

Plas Rhosnesni Ltd

Annual Return 2025/2026

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.

Contents

[Provider: Plas Rhosnesni Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Rhosyn Melyn](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

Provider: Plas Rhosnesni Ltd

Provider summary

The provider was registered on:	06/12/2021
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.	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.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	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
Rhosyn Melyn	Care Home Service	Adults With Nursing

Service: Rhosyn Melyn

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	06/12/2021
Maximum number of places	66
Service Conditions	<ul style="list-style-type: none">• A maximum of 66 individuals can be accommodated at this service.• Plas Rhosnesni Ltd is registered to provide a Care Home Service at Plas Rhosnesni Plas Rhosnesni Nursing Home, Cefn Road, Wrexham, LL13 9NH• The responsible individual for this service is Nicola Jane Barnes
How many people in total did the service provide care and support to during the last financial year?	70

Service management

Responsible Individual(s)	Nicola Barnes
Manager(s)	Maria Davies

Service contact details

Service Telephone Number	01978364557
Service Contact Email Address	rhosymelyn@hartfordcare.co.uk

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">• Portuguese• Hindi• Turkish• Filipino• Nigerian• Malayalam• Panjabi• Tamil• Other South Asian language• Other African language
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Social Stories• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 5• Number of bedrooms with en-suite facilities: 62• Number of communal lounges: 4• Number of dining rooms: 4• Number of shared bedrooms: 0• Number of single bedrooms: 65• On-site parking• Outdoor seating / entertainment area

- Pet friendly (or by arrangement)
- Quiet areas
- Residents' kitchenette / communal kitchen
- Stairlift
- TV point
- Wheelchair access

Engagement with people using the service

Relative/Resident meetings, Residents & Relatives Yearly Survey

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?	£862.75
The maximum weekly fee payable during the last financial year?	£1500.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	81
--	----

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	9	0
Care Worker	42	0
Domestic staff	6	1
Catering staff	4	1
Other Staff	3	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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	Not relevant to this staff group	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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

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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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

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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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

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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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

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	2	0	0
Nursing Assistant / Auxiliary Nurse	2	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	8	0	0
Care Worker	42	0	0
Domestic staff	6	0	0
Catering staff	4	0	0
Other Staff	3	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	1	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	2	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	8	1
Care Worker	36	6
Domestic staff	3	3
Catering staff	1	3
Other Staff	3	0

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	1
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	23	0
Domestic staff	3	0
Catering staff	1	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	11	11
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	Day Shift 8am-8pm 1 per shift on average occasional 2 together on same shift.
Registered Nurse (First Year in Practice)	Night Shift 19.45-8 1 staff
Registered Nurse (1+ Years in Practice)	Night Shift 19.45-8 1 staff Day Shift 07.45-8 2 staff
Senior Care Worker	Day Shift 07.45-8 upstairs x 2 staff Downstairs 8-8 1 staff Night shift 19.45-8 typically 1 staff occasionally 2
Care Worker	Day Shift Upstairs 8-8 6 staff Downstairs 6 staff Night Shift Upstairs 8-8 3 staff Downstairs 8-8 3 staff