

# Gresford Care 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: Gresford Care Limited

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### Provider summary

|  |  |
|--|--|
| The provider was registered on:              | 22/03/2019   |
| 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> | A training matrix is in place to keep track of what training has taken place for all staff and when it is due for renewal. All staff have access to e-learning and face to face training. Training needs are discussed in staff supervisions.  |
| <b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>                        | We have a robust interview process and all staff who are offered employment are subject to satisfactory references being obtained and have an enhanced DBS in place. All relevant checks are carried out documentation is in place for overseas staff as per home office requirements. |

### Regulated services delivered by this provider

| Service name   | Service type      | Type of care           |
|----------------|-------------------|------------------------|
| Ashgrove       | Care Home Service | Adults Without Nursing |
| Ashleigh Court | Care Home Service | Adults Without Nursing |

## Service: Ashgrove

### Service summary

|   |   |
|---|---|
| <b>Service Type</b>   | Care Home Service   |
| <b>Type of Care</b>   | Adults Without Nursing  |
| <b>Approval Date</b>  | 22/03/2019  |
| <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>• Gresford Care Limited is registered to provide a Care Home Service at Ashgrove, Chester Road Gresford, Wrexham LL12 8PP</li><li>• The responsible individual for this service is Nicola Jane Barnes</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 69  |

### Service management

|                                  |               |
|----------------------------------|---------------|
| <b>Responsible Individual(s)</b> | Nicola Barnes |
| <b>Manager(s)</b>                | Gary Dodd     |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:01978856500">01978856500</a>                                      |
| <b>Service Contact Email Address</b> | <a href="mailto:gary.dodd@hartfordcare.co.uk">gary.dodd@hartfordcare.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><li>• Panjabi</li><li>• Gujarati</li><li>• Bengali</li><li>• Malayalam</li><li>• Hindi</li><li>• Nigerian</li><li>• Ukrainian</li><li>• Tamil</li></ul> |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Social Stories</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>• 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: 6</li><li>• Number of bedrooms with en-suite facilities: 21</li><li>• Number of communal lounges: 4</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 3</li><li>• Number of single bedrooms: 46</li><li>• On-site parking</li></ul> |
|--|

- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- Quiet areas
- Residents' kitchenette / communal kitchen
- TV point
- Wheelchair access
- Wildlife / domesticated animals
- Woodland / ponds

### Engagement with people using the service

We send out questionnaires to stakeholders, including relatives/representatives and visiting professionals to obtain feedback. The findings are published in a report. We also hold regular meetings regarding the service obtain feedback.

### 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? | £804.67  |
| The maximum weekly fee payable during the last financial year? | £1800.00 |

### 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) | 61 |
|--|----|

#### Posts and vacancies

| Role type                                     | No. of staff in post | Total vacancies |
|---|----------------------|-----------------|
| Manager                                       | 1                    | 0               |
| Deputy Manager                                | 1                    | 0               |
| Supervisory Staff (not providing direct care) | 3                    | 0               |
| Senior Care Worker                            | 17                   | 0               |
| Care Worker                                   | 23                   | 0               |
| Domestic staff                                | 9                    | 0               |
| Catering staff                                | 4                    | 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 |
| Deputy Manager                                | All staff have completed | All staff have completed |
| Supervisory Staff (not providing direct care) | 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        |
| Supervisory Staff (not providing direct care) | 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 |
| Supervisory Staff (not providing direct care) | 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 |
| Supervisory Staff (not providing direct care) | 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 |

#### **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 |
| Supervisory Staff (not providing direct care) | 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 |

#### 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                 |
| Supervisory Staff (not providing direct care) | 3                      | 0                                  | 0                 |
| Senior Care Worker                            | 17                     | 0                                  | 0                 |
| Care Worker                                   | 23                     | 0                                  | 0                 |
| Domestic staff                                | 8                      | 0                                  | 0                 |
| Catering staff                                | 4                      | 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  |
| Deputy Manager                                | 0                        | 0  |
| Supervisory Staff (not providing direct care) | 0                        | 0  |
| Senior Care Worker                            | 0                        | 0  |
| Care Worker                                   | 0                        | 0  |
| Domestic staff                                | 0                        | 1  |
| 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                                | 0                      | 1                      |
| Supervisory Staff (not providing direct care) | 0                      | 3                      |
| Senior Care Worker                            | 12                     | 5                      |
| Care Worker                                   | 18                     | 5                      |
| Domestic staff                                | 0                      | 9                      |
| Catering staff                                | 2                      | 2                      |
| Other Staff                                   | 1                      | 3                      |

## 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   |
| Supervisory Staff (not providing direct care) | 3                           | 0   |
| Senior Care Worker                            | 17                          | 0   |
| Care Worker                                   | 23                          | 0   |
| Domestic staff                                | 9                           | 0   |
| Catering staff                                | 4                           | 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                                   |
| Deputy Manager                                | 0   | 0                                   |
| Supervisory Staff (not providing direct care) | 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 | 1 Senior per Days - 7.45 - 20.00 Night 19.45 - 08.00       |
| Care Worker        | 4 carers per night Days - 8.00 - 20.00 Night 20.00 - 08.00 |

## Service: Ashleigh Court

### Service summary

|   |   |
|---|---|
| <b>Service Type</b>   | Care Home Service   |
| <b>Type of Care</b>   | Adults Without Nursing  |
| <b>Approval Date</b>  | 22/03/2019  |
| <b>Maximum number of places</b>   | 50  |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 50 individuals can be accommodated at this service</li><li>• Gresford Care Limited is registered to provide a Care Home Service at Ashleigh Court, Chester Road Gresford, Wrexham LL12 8PP</li><li>• The responsible individual for this service is Nicola Jane Barnes</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 73  |

### Service management

|                                  |                                      |
|----------------------------------|--------------------------------------|
| <b>Responsible Individual(s)</b> | Nicola Barnes                        |
| <b>Manager(s)</b>                | There are no Managers at the service |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:01978856999">01978856999</a>                                      |
| <b>Service Contact Email Address</b> | <a href="mailto:gary.dodd@hartfordcare.co.uk">gary.dodd@hartfordcare.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>             | <ul style="list-style-type: none"><li>• Ukrainian</li><li>• Bengali</li><li>• Malayalam</li><li>• Gujarati</li><li>• Hindi</li><li>• Sinhala</li><li>• French</li><li>• Nigerian</li><li>• Panjabi</li><li>• Tamil</li></ul>   |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</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>• 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: 48</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 2</li></ul> |
|---|

- Number of single bedrooms: 46
- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- Quiet areas
- Residents' kitchenette / communal kitchen
- Stairlift
- TV point
- Wheelchair access
- Wildlife / domesticated animals
- Woodland / ponds

### Engagement with people using the service

We send out questionnaires to stakeholders, including relatives/representatives, visiting professionals to obtain feedback. The findings are published in a report. We also hold regular meetings regarding the service.

### 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? | £804.67  |
| The maximum weekly fee payable during the last financial year? | £1700.00 |

### 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) | 58 |
|--|----|

### Posts and vacancies

| Role type                                     | No. of staff in post | Total vacancies |
|---|----------------------|-----------------|
| Manager                                       | 1                    | 0               |
| Deputy Manager                                | 1                    | 1               |
| Supervisory Staff (not providing direct care) | 3                    | 0               |
| Senior Care Worker                            | 10                   | 0               |
| Care Worker                                   | 24                   | 0               |
| Domestic staff                                | 5                    | 0               |
| Catering staff                                | 6                    | 0               |
| Other Staff                                   | 5                    | 0               |

### Training undertaken

### Induction and Health & Safety

| <b>Role type</b>                              | <b>Induction</b>         | <b>Health &amp; Safety</b> |
|---|--------------------------|----------------------------|
| Manager                                       | All staff have completed | All staff have completed   |
| Deputy Manager                                | All staff have completed | All staff have completed   |
| Supervisory Staff (not providing direct care) | 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

| <b>Role type</b>                              | <b>Equality, Diversity &amp; Human Rights</b> | <b>Infection, prevention &amp; control</b> |
|---|---|--|
| Manager                                       | All staff have completed                      | All staff have completed                   |
| Deputy Manager                                | All staff have completed                      | All staff have completed                   |
| Supervisory Staff (not providing direct care) | 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

| <b>Role type</b>                              | <b>Manual Handling</b>   | <b>Safeguarding</b>      |
|---|--------------------------|--------------------------|
| Manager                                       | All staff have completed | All staff have completed |
| Deputy Manager                                | All staff have completed | All staff have completed |
| Supervisory Staff (not providing direct care) | 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

| <b>Role type</b>                              | <b>Medicine Management</b> | <b>Dementia</b>          |
|---|----------------------------|--------------------------|
| Manager                                       | All staff have completed   | All staff have completed |
| Deputy Manager                                | All staff have completed   | All staff have completed |
| Supervisory Staff (not providing direct care) | 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 |

### 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 |
| Supervisory Staff (not providing direct care) | 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 |

### 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                 |
| Supervisory Staff (not providing direct care) | 3                      | 0                                  | 0                 |
| Senior Care Worker                            | 10                     | 0                                  | 0                 |
| Care Worker                                   | 24                     | 0                                  | 0                 |
| Domestic staff                                | 5                      | 0                                  | 0                 |
| Catering staff                                | 6                      | 0                                  | 0                 |
| Other Staff                                   | 5                      | 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  |
| Supervisory Staff (not providing direct care) | 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                      |
| Supervisory Staff (not providing direct care) | 0                      | 3                      |
| Senior Care Worker                            | 8                      | 2                      |
| Care Worker                                   | 18                     | 6                      |
| Domestic staff                                | 0                      | 5                      |
| Catering staff                                | 0                      | 6                      |
| Other Staff                                   | 2                      | 3                      |

### 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                           | 0   |
| Supervisory Staff (not providing direct care) | 3                           | 0   |
| Senior Care Worker                            | 10                          | 0   |
| Care Worker                                   | 6                           | 0   |
| Domestic staff                                | 5                           | 0   |
| Catering staff                                | 6                           | 0   |
| Other Staff                                   | 5                           | 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                                   |
| Supervisory Staff (not providing direct care) | 0   | 0                                   |
| Senior Care Worker                            | 0   | 0                                   |
| Care Worker                                   | 18  | 18                                  |
| Domestic staff                                | 0   | 0                                   |
| Catering staff                                | 0   | 0                                   |
| Other Staff                                   | 0   | 0                                   |

### Typical shift patterns

| Role type          | Typical shift patterns                             |
|--------------------|--|
| Senior Care Worker | Days - 7.30am - 19.30pm Nights - 19.30pm - 07.30am |
| Care Worker        | Days - 7.30am - 19.30pm Nights - 19.30pm - 07.30am |