

# Wellcome Care Homes 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 summary**

<b>The provider was registered on:</b>	13/05/2019
<b>The following lists the provider conditions:</b>	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>	Promoting a positive company structure that encourages Continuous Professional Development, addressing personal growth by regular performance reviews that address knowledge or skills gaps. Set out expectations of employee roles. Providing learning platforms and opportunities for personal growth and career progression.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Identify roles to fill. Use of recruitment platform, social media and employee referrals. Having structured and robust interview processes and job descriptions. Focus on skills and experience to assess candidate abilities.  Strong on boarding processes and mentoring, regular performance reviews. Competitive pay rates. Promoting a work life balance.

**Regulated services delivered by this provider**

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Annedd	Care Home Service	Adults Without Nursing
Blaendyffryn Hall Nursing Home	Care Home Service	Adults With Nursing
Trycelyn Court	Care Home Service	Adults Without Nursing

## Service: Blaendyffryn Hall Nursing Home

### Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	13/05/2019
Maximum number of places	30
Service Conditions	<ul style="list-style-type: none"><li>A maximum of 30 individuals can be accommodated at this service</li><li>Wellcome Care Home Ltd is registered to provide a Care Home Service at Blaendyffryn Hall Nursing Home, Horeb, Llandysul SA44 4JA</li><li>The responsible individual for this service is Mohammad Mazhar Ali</li></ul>
How many people in total did the service provide care and support to during the last financial year?	0

### Service management

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

### Service contact details

Service Telephone Number	<a href="tel:01559362874">01559362874</a>
Service Contact Email Address	<a href="mailto:mazhar.ali@wellcomecarehomes.com">mazhar.ali@wellcomecarehomes.com</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	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>Garden(s)</li><li>Internet access</li><li>Laundry service</li><li>Lifts</li><li>Number of bathrooms with assisted bathing facilities: 5</li><li>Number of bedrooms with en-suite facilities: 0</li><li>Number of communal lounges: 1</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 2</li><li>Number of single bedrooms: 26</li><li>On-site parking</li><li>Pet friendly (or by arrangement)</li><li>TV point</li><li>Wheelchair access</li></ul>
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### Engagement with people using the service

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### Compliance and quality statement

<p><b>Not Inspected - Improvements Underway</b></p> <p>We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.</p>
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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)	0
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## Service: Trycelyn Court

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	06/06/2019
<b>Maximum number of places</b>	51
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 51 individuals can be accommodated at this service</li><li>• Wellcome Care Homes Ltd is registered to provide a Care Home Service at Trycelyn Court Trecelyn Residential Home, Trecelyn Court, New Bryngwyn Road, Newport NP11 4NF</li><li>• The responsible individual for this service is Mohammad Mazhar Ali</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	71

### Service management

<b>Responsible Individual(s)</b>	Mohammad Ali
<b>Manager(s)</b>	Karen Thomas

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01495243540">01495243540</a>
<b>Service Contact Email Address</b>	<a href="mailto:mazhar.ali@wellcomecarehomes.com">mazhar.ali@wellcomecarehomes.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>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Close to local shops / amenities</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: 5</li><li>• Number of bedrooms with en-suite facilities: 47</li><li>• Number of communal lounges: 4</li><li>• Number of dining rooms: 3</li><li>• Number of shared bedrooms: 2</li><li>• Number of single bedrooms: 47</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

Resident experience in the form of Surveys/Questionnaires. Person centred care and supported decision making.
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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?	£798.93
The maximum weekly fee payable during the last financial year?	£1045.16

## 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	1	0
Senior Care Worker	7	0
Care Worker	22	0
Domestic staff	5	0
Catering staff	5	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	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

#### 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	Not relevant to this staff group	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	Not relevant to this staff group
Other Staff	Not relevant to this staff group	No staff have yet completed

#### 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	Working towards all staff completing
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	All staff have completed	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	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
Senior Care Worker	7	0	0
Care Worker	22	0	0
Domestic staff	5	0	0
Catering staff	5	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	0	7
Care Worker	0	22
Domestic staff	0	5
Catering staff	0	5
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	0	1
Senior Care Worker	7	0
Care Worker	0	0
Domestic staff	5	0
Catering staff	5	0
Other Staff	0	0

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

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

#### **Typical shift patterns**

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Senior Care Worker</b>	Day shift 07.15 - 19.15 2 staff. Night shift 19.15 - 07.15 2 staff
<b>Care Worker</b>	Day shift 7.15 -19.15 7 staff. Night Shift 19.15 -07.15 5 staff

## Service: Anedd

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	13/05/2019
<b>Maximum number of places</b>	27
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 27 individuals can be accommodated at this service</li><li>• Wellcome Care Home Ltd is registered to provide a Care Home Service at Anedd, Heol Y Gaer, LLanybydder SA40 9RX</li><li>• The responsible individual for this service is Mohammad Mazhar Ali</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	47

### Service management

<b>Responsible Individual(s)</b>	Mohammad Ali
<b>Manager(s)</b>	Allison Brown

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01570481399">01570481399</a>
<b>Service Contact Email Address</b>	<a href="mailto:allison.brown@wellcomecarehomes.com">allison.brown@wellcomecarehomes.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>	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>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Picture Exchange Communication System (PECS)</li><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>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Laundry service</li><li>• Lifts</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: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 27</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

Face to face meetings with both, resident families and social workers
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### 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?	£963.66
The maximum weekly fee payable during the last financial year?	£1250.45

### 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	0
Number of complaints not upheld	3

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	15
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	1
Senior Care Worker	6	0
Care Worker	19	3
Domestic staff	3	1
Catering staff	3	0
Other Staff	1	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	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	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	All staff have completed	Not relevant to this staff group

#### 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	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	Working towards all staff completing
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	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	Working towards all staff completing
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	Working towards all staff completing
Deputy Manager	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	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	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
Senior Care Worker	6	0	0
Care Worker	17	0	0
Domestic staff	3	0	0
Catering staff	3	0	0
Other Staff	1	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	2	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	4
Care Worker	11	8
Domestic staff	3	0
Catering staff	1	2
Other Staff	0	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	1	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	3	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
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
Senior Care Worker	Day shift 08.00-20.15 Night Shift 20.00-08.15 1
Care Worker	08.00-12.00 Day x 1 08.00-20.00 x day x 4 12.00 -20.00 x 1