

# Parkmore Healthcare Ltd

## 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: Parkmore Healthcare Ltd

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### Provider summary

The provider was registered on:	26/04/2019
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 adhered to the strict mandatory requirement for those areas of care deemed essential. We also look to add various additional sessions that reflect the skills needed to deal with our residents. This also provides variety and breadth to the staff's skillsets and abilities.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	We have benefitted from high staff retention yet where we have had to recruit we have adhered to CIW protocols and engaged in all the correct approaches in recruiting good team members.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Llanfair Grange	Care Home Service	Adults Without Nursing

## Service: Llanfair Grange

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	26/04/2019
<b>Maximum number of places</b>	34
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 34 individuals can be accommodated at this service</li><li>• Parkmore Healthcare Ltd is registered to provide a Care Home Service at Llanfair Grange Llanfair Grange, Llanfair Hill, Llandoverly sa20 0yf</li><li>• The responsible individual for this service is Douglas Leach</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	66

### Service management

<b>Responsible Individual(s)</b>	Douglas Leach
<b>Manager(s)</b>	Nia Mason

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01550720495">01550720495</a>
<b>Service Contact Email Address</b>	<a href="mailto:pricemondl@aol.com">pricemondl@aol.com</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>	<ul style="list-style-type: none"><li>• Writing (Paper / Whiteboards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• 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: 4</li><li>• Number of bedrooms with en-suite facilities: 11</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 4</li><li>• Number of single bedrooms: 28</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li><li>• TV point</li><li>• Wheelchair access</li><li>• Wildlife / domesticated animals</li><li>• Woodland / ponds</li></ul>
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### Engagement with people using the service

we have utilised word of mouth and formal questionnaire
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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?	£912
The maximum weekly fee payable during the last financial year?	£1040

## 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)	24
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	3	0
Senior Care Worker	12	0
Care Worker	11	0
Domestic staff	2	0
Catering staff	12	0

## Training undertaken

### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing

## Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
Domestic staff	No staff have yet completed	Working towards all staff completing
Catering staff	No staff have yet completed	Working towards all staff completing

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	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	Not relevant to this staff group

#### 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	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	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	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	Not relevant to this staff group
Care Worker	No staff have yet completed	Not relevant to this staff group
Domestic staff	No staff have yet completed	All staff have completed
Catering staff	No staff have yet 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	3	0	0
Senior Care Worker	12	0	0
Care Worker	11	0	0
Domestic staff	2	0	0
Catering staff	12	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	3	0
Senior Care Worker	11	1
Care Worker	1	10
Domestic staff	2	0
Catering staff	4	8

#### 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	3	0
Senior Care Worker	12	0
Care Worker	11	0
Domestic staff	0	0
Catering staff	12	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	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	morning shift is 7am-2pm one member of staff afternoon shift 2pm-9pm one member
Care Worker	morningshift 7am-2pm 4 members afternoon shift 2pm-9pm 3 members night shift 9pm-7am 2 members