worker	30	0	0
Care Worker	10	0	0
Domestic staff	7	0	0
Catering staff	7	0	0
Other Staff	4	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
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	9	2
Senior Care Worker	18	12
Care Worker	4	6
Domestic staff	5	2
Catering staff	3	4
Other Staff	3	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
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	30	0
Care Worker	6	0
Domestic staff	7	0
Catering staff	7	0
Other Staff	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
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (First Year in Practice)	Day 8am-8pm, Night 8pm-8am
Registered Nurse (1+ Years in Practice)	Day 8am-8pm, 8am-4pm Night 8am-18pm
Senior Care Worker	Day 7am-7pm, 8am-2pm, 8am-4pm, 8am-7pm, 8am-8pm, 2pm-8pm Night 8pm-8am
Care Worker	Day 8am-08pm, 7am-7pm, 8a.-2pm, 2pm-8pm, Night 8pm-8am