

# Orme View Care Home Limited

## Annual Return 2025/2026

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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: Orme View Care Home Limited

### Provider summary

The provider was registered on:	20/05/2020
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>	We undertake an electronic training system at Orme View Care Home Limited, which allows us to ensure staff training is up to date, while be able to add additional training as required. We meet with staff and residents regularly to ensure that staffs training needs are being met, this is through both staff meetings, supervision and appraisals. Additionally we ensure that all incidents are reviewed should they occur and that when training needs are identified they are implemented.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>We utilise indeed to recruit staff, this was very successful and ensured we had a robust process when calling potential candidates in for interview, which includes pre questions.</p> <p>We pay above the real living wage, and ensure that staff breaks are paid. Furthermore we offer local discount incentives as part of the employment offer, double times on bank holidays, over recruit to include uplift for annual leave to ensure staff are able to take planned leave and offer an annual Christmas bonus.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Orme View Dementia Care	Care Home Service	Adults Without Nursing
Orme View Care Home	Care Home Service	Adults Without Nursing

## Service: Orme View Care Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	20/05/2020
<b>Maximum number of places</b>	15
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• Orme View Care Home Limited is registered to provide a Care Home Service at Orme View Care Home Orme View Care Home, 6 Great Ormes Road, Llandudno LL30 2AR</li><li>• The responsible individual for this service is Steffan Robbins</li><li>• A maximum of 15 individuals can be accommodated at this service.</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	21

### Service management

<b>Responsible Individual(s)</b>	Steffan Robbins
<b>Manager(s)</b>	Bethany Bosanko-Williams

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01492875993">01492875993</a>
<b>Service Contact Email Address</b>	<a href="mailto:manager@ormeview.co.uk">manager@ormeview.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>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	There are no non verbal communication methods used at the service

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 2</li><li>• Number of bedrooms with en-suite facilities: 14</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 1</li><li>• Number of single bedrooms: 13</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Quiet areas</li><li>• Stairlift</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

Orme View Care Home gathers feedback through daily conversations with residents and families, care reviews, residents' meetings, telephone calls, emails, surveys, digital reception compliments and complaints. Staff listen to
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residents during day to day care and observe wellbeing, mood and engagement, especially where residents have dementia or communication difficulties. Families are encouraged to share concerns, suggestions and positive feedback with senior staff or management. Feedback is reviewed and used to update care plans, improve activities, meals, the environment and staff practice. Concerns and complaints are recorded, investigated and used for learning, helping ensure people feel listened to and involved. Additionally RI visits provide additional opportunity for residents and families to discuss any comments or concerns.

## 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?	£1080
The maximum weekly fee payable during the last financial year?	£1080

## 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)	13
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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	4	0
Care Worker	12	0
Domestic staff	2	0
Catering staff	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
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering 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
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
Domestic staff	All staff have completed	All staff have completed
Catering staff	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	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	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	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
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	Not relevant to this staff group
Catering staff	All staff have completed	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	4	0	0
Care Worker	12	0	0
Domestic staff	2	0	0
Catering staff	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
Care Worker	0	0
Domestic staff	0	0
Catering staff	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	3
Care Worker	0	12
Domestic staff	0	2
Catering staff	0	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
Senior Care Worker	4	0
Care Worker	8	4
Domestic staff	0	0
Catering staff	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
Domestic staff	0	2
Catering staff	0	2

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Early Shift 1, Late Shift 1, Night 0
Care Worker	Early Shift 2, Late Shift 1, Night 1

## Service: Orme View Dementia Care

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	15/05/2025
<b>Maximum number of places</b>	16
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 16 individuals can be accommodated at this service.</li><li>• Orme View Care Home Limited is registered to provide a Care Home Service at Orme View Dementia Care Abbey Nursing Home, 81 Abbey Road, Llandudno, LL30 2EH</li><li>• The responsible individual for this service is Steffan Robbins</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	22

### Service management

<b>Responsible Individual(s)</b>	Steffan Robbins
<b>Manager(s)</b>	Steffan Robbins

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01492875993">01492875993</a>
<b>Service Contact Email Address</b>	<a href="mailto:manager@oremview.co.uk">manager@oremview.co.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	Both
<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>• Assistive Technology</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Signalong</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Picture Exchange Communication System (PECS)</li><li>• Writing (Paper / Whiteboards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Bar / Café</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 1</li><li>• Number of bedrooms with en-suite facilities: 16</li><li>• Number of communal lounges: 3</li><li>• Number of dining rooms: 0</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 16</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li></ul>
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- Sensory areas
- TV point
- Wheelchair access
- Wildlife / domesticated animals

### Engagement with people using the service

Orme View Dementia Care gathers feedback through daily conversations with residents and families, resident meetings, formal care review meetings with next of kin, telephone calls, emails, surveys, compliments and complaints. As a dementia service, staff focus on observing non-verbal communication, mood, emotional wellbeing, distress, comfort and engagement. Families are encouraged to share concerns, suggestions and positive feedback, and to help us understand each resident's life history, routines, triggers and preferences. Feedback is reviewed by senior staff and management and used to update care plans, personalise support, reduce anxiety, and improve activities, meals, the environment and staff practice. Butterfly moments and meaningful engagement also help us understand what residents enjoy and respond well to. Concerns and complaints are recorded, investigated and used for learning, helping ensure residents and families feel listened to and involved.

### 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?	£1195
The maximum weekly fee payable during the last financial year?	£1195

### 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)	21
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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	14	0
Domestic staff	2	0
Catering staff	2	0
Other Staff	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
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
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
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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	All staff have completed	Not relevant to this staff group
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	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	14	0	0
Domestic staff	2	0	0
Catering staff	2	0	0
Other Staff	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
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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	11	3
Domestic staff	0	2
Catering staff	2	0
Other Staff	1	1

### Staff qualifications

#### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	9	5
Domestic staff	0	0
Catering staff	0	0
Other Staff	2	0

**Working towards required qualification - apprenticeship & Qualification not required for role**

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	2
Catering staff	0	2
Other Staff	0	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	Early Shift 1, Late Shift 1, Night 0
Care Worker	Early Shift 3, Late Shift 2, Night 2