

Annual Return 2025/2026

Before You Start

As part of your Annual Return, you are required to upload workforce information about your provider and services using a set of pre-defined templates.

All templates that apply to your provider and its associated services are available via the 'Workforce Templates' menu.

Important

- * You must only use the templates provided within the 'Workforce Templates' menu.
- * Only the templates provided will be accepted.
- * Completed templates must be uploaded to the relevant sections of your return.

The information you upload will be checked and verified. You will not be able to successfully submit your Annual Return until all required templates have been uploaded and verified.

As a Local Authority/Local Health Board you will be required to complete certain free text fields within the Annual Return in both English and Welsh to allow you to publish the return onto your website in both languages.

In which language(s) do you want to publish the Annual Return?	Both
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Provider Details

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31 March 2026.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Vale of Glamorgan Council Adults and Children's Services
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The provider was registered on:	15/11/2018
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The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:

Southway Residential Home

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/11/2018
Responsible Individual(s)	Marijke Jenkins
Manager(s)	Marlena Chodyko
Maximum number of places	30
Service Conditions	A maximum of 30 individuals can be accommodated at this service Vale of Glamorgan Council is registered to provide a Care Home Service at Southway Residential Home, Town Mill Road, Cowbridge CF71 7BE The responsible individual for this service is Marijke Jenkins

Cartref Porthceri

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/11/2018
Responsible Individual(s)	Marijke Jenkins
Manager(s)	Laura Davies
Maximum number of places	30

Service Conditions	A maximum of 30 individuals can be accommodated at this service Vale of Glamorgan Council is registered to provide a Care Home Service at Cartref Porthceri, 91 Salisbury Road, Barry CF62 6PU The responsible individual for this service is Marijke Jenkins
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Ty Dyfan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/11/2018
Responsible Individual(s)	Marijke Jenkins
Manager(s)	Helen Manley
Maximum number of places	27
Service Conditions	A maximum of 27 individuals can be accommodated at this service Vale of Glamorgan Council is registered to provide a Care Home Service at Ty Dyfan, St. Brides Way, Barry CF63 1DU The responsible individual for this service is Marijke Jenkins

Ty Dewi Sant	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/11/2018
Responsible Individual(s)	Marijke Jenkins
Manager(s)	Clare O'Toole
Maximum number of places	33
Service Conditions	A maximum of 33 individuals can be accommodated at this service Vale of Glamorgan Council is registered to provide a Care Home Service at Ty Dewi Sant Residential Home, Myrtle Close, Penarth CF64 3NQ The responsible individual for this service is Marijke Jenkins

Vale Community Resource Service	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/04/2019
Responsible Individual(s)	Jason Bennett
Manager(s)	Carina Pirso
Partnership Area	Cardiff and Vale
Service Conditions	The responsible individual for this service is Jason Bennett

Vale of Glamorgan Shared Lives	
Service Type	Adult Placement Service
Type of Care	None
Approval Date	14/02/2020
Responsible Individual(s)	Linda Woodley
Manager(s)	Paul Marchant
Service Conditions	Vale of Glamorgan Council is registered to provide an Adult Placement Service in Wales. The responsible individual for this service is Linda Marie Woodley

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the provider and answer all questions.

Provider Name	Vale of Glamorgan Council Adults and Children's Services
Is the Provider Name correct?	Yes
Note: If the name of the provider has changed due to a change of legal entity, you must contact the CIW Registration Team immediately on 0300 7900 126 and select Option 1, when prompted to do so.	

Registered provider's primary address:	Vale Of Glamorgan Council, Civic Offices, Holton Road, Barry, CF63 4RU
Is the registered provider's address correct?	Yes
Note: If the address of the organisation has changed due to a change of legal entity, please contact the Registration Team on 0300 7900 126 and select Option 1, when prompted to do so.	

The information displayed below details your service provider's contact details and preferred language of communication. Please check the information held by CIW is correct.

Please Note: If the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the provider telephone number, email address and preferred language of communications correct?' and follow the onscreen instructions to update your provider profile.

Provider Telephone Number	01446731118
Provider Telephone Number	Sharedlives@valeofglamorgan.gov.uk
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of communication for telephone calls	English
Preferred language of written communication (including emails and letters)	English
Website address	http://www.valesharedlives.co.uk
Are the provider telephone number, email address and preferred language of communications correct?	Yes

The following sets out a list of organisation officers associated with your organisation as registered with Companies House i.e. Directors, Trustees.

	Jason Bennett (Designated Officer) Jason Bennett (Designated Officer) Marijke Jenkins (Designated Officer) Lance Carver (Director Of Social Services) Linda Woodley (Designated Officer)
Is the list of organisational officers correct?	Yes

The following sets out the conditions that CIW have imposed upon your registration. Imposed conditions are in addition to the standard conditions for example reduced capacity numbers.

The conditions imposed upon the service provider	There are no imposed conditions associated to this provider
Is the above information correct?	Yes

The following lists all regulated services the service provider is registered to provide

Name of Service	1st Line of Address	Service Type
Vale of Glamorgan Shared Lives	Vale Of Glamorgan Council	Adult Placement Service
Southway Residential Home	Southway Residential Home	Care Home Service
Ty Dewi Sant	Ty Dewi Sant Residential Home	Care Home Service
Ty Dyfan	Ty Dyfan	Care Home Service
Cartref Porthceri	Cartref Porthceri	Care Home Service
Vale Community Resource Service	Cardiff & Vale Nhs Trust	Domiciliary Support Service
Is the list of regulated services correct?		Yes

Training and Workforce Planning

Information about training and workforce planning.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Disgrifiwch y trefniadau a oedd ar waith yn ystod y flwyddyn ariannol ddiwethaf ar gyfer nodi, cynllunio a diwallu anghenion hyfforddiant y staff a gaiff eu cyflogi gan y darparwr gwasanaeth. Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blynnyddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.	Cefnogir datblygiad staff gofal cymdeithasol gan dîm Datblygu'r Gweithlu Gofal Cymdeithasol. Mae calendr o gyfleoedd yn cael ei ddarparu'n fisol, ac mae'r tîm yn cysylltu â rheolwr y gwasanaeth i adolygu anghenion datblygu. I gyd-fynd â chyllidebu a chynllunio blynnyddol, mae dadansoddiad anghenion hyfforddiant yn cael eiwneud yn flynyddol, lle mae anghenion yn cael eu nodi a'u blaenoriaethu. Mae adolygiad parhaus o'r anghenion a'r blaenoriaethau wedyn yn digwydd bob chwarter. Mae anghenion datblygiadol ad hoc yn cael sylw trwy'r broses DPP
Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	Social care staff development is supported by the Social Care Workforce Development team. A calendar of opportunities is provided monthly, and the team liaises with the service manager to review development needs. To tie in with yearly budgeting and planning, a training needs analysis is carried out annually, where needs are identified and prioritized. Ongoing review of the needs and priorities then happens on a quarterly basis. Ad hoc developmental needs are addressed via the CPD process
Disgrifiwch y trefniadau a oedd ar waith yn ystod y flwyddyn ariannol ddiwethaf ar gyfer recriwtio a chadw'r staff a gaiff eu cyflogi gan y darparwr gwasanaeth. Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blynnyddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.	Mae rheolwyr yn cwblhau gwybodaeth h.y. Hysbyseb, Disgrifiad Swydd a Manyleb Person. Mae hyn yn galluogi'r rolau i gael eu hysbysebu yn fewnol neu'n allanol trwy wefan y Cyngor a llwybrau megis LinkedIn, Canolfan Byd Gwaith. Cynhelir gwiriadau diogelwch angenrheidiol e.e., y Gwasanaeth Datgelu a Gwahardd (GDG). Cadw: Mae'r Cyngor yn cynnig buddion ardderchog i staff megis gweithio'n hyblyg, pensiwn, a gwylliau hael https://www.valeofglamorgan.gov.uk/cy/our_council/jobs/Employee-Benefits-and-Support.aspx
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	Recruitment and selection: Managers complete information i.e. Advert, Job Description and Person Specification. This enables the roles to be advertised on an internal or external basis via the Council's website and routes such as LinkedIn, Job Centre Plus. Necessary safety checks e.g DBS are completed. Retention: The Council offers excellent staff benefits such as flexible working, pension and generous leave https://www.valeofglamorgan.gov.uk/en/our_council/jobs/Employee-Benefits-and-Support.aspx

People at the provider

Use this section to upload the workforce information about people who work at the provider. It is important that the workforce information you provide is only about those people working in Wales.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the provider.

Please upload the workforce information for this provider	ciw_ar2026_providerworkforce_la_en.xlsx
Do you have an Adult Social Work Team?	No
Do you have a Children Social Work Team?	No
Do you have an All Ages Social Work Team	No

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Vale of Glamorgan Shared Lives
Is the registered service name correct?	Yes

Primary address from where the service is being delivered from is:	Vale Of Glamorgan Council, Hen Goleg, College Fields Close, Barry, CF62 8LF
Is the registered service address correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Service Telephone Number	01446731118
Service Contact Email Address	Sharedlives@valeofglamorgan.gov.uk
Website address	www.valesharedlives.co.uk
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	
Non-verbal communication methods used at the service	
What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	English
Are the service's contact details, agreed consent and preferred language of communication correct?	Yes

People At The Service

List of the designated Responsible Individual(s) for this regulated service.

Responsible Individual(s)	Linda Woodley
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Are the Responsible Individuals correct?	Yes
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List of service manager(s) for this regulated service	
Service Managers	Paul Marchant
Are the service managers correct?	Yes

The total number of full time equivalent posts at the service (as at 31 March)	10
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Use this section to upload the workforce information about people who work at this service. The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.	
Please upload your complete 'Service Workforce'	ciw_ar2026_serviceworkforce_en.xlsx

Statement of Purpose

The most recent Statement of Purpose was submitted to CIW on	01/05/2026
Does CIW currently have your most up to date Statement of Purpose?	Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	73
How many people were being provided care and support by the service as at 31 March?	71

Complaints

Service complaints and arrangements for consulting people who use the service	
Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Pa drefniadau a wnaed ar gyfer ymgynghori â defnyddwyr y gwasanaeth ynglyn â'r modd y cafodd y gwasanaeth ei redeg yn ystod y flwyddyn ariannol diwethaf?. Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blynnyddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.	Defnyddiwyd amrywiaeth o gyfleoedd ymgysylltu a anelir at ganfod barn pobl dros y flwyddyn ddiwethaf. Ar gais pobl a gefnogir, cyfunwyd y rhain yn aml â digwyddiadau cymdeithasol; cynhaliwyd tri rhwng Mai 2025 ac Ebrill 2026. Mae arolygon 'Dweud Eich Dweud', sy'n hawdd eu ddarllen, yn parhau i gael eu ddefnyddio sy'n cwmparu 'Digwyddiadau a Phartion', 'Seibiant' a 'Gofyn am Gymorth'. Cesglir gwybodaeth ar Ffurflenni Microsoft ac mae'n darparu adborth ar unwaith sy'n llywio Cynllun Datblygu Tîm Bywydau a Rennir. Datblygwyd Cylchlythyr (Ionawr 2026) yn arddangos 'Eiliadau Anhygoel', dyddiadau ar gyfer y dyddiadur a gwybodaeth defnyddiol. Mae Gwefan Bywydau a Rennir y Fro yn darparu gwybodaeth i'r cyhoedd am y gwasanaeth. Cynhaliwyd digwyddiad cydnabod Bywydau a Rennir ym mis Mawrth 2026 ym mhresenoldeb Uwchgapten y Barri. Daeth gofawyr presennol, gofawyr blaenorol a gofawyr y dyfodol ynghyd i ddathlu eu gwaith a'u hymroddiad i'r gwasanaeth Bywydau a Rennir.
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	A range of engagement opportunities aimed at ascertaining peoples views were utilised over the last year. On the request of supported people, these were often combined with social events; three took place between May 2025- April 2026. 'Have your Say', easy read surveys continue to be utilised covering ;' Events and Parties', 'Respite' and Asking for Help'. Information is gathered on Microsoft Forms and provides instant feedback that informs the Shared Lives Team Development Plan. A Newsletter has been developed (January 2026) showcasing 'Amazing Moments', dates for the diary and useful information. The Vale Shared Lives Website provides public facing information about the service. A Shared Lives recognition event was held in March 2026 in the presence of the Major of Barry. Current, past and future carers came together for a celebration of their work and dedication to the Shared Lives service.

Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate 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.
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In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.

Please Note! Important: You do not have the required permissions to complete this section or submit the provider's Annual Return.

☒ I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Southway Residential Home
Is the registered service name correct?	Yes
The number of people you are registered to provide care and support for:	30
Is the number of people you are registered to provide care and support for correct?	Yes

Primary address from where the service is being delivered from is:	Southway Residential Home, Town Mill Road, Cowbridge, CF71 7BE
Is the registered service address correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Service Telephone Number	01446772265
Service Contact Email Address	southwayresidential@valeofglamorgan.gov.uk
Website address	https://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Care-and-Support/Residential-Homes/Residential-Homes.aspx
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	
Non-verbal communication methods used at the service	
What is your preferred language of inspection?	English
What is your preferred language for your published inspection report?	English
Facilities at the service	Access to minibus or other transport, 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 (4), Number of bedrooms with en-suite facilities (0), Number of communal lounges (5), Number of dining rooms (2), Number of shared bedrooms (0), Number of single bedrooms (30), On-site parking, Outdoor seating / entertainment area, Pet friendly (or by arrangement), Quiet areas, Stairlift, TV point, Wheelchair access
Are the service's contact details, agreed consent and preferred language of communication correct?	Yes

People At The Service

List of the designated Responsible Individual(s) for this regulated service.

Responsible Individual(s)	Marijke Jenkins
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service	
Service Managers	Marlena Chodyko
Are the service managers correct?	Yes

The total number of full time equivalent posts at the service (as at 31 March)	29
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Use this section to upload the workforce information about people who work at this service. The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.	
Please upload your complete 'Service Workforce'	Copy of Southway Service Workforce Template 2026.xlsx

Statement of Purpose

We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection.. <i>This information is used in the CIW directory to help people find appropriate care services.</i>	
The most recent Statement of Purpose was submitted to CIW on	25/03/2025
Does CIW currently have your most up to date Statement of Purpose?	Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	31
As per your condition of registration, this service is registered to accommodate the following number of people at this service:	30
How many places were occupied on 31 March?	15
How many places were unoccupied on 31 March?	15
Of the unoccupied places how many were available for placement on 31 March?	7
How many people resident at the service on 31 March were aged:	
0-17 years	0
18-64 years	0
65+ years	15
Is the age breakdown shown above correct?	Yes

How many people resident at the service on 31 March were of the following sex?

This should relate to the sex recorded on a legal document of the resident such as a birth certificate, Gender Recognition Certificate, or passport.

Male	3
Female	12
Is the sex breakdown shown above correct?	Yes

How many people resident at the service on 31 March were of the following ethnic group?

This should relate to the ethnic group or background that best describes the resident, with the following providing further details on each ethnic group:

- White
 - Welsh, English, Scottish, Northern Irish or British
 - Irish
 - Gypsy or Irish Traveller
 - Roma
 - Any other White background
- Mixed/Multiple Ethnic Groups
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed or multiple ethnic background
- Asian/Asian British
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background
- Black/Black British/Caribbean/African
 - Caribbean
 - African
 - Any other Black, Black British, or Caribbean background
- Other ethnic group
 - Arab
 - Any other ethnic group

White	15
Mixed/Multiple Ethnic Groups	0
Asian/Asian British	0
Black/Black British/Caribbean/African	0
Other ethnic group	0
Is the ethnic group breakdown shown above correct?	Yes

The number of people requiring 24hr care or are subject to Deprivation of Liberty Safeguards(DoLS). This information will not be included in the published Annual Return.

Number of people assessed as requiring 24hr nursing care during the last financial year	0
The number of people subject to Deprivation of Liberty Safeguards (DoLS) as at 31 March, where the authorisation has been granted?	4

Fees Charged

The minimum weekly fee payable during the last financial year?	980.72
The maximum weekly fee payable during the last financial year?	1084.96
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use 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	1
Number of complaints not upheld	0
Is the information about complaints correct?	Yes

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Pa drefniadau a wnaed ar gyfer ymgynghori â defnyddwyr y gwasanaeth ynglyn â'r modd y cafodd y gwasanaeth ei redeg yn ystod y flwyddyn ariannol diwethaf?. Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blynnyddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.	Rydym yn croesawu mewnbwn rhanddeiliaid. Trwy arsylwi/trafodaethau gyda'r preswyllydd/cynrychiolydd penderfynir ar ganlyniadau a risgiau. Mae hyn yn llywio Cynllun Personol ac Asesiad Risg sy'n cael eu hadolygu'n rheolaidd gyda'r preswyllydd / eu cynrychiolydd. Yn unol â Rheoliadau a Chanllawiau mae'r Unigolyn Cyfrifol yn monitro ansawdd y gofal yn ystod tri ymweliad misol. Cyhoeddir yr ymweliadau hyn ymlaen llaw ac ymgynghorir â rhanddeiliaid. Mae eiriolwr Age UK yn ymweld yn rheolaidd a gellir cysylltu â nhw yn ôl y galw a chynhelir 'Cyfarfodydd Preswylwyr Mewnol' yn rheolaidd lle ymgynghorir â phreswylwyr ynghylch materion gweithredol. Cynhelir ymarfer sicrwydd ansawdd bob yn ail flwyddyn gan y Swyddog Polisi a Sicrwydd Ansawdd sy'n ymgynghori ag unigolion a'u teuluoedd sydd wedi derbyn gofal a chefnogaeth yn ein cartref i nodi meysydd o arfer da a gwelliant. Mae tîm Monitro'r Contract ac AGC yn ymgynghori â phreswylwyr/cynrychiolwyr yn ystod eu harolygiadau/archwiliadau.
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	We welcome input of stakeholders. From observation/discussions with the resident/ representative outcomes and risks are determined. This informs a Personal Plan and Risk Assessment which are regularly reviewed with the resident / their representative. In compliance with Regulations and Guidance the Responsible Individual monitors the quality of care during three monthly visits. These visits are announced in advance and stakeholders are consulted. An Age UK advocate visits regularly and can be contacted as required and 'In House Resident meetings' are regularly convened where residents are consulted about operational issues. A bi-annual quality assurance exercise is undertaken by the Policy and Quality Assurance Officer who consults with individuals and their families who have received care and support in our home to identify areas of good practice and improvement. The Contract Monitoring team and CIW consult with residents/representatives during their inspections/audits

Service Environment

Food hygiene provision. This information will not be included in the published Annual Return.	
Are you registered as a food business with your local authority?	Yes
What FSA rating has been obtained by the service?	5

Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate 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.

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Ty Dyfan
Is the registered service name correct?	Yes
The number of people you are registered to provide care and support for:	27
Is the number of people you are registered to provide care and support for correct?	Yes

Primary address from where the service is being delivered from is:	Ty Dyfan, St. Brides Way, Barry, CF63 1DU
Is the registered service address correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Service Telephone Number	01446736086
Service Contact Email Address	tydyfan@valeofglamorgan.gov.uk
Website address	https://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Care-and-Support/Residential-Homes/Residential-Homes.aspx
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	
Non-verbal communication methods used at the service	
What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	English
Facilities at the service	Access to minibus or other transport, 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 (4), Number of bedrooms with en-suite facilities (0), Number of communal lounges (4), Number of dining rooms (3), Number of shared bedrooms (0), Number of single bedrooms (27), On-site parking, Outdoor seating / entertainment area, Pet friendly (or by arrangement), Quiet areas, Residents' kitchenette / communal kitchen, Stairlift, TV point, Wheelchair access
Are the service's contact details, agreed consent and preferred language of communication correct?	Yes

People At The Service

List of the designated Responsible Individual(s) for this regulated service.	
Responsible Individual(s)	Marijke Jenkins
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service	
Service Managers	Helen Manley
Are the service managers correct?	Yes

The total number of full time equivalent posts at the service (as at 31 March)	33
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Use this section to upload the workforce information about people who work at this service. The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.	
Please upload your complete 'Service Workforce'	Ty Dyfan Service Workforce Template_.xlsx

Statement of Purpose

We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection..

This information is used in the CIW directory to help people find appropriate care services.

The most recent Statement of Purpose was submitted to CIW on

04/04/2025

Does CIW currently have your most up to date Statement of Purpose?

Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?

46

As per your condition of registration, this service is registered to accommodate the following number of people at this service:

27

How many places were occupied on 31 March?

20

How many places were unoccupied on 31 March?

7

Of the unoccupied places how many were available for placement on 31 March?

6

How many people resident at the service on 31 March were aged:

0-17 years

0

18-64 years

0

65+ years

20

Is the age breakdown shown above correct?

Yes

How many people resident at the service on 31 March were of the following sex?

This should relate to the sex recorded on a legal document of the resident such as a birth certificate, Gender Recognition Certificate, or passport.

Male

8

Female

12

Is the sex breakdown shown above correct?

Yes

How many people resident at the service on 31 March were of the following ethnic group?

This should relate to the ethnic group or background that best describes the resident, with the following providing further details on each ethnic group:

- White
 - Welsh, English, Scottish, Northern Irish or British
 - Irish
 - Gypsy or Irish Traveller
 - Roma
 - Any other White background
- Mixed/Multiple Ethnic Groups
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed or multiple ethnic background
- Asian/Asian British
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background
- Black/Black British/Caribbean/African
 - Caribbean
 - African
 - Any other Black, Black British, or Caribbean background
- Other ethnic group
 - Arab
 - Any other ethnic group

White	20
Mixed/Multiple Ethnic Groups	0
Asian/Asian British	0
Black/Black British/Caribbean/African	0
Other ethnic group	0
Is the ethnic group breakdown shown above correct?	Yes

The number of people requiring 24hr care or are subject to Deprivation of Liberty Safeguards(DoLS). This information will not be included in the published Annual Return.

Number of people assessed as requiring 24hr nursing care during the last financial year	0
The number of people subject to Deprivation of Liberty Safeguards (DoLS) as at 31 March, where the authorisation has been granted?	5

Fees Charged

The minimum weekly fee payable during the last financial year?	1084.96
The maximum weekly fee payable during the last financial year?	1084.96
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use 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	3
Number of complaints not upheld	0

Is the information about complaints correct?	Yes
Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.	
Pa drefniadau a wnaed ar gyfer ymgynghori â defnyddwyr y gwasanaeth ynglyn â'r modd y cafodd y gwasanaeth ei redeg yn ystod y flwyddyn ariannol diwethaf? Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blynnyddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.	Rydym yn croesawu mewnbwn gan randdeiliaid. Trwy arsylwi/trafodaethau gyda'r preswlydd/cynrychiolydd penderfynir ar ganlyniadau a risgiau. Mae hyn yn llywio Cynllun Personol ac Asesiad Risg sy'n cael eu hadolygu'n rheolaidd gyda'r preswlydd / ei gynrychiolydd. Yn unol â Rheoliadau a Chanllawiau, mae'r Unigolyn Cyfrifol yn monitro ansawdd y gofal yn ystod tri ymweliad misol. Cyhoeddir yr ymweliadau hyn ymlaen llaw ac ymgynghorir â rhanddeiliaid. Mae eiriolwr Age UK yn ymweld yn rheolaidd a gellir cysylltu â nhw yn ôl y galw a chynhelir 'Cyfarfodydd Preswylwyr Mewnol' yn rheolaidd lle ymgynghorir â phreswylwyr ynghylch materion gweithredol. Cynhelir ymarfer sicrwydd ansawdd bob yn ail flwyddyn gan y Swyddog Polisi a Sicrwydd Ansawdd sy'n ymgynghori ag unigolion a'u teuluoedd sydd wedi derbyn gofal a chefnogaeth yn ein cartref i nodi meysydd o arfer da a gwelliant. Mae tîm Monitro'r Contract ac AGC yn ymgynghori â phreswylwyr/cynrychiolwyr yn ystod eu harolygiadau/archwiliadau.
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	We welcome input of stakeholders. From observation/discussions with the resident/ representative outcomes and risks are determined. This informs a Personal Plan and Risk Assessment which are regularly reviewed with the resident / their representative. In compliance with Regulations and Guidance the Responsible Individual monitors the quality of care during three monthly visits. These visits are announced in advance and stakeholders are consulted. An Age UK advocate visits regularly and can be contacted as required and 'In House Resident meetings' are regularly convened where residents are consulted about operational issues. A bi-annual quality assurance exercise is undertaken by the Policy and Quality Assurance Officer who consults with individuals and their families who have received care and support in our home to identify areas of good practice and improvement. The Contract Monitoring team and CIW consult with residents/representatives during their inspections/audits.

Service Environment

Food hygiene provision. This information will not be included in the published Annual Return.	
Are you registered as a food business with your local authority?	Yes
What FSA rating has been obtained by the service?	5

Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate 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.
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In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Ty Dewi Sant
Is the registered service name correct?	Yes
The number of people you are registered to provide care and support for:	33
Is the number of people you are registered to provide care and support for correct?	Yes

Primary address from where the service is being delivered from is:	Ty Dewi Sant Residential Home, Myrtle Close, Penarth, CF64 3NQ
Is the registered service address correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Service Telephone Number	02920709331
Service Contact Email Address	tydewisant@valeofglamorgan.gov.uk
Website address	https://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Care-and-Support/Residential-Homes/Residential-Homes.aspx
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	
Non-verbal communication methods used at the service	
What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	Both
Facilities at the service	Access to minibus or other transport, Close to local shops / amenities, Garden(s), Ground-floor accommodation only, Hairdressing / beauty services, Internet access, Laundry service, Near public transport, Number of bathrooms with assisted bathing facilities (4), Number of bedrooms with en-suite facilities (0), Number of communal lounges (5), Number of dining rooms (3), Number of shared bedrooms (0), Number of single bedrooms (32), On-site parking, Outdoor seating / entertainment area, Pet friendly (or by arrangement), Phone point, Quiet areas, Residents' kitchenette / communal kitchen, TV point, Wheelchair access

Are the service's contact details, agreed consent and preferred language of communication correct?	Yes
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People At The Service

List of the designated Responsible Individual(s) for this regulated service.	
Responsible Individual(s)	Marijke Jenkins
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service	
Service Managers	Clare O'Toole
Are the service managers correct?	Yes

The total number of full time equivalent posts at the service (as at 31 March)	29
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Use this section to upload the workforce information about people who work at this service. The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.	
Please upload your complete 'Service Workforce'	Copy of Service Workforce Template Ty Dewi Sant.xlsx

Statement of Purpose

We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection..

This information is used in the CIW directory to help people find appropriate care services.

The most recent Statement of Purpose was submitted to CIW on

04/04/2025

Does CIW currently have your most up to date Statement of Purpose?

Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?

46

As per your condition of registration, this service is registered to accommodate the following number of people at this service:

33

How many places were occupied on 31 March?

18

How many places were unoccupied on 31 March?

15

Of the unoccupied places how many were available for placement on 31 March?

7

How many people resident at the service on 31 March were aged:

0-17 years

0

18-64 years

0

65+ years

18

Is the age breakdown shown above correct?

Yes

How many people resident at the service on 31 March were of the following sex?

This should relate to the sex recorded on a legal document of the resident such as a birth certificate, Gender Recognition Certificate, or passport.

Male

4

Female

14

Is the sex breakdown shown above correct?

Yes

How many people resident at the service on 31 March were of the following ethnic group?

This should relate to the ethnic group or background that best describes the resident, with the following providing further details on each ethnic group:

- White
 - Welsh, English, Scottish, Northern Irish or British
 - Irish
 - Gypsy or Irish Traveller
 - Roma
 - Any other White background
- Mixed/Multiple Ethnic Groups
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed or multiple ethnic background
- Asian/Asian British
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background
- Black/Black British/Caribbean/African
 - Caribbean
 - African
 - Any other Black, Black British, or Caribbean background
- Other ethnic group
 - Arab
 - Any other ethnic group

White	18
Mixed/Multiple Ethnic Groups	0
Asian/Asian British	0
Black/Black British/Caribbean/African	0
Other ethnic group	0
Is the ethnic group breakdown shown above correct?	Yes

The number of people requiring 24hr care or are subject to Deprivation of Liberty Safeguards(DoLS). This information will not be included in the published Annual Return.

Number of people assessed as requiring 24hr nursing care during the last financial year	0
The number of people subject to Deprivation of Liberty Safeguards (DoLS) as at 31 March, where the authorisation has been granted?	7

Fees Charged

The minimum weekly fee payable during the last financial year?	980.72
The maximum weekly fee payable during the last financial year?	1084.96
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use 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	1
Number of complaints not upheld	2
Is the information about complaints correct?	Yes

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the [Information Commissioner website](#).

Pa drefniadau a wnaed ar gyfer ymgynghori â defnyddwyr y gwasanaeth ynglyn â'r modd y cafodd y gwasanaeth ei redeg yn ystod y flwyddyn ariannol diwethaf? Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blyneddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.	Rydym yn croesawu mewnbwn gan randdeiliaid. Trwy arsylwi/trafodaethau gyda'r preswyllydd/cynrychiolydd penderfynir ar ganlyniadau a risgiau. Mae hyn yn llywio Cynllun Personol ac Asesiad Risg sy'n cael eu hadolygu'n rheolaidd gyda'r preswyllydd / eu cynrychiolydd. Yn unol â Rheoliadau a Chanllawiau, mae'r Unigolyn Cyfrifol yn monitro ansawdd y gofal yn ystod tri ymweliad misol. Cyhoeddir yr ymweliadau hyn ymlaen llaw ac ymgynghorir â rhanddeiliaid. Mae eiriolwr Age UK yn ymweld yn rheolaidd a gellir cysylltu â nhw yn ôl y galw a chynhelir 'Cyfarfodydd Preswylwyr Mewnol' yn rheolaidd lle ymgynghorir â phreswylwyr ynghylch materion gweithredol. Cynhelir ymarfer sicrwydd ansawdd bob yn ail flwyddyn gan y Swyddog Polisi a Sicrwydd Ansawdd sy'n ymgynghori ag unigolion a'u teuluoedd sydd wedi derbyn gofal a chymorth yn ein cartref i nodi meysydd o arfer da a gwelliant. Mae'r tîm Monitro'r Contract ac AGC yn ymgynghori â phreswylwyr/cynrychiolwyr yn ystod eu harolygiadau/archwiliadau.
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	We welcome input of stakeholders. From observation/discussions with the resident/ representative outcomes and risks are determined. This informs a Personal Plan and Risk Assessment which are regularly reviewed with the resident / their representative. In compliance with Regulations and Guidance the Responsible Individual monitors the quality of care during three monthly visits. These visits are announced in advance and stakeholders are consulted. An Age UK advocate visits regularly and can be contacted as required and 'In House Resident meetings' are regularly convened where residents are consulted about operational issues. A bi-annual quality assurance exercise is undertaken by the Policy and Quality Assurance Officer who consults with individuals and their families who have received care and support in our home to identify areas of good practice and improvement. The Contract Monitoring team and CIW consult with residents/representatives during their inspections/audits

Service Environment

Food hygiene provision. This information will not be included in the published Annual Return.

Are you registered as a food business with your local authority?	Yes
What FSA rating has been obtained by the service?	5

Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate 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.

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Vale Community Resource Service
Is the registered service name correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Primary address from where the service is being delivered from is:	Cardiff & Vale Nhs Trust, Barry Hospital, Colcot Road, Barry, CF62 8YH
Additional addresses from which the service delivered from:	
Service Telephone Number	01446704138
Service Contact Email Address	jbennett@valeofglamorgan.gov.uk
Website address	
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	
Non-verbal communication methods used at the service	
What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	Both
Are the service's address, contact details, agreed consent and preferred language of communication correct?	Yes

People At The Service

List of the designated Responsible Individual(s) for this regulated service.

Responsible Individual(s)	Jason Bennett
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Are the Responsible Individuals correct?	Yes
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List of service manager(s) for this regulated service

Service Managers	Carina Pirso
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Are the service managers correct?	Yes
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The total number of full time equivalent posts at the service (as at 31 March)	59
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Use this section to upload the workforce information about people who work at this service.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.

Please upload your complete 'Service Workforce'	service workforce.xlsx
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Statement of Purpose

The average number of domiciliary hours currently provided by the service on a weekly basis is:	501 - 750
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We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection..

This information is used in the CIW directory to help people find appropriate care services.

The most recent Statement of Purpose was submitted to CIW on	01/08/2024
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Does CIW currently have your most up to date Statement of Purpose?	Yes
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	649
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How many people were being provided care and support by the service as at 31 March?	59
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
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The maximum hourly rate payable during the last financial year?	0
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How many hours of care and support was provided in the last week of the financial year?	504
If you wish to add further detail or comment regarding the scale of charges please do so below	not charged per hour, charges are set by WG and capped at £100 per week, collected by the LA charging process only for people with ongoing care needs

Complaints

Service complaints and arrangements for consulting people who use the service	
Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	2
Is the information about complaints correct?	Yes
Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.	
Pa drefniadau a wnaed ar gyfer ymgynghori â defnyddwyr y gwasanaeth ynglyn â'r modd y cafodd y gwasanaeth ei redeg yn ystod y flwyddyn ariannol diwethaf?. Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blynyddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.	Mae'r Tîm Amlddisgyblaethol yn cytuno ar Gynllun Personol ar ddull ailalluogi nodau sy'n canolbwyntio ar yr unigolyn Gweithio gyda'r unigolion i sicrhau cymaint o annibyniaeth iddynt â phosibl ac archwilio gofal a chymorth parhaus. Caiff y cynllun ei adolygu. Anfonir holiaduron i gael adborth Mae'r ymatebion yn cael eu casglu gan yr ALI, eu cyflwyno mewn adroddiad chwarterol a'u trafod mewn cyfarfodydd gyda'r UC a rheolwyr Mae'r UC yn ymgymryd ag ymweliadau Rheoliad 73 i ddeall profiadau dinasyddion ac yn arsylwi gwaith y Tîm Amlddisgyblaethol i sicrhau iechyd a lles dinasyddion, ac fe fydd yn nodi unrhyw gamau gweithredu/dilynol a chynghor. Mae staff yn cael cyfle i siarad â'r UC yn ystod ymweliadau a thrafod materion pwysig sydd yna'n cael eu bwydo'n ôl. Mae dinasyddion a theuluoedd yn adrodd bod staff yn gyfeillgar, yn broffesiynol ac yn gefnogol Mae gennym linellau cyfathrebu agored ac anogir dinasyddion i gysylltu â ni dros y ffôn/e-bost os hoffent drafod eu gwasanaeth neu roi adborth
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	MDT agree a Personal Plan to focus on a reablement approach/person-centred goals Work with citizens to maximise independence & explore ongoing care and support. The plan is reviewed. Questionnaires are sent out this provides citizens experience of receiving a service. Responses are collated by LA & delivered via quarterly report & discussed at meetings with RI & managers who review and identify actions. RI does Reg 73 visits to gain insight of citizens experiences and observes the working of the MDT to ensure their health & wellbeing and will pick up any actions/follow up e.g. day centre referrals, advice about services, discussions with nursing etc. Staff have the opportunity to engage with RI during visits and discuss issues of importance which is fed back. Citizens & families report staff are friendly, professional & supportive We have established open lines of communication and citizens are encouraged to contact via telephone/email to discuss their service or provide feedback

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate 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.

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.

Please Note! Important: You do not have the required permissions to complete this section or submit the provider's Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Cartref Porthceri
Is the registered service name correct?	Yes
The number of people you are registered to provide care and support for:	30
Is the number of people you are registered to provide care and support for correct?	Yes

Primary address from where the service is being delivered from is:	Cartref Porthceri, 91 Salisbury Road, Barry, CF62 6PU
Is the registered service address correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Service Telephone Number	01446739438
Service Contact Email Address	cartrefporthceri@valeofglamorgan.gov.uk
Website address	https://www.valeofglamorgan.gov.uk/en/living/social_care/adult_services/Care-and-Support/Residential-Homes/Residential-Homes.aspx
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	
Non-verbal communication methods used at the service	
What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	English
Facilities at the service	Access to minibus or other transport, 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 (4), Number of bedrooms with en-suite facilities (0), Number of communal lounges (5), Number of dining rooms (0), Number of shared bedrooms (0), Number of single bedrooms (30), On-site parking, Outdoor seating / entertainment area, Pet friendly (or by arrangement), Phone point, Quiet areas, Stairlift, TV point, Wheelchair access, Wildlife / domesticated animals

Are the service's contact details, agreed consent and preferred language of communication correct?	Yes
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People At The Service

List of the designated Responsible Individual(s) for this regulated service.	
Responsible Individual(s)	Marijke Jenkins
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service	
Service Managers	Laura Davies
Are the service managers correct?	Yes

The total number of full time equivalent posts at the service (as at 31 March)	28
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Use this section to upload the workforce information about people who work at this service. The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.	
Please upload your complete 'Service Workforce'	Copy of Service Workforce Template Cartref Pothceri.xlsx

Statement of Purpose

We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection..

This information is used in the CIW directory to help people find appropriate care services.

The most recent Statement of Purpose was submitted to CIW on

24/07/2025

Does CIW currently have your most up to date Statement of Purpose?

Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	42
As per your condition of registration, this service is registered to accommodate the following number of people at this service:	30
How many places were occupied on 31 March?	19
How many places were unoccupied on 31 March?	11
Of the unoccupied places how many were available for placement on 31 March?	7
How many people resident at the service on 31 March were aged:	
0-17 years	0
18-64 years	0
65+ years	19
Is the age breakdown shown above correct?	Yes
How many people resident at the service on 31 March were of the following sex?	
This should relate to the sex recorded on a legal document of the resident such as a birth certificate, Gender Recognition Certificate, or passport.	
Male	6
Female	13
Is the sex breakdown shown above correct?	Yes

How many people resident at the service on 31 March were of the following ethnic group?

This should relate to the ethnic group or background that best describes the resident, with the following providing further details on each ethnic group:

- White
 - Welsh, English, Scottish, Northern Irish or British
 - Irish
 - Gypsy or Irish Traveller
 - Roma
 - Any other White background
- Mixed/Multiple Ethnic Groups
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed or multiple ethnic background
- Asian/Asian British
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background
- Black/Black British/Caribbean/African
 - Caribbean
 - African
 - Any other Black, Black British, or Caribbean background
- Other ethnic group
 - Arab
 - Any other ethnic group

White	18
Mixed/Multiple Ethnic Groups	0
Asian/Asian British	0
Black/Black British/Caribbean/African	1
Other ethnic group	0
Is the ethnic group breakdown shown above correct?	Yes

The number of people requiring 24hr care or are subject to Deprivation of Liberty Safeguards(DoLS). This information will not be included in the published Annual Return.

Number of people assessed as requiring 24hr nursing care during the last financial year	0
The number of people subject to Deprivation of Liberty Safeguards (DoLS) as at 31 March, where the authorisation has been granted?	3

Fees Charged

The minimum weekly fee payable during the last financial year?	980.72
The maximum weekly fee payable during the last financial year?	1084.96
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use 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
Is the information about complaints correct?	Yes

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the [Information Commissioner website](#).

Pa drefniadau a wnaed ar gyfer ymgynghori â defnyddwyr y gwasanaeth ynglyn â'r modd y cafodd y gwasanaeth ei redeg yn ystod y flwyddyn ariannol diwethaf? Os yw ar gael, mae'r maes hwn wedi'i lenwi ymlaen llaw â data Datganiad Blyneddol y llynedd. Adolygwch y wybodaeth a gwnewch unrhyw newidiadau angenrheidiol.	Rydym yn croesawu mewnbwn gan randdeiliaid. Trwy arsylwi/trafodaethau gyda'r preswlydd/cynrychiolydd penderfynir ar ganlyniadau a risgiau. Mae hyn yn llywio Cynllun Personol ac Asesiad Risg sy'n cael eu hadolygu'n rheolaidd gyda'r preswlydd / ei gynrychiolydd. Yn unol â Rheoliadau a Chanllawiau, mae'r Unigolyn Cyfrifol yn monitro ansawdd y gofal yn ystod tri ymweliad misol. Cyhoeddir yr ymweliadau hyn ymlaen llaw ac ymgynghorir â rhanddeiliaid. Mae eiriolwr Age UK yn ymweld yn rheolaidd a gellir cysylltu â nhw yn ôl y galw a chynhelir 'Cyfarfodydd Preswylwyr Mewnol' yn rheolaidd lle ymgynghorir â phreswylwyr ynghylch materion gweithredol. Cynhelir ymarfer sicrwydd ansawdd bob yn ail flwyddyn gan y Swyddog Polisi a Sicrwydd Ansawdd sy'n ymgynghori ag unigolion a'u teuluoedd sydd wedi derbyn gofal a chefnogaeth yn ein cartref i nodi meysydd o arfer da a gwelliant. Mae tîm Monitro'r Contract ac AGC yn ymgynghori â phreswylwyr/cynrychiolwyr yn ystod eu harolygiadau/archwiliadau.
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	We welcome input of stakeholders. From observation/discussions with the resident/ representative outcomes and risks are determined. This informs a Personal Plan and Risk Assessment which are regularly reviewed with the resident / their representative. In compliance with Regulations and Guidance the Responsible Individual monitors the quality of care during three monthly visits. These visits are announced in advance and stakeholders are consulted. An Age UK advocate visits regularly and can be contacted as required and 'In House Resident meetings' are regularly convened where residents are consulted about operational issues. A bi-annual quality assurance exercise is undertaken by the Policy and Quality Assurance Officer who consults with individuals and their families who have received care and support in our home to identify areas of good practice and improvement. The Contract Monitoring team and CIW consult with residents/representatives during their inspections/audits.

Service Environment

Food hygiene provision. This information will not be included in the published Annual Return.

Are you registered as a food business with your local authority?	Yes
What FSA rating has been obtained by the service?	5

Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate 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.

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Declare & Submit

Please Note! Important: You do not have the required permissions to complete this section or submit the provider's Annual Return.

Any Responsible Individual (or another organisational officer not designated as the RI) within the Service Provider is permitted to complete the Service Provider Declaration and Submit the completed Annual Return to CIW



I declare the information provided within this Annual Return is true to the best of my knowledge.

Please Note! In completing this form, you agree that the publication of any information you provide in your responses is compliant with UK GDPR.



I confirm the information I have provided does not include any inflammatory language, personal data, or information by which an individual can be identified. I understand the information provided will be published by CIW and I am satisfied that any information I have provided is compliant with UK GDPR for this purpose.