

# Bistre Care Homes 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: Bistre Care Homes Limited

### Provider summary

|                                              |                                                    |
|----------------------------------------------|----------------------------------------------------|
| The provider was registered on:              | 12/04/2019                                         |
| 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. | We have access to training in all areas with BCU both online and face to face. We also complete online training with an accredited trainer Citation. Training requirements are constantly monitored and addressed to ensure all staff have relevant tools to deliver quality care. A training matrix is maintained and updated as required. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.                        | Adverts are places with local agencies and we also list any vacancies with indeed. We have a number of staff that have been employed within the home for over 20 years. We offer flexible working hours, we are local to the community and we have an employee of the month scheme which is voted for by peers, residents and visitors.     |

### Regulated services delivered by this provider

| Service name        | Service type      | Type of care        |
|---------------------|-------------------|---------------------|
| Bistre Nursing Home | Care Home Service | Adults With Nursing |

## Service: Bistre Nursing Home

### Service summary

|                                                                                                      |                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Type                                                                                         | Care Home Service                                                                                                                                                                                                                                                                              |
| Type of Care                                                                                         | Adults With Nursing                                                                                                                                                                                                                                                                            |
| Approval Date                                                                                        | 12/04/2019                                                                                                                                                                                                                                                                                     |
| Maximum number of places                                                                             | 32                                                                                                                                                                                                                                                                                             |
| Service Conditions                                                                                   | <ul style="list-style-type: none"><li>• The responsible individual for this service is Moira Jones</li><li>• A maximum of 32 individuals can be accommodated at this service</li><li>• Bistre Care Homes Limited is registered to provide a Care Home Service at Bistre Nursing Home</li></ul> |
| How many people in total did the service provide care and support to during the last financial year? | 54                                                                                                                                                                                                                                                                                             |

### Service management

|                           |             |
|---------------------------|-------------|
| Responsible Individual(s) | Moira Jones |
| Manager(s)                | Lynn Ray    |

### Service contact details

|                               |                                                                                |
|-------------------------------|--------------------------------------------------------------------------------|
| Service Telephone Number      | <a href="tel:01244550644">01244550644</a>                                      |
| Service Contact Email Address | <a href="mailto:manager@bistrecarehome.co.uk">manager@bistrecarehome.co.uk</a> |

### 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             | <ul style="list-style-type: none"><li>• Welsh</li></ul>                                                        |
| Non-verbal communication methods used at the service             | <ul style="list-style-type: none"><li>• Writing (Paper / Whiteboards)</li><li>• Objects of reference</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>• Bar / Café</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 3</li><li>• Number of bedrooms with en-suite facilities: 27</li><li>• Number of communal lounges: 4</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 32</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Shop on the premises</li><li>• TV point</li><li>• Wheelchair access</li></ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Engagement with people using the service

|                                                                                                              |
|--------------------------------------------------------------------------------------------------------------|
| Residents / Relatives meetings Quality assurance questionnaires given to residents and families twice yearly |
|--------------------------------------------------------------------------------------------------------------|

### 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? | £915.80  |
| The maximum weekly fee payable during the last financial year? | £1547.46 |

**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) | 20 |
|--------------------------------------------------------------------------------|----|

**Posts and vacancies**

| Role type                               | No. of staff in post | Total vacancies |
|-----------------------------------------|----------------------|-----------------|
| Manager                                 | 1                    | 0               |
| Deputy Manager                          | 1                    | 0               |
| Registered Nurse (1+ Years in Practice) | 7                    | 0               |
| Senior Care Worker                      | 5                    | 0               |
| Care Worker                             | 19                   | 0               |
| Domestic staff                          | 3                    | 0               |
| Catering staff                          | 4                    | 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 |
| Registered Nurse (1+ Years in Practice) | 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        |
| Registered Nurse (1+ Years in Practice) | 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         |
| Registered Nurse (1+ Years in Practice) | 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             | Not relevant to this staff group |
| 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         |
| Registered Nurse (1+ Years in Practice) | 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 | All staff have completed         |
| 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                                 | All staff have completed         | All staff have completed         |
| Deputy Manager                          | 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         | 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 | 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                 |
| Registered Nurse (1+ Years in Practice) | 7                      | 0                                  | 0                 |
| Senior Care Worker                      | 5                      | 0                                  | 0                 |
| Care Worker                             | 18                     | 0                                  | 0                 |
| Domestic staff                          | 3                      | 0                                  | 0                 |
| Catering staff                          | 4                      | 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                                              |
| Registered Nurse (1+ Years in Practice) | 0                        | 0                                              |
| Senior Care Worker                      | 0                        | 0                                              |
| Care Worker                             | 1                        | 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                      |
| Registered Nurse (1+ Years in Practice) | 3                      | 4                      |
| Senior Care Worker                      | 4                      | 1                      |
| Care Worker                             | 13                     | 6                      |
| Domestic staff                          | 0                      | 3                      |
| Catering staff                          | 2                      | 2                      |
| Other 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                                                           |
| Registered Nurse (1+ Years in Practice) | 7                           | 0                                                           |
| Senior Care Worker                      | 5                           | 0                                                           |
| Care Worker                             | 19                          | 0                                                           |
| Domestic staff                          | 0                           | 0                                                           |
| Catering staff                          | 0                           | 0                                                           |
| Other 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                                   |
| 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 (1+ Years in Practice) | Day shift 8am-8pm 8am-2pm 2 staff Night shift 8pm-8am 1 staff |
| Senior Care Worker                      | 8am-8pm / 8am-2pm 2 staff                                     |
| Care Worker                             | 8am-2pm / 8am-8pm 6 staff                                     |