

SPRINGHOLME CARE ANGLESEY 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.

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Provider summary

The provider was registered on:	17/01/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Our strategy for identifying, planning, and meeting training needs is proactive, structured, and responsive to both regulatory requirements and the needs of the people who use our service. staff training needs are identified through a combination of:Regular supervision and appraisal, Feedback from residents and families, Incident reviews and quality improvement. During the last financial year, we have worked closely with a recognised training provider who delivered face to face CPD accredited
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Our recruitment strategy focuses on attracting the right individuals who share our commitment to delivering high-quality, person-centred care. Key elements include; Using online platforms, social media, and local networks, we collaborated with local college, A training provider, and community organisations., Our HR strategy includes ongoing learning and development, regular supervision, open communication, and employee of the month, Competitive pay & Conditions

Regulated services delivered by this provider

Service name	Service type	Type of care
Springholme Care Anglesey Ltd	Care Home Service	Adults Without Nursing

Service: Springholme Care Anglesey Ltd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/01/2019
Maximum number of places	45
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Carol Tomkins• A maximum of 45 individuals can be accommodated at this service• SPRINGHOLME CARE ANGLESEY LTD is registered to provide a Care Home Service at SPRINGHOLME CARE ANGLESEY LTD SPRINGHOLME, RED WHARF BAY, PENTRAETH LL75 8EX
How many people in total did the service provide care and support to during the last financial year?	45

Service management

Responsible Individual(s)	Carol Tomkins
Manager(s)	Carol Tomkins

Service contact details

Service Telephone Number	01248 450555
Service Contact Email Address	Carol.Tomkins@springholme.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">• Welsh
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• 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: 41• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 45• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• Shop on the premises• TV point• Wheelchair access

Engagement with people using the service

Key arrangements included regular Resident Meetings, Surveys and Questionnaires, Care Plan Reviews, Resident of the

day, Suggestion Box in reception area, Informal daily conversations, Springholme newsletter, Notice board, Social media account.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£832.00
The maximum weekly fee payable during the last financial year?	£1019.00

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	2
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)	18
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	2
Senior Care Worker	6	0
Care Worker	18	2
Domestic staff	3	0
Catering staff	6	1
Other Staff	3	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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	Working towards all staff completing
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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	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	Working towards all staff completing	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	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
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	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Not relevant to this staff group
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	Working towards all staff completing	Not relevant to this staff group
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	All staff have completed	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	6	0	0
Care Worker	18	0	0
Domestic staff	3	0	0
Catering staff	6	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
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
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	6	0
Care Worker	17	1
Domestic staff	3	0
Catering staff	6	0
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
Supervisory Staff (not providing direct care)	0	1
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
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	07:45 - 20:~00 or 19:45 - 08:00
Care Worker	07:45 - 20:00 or 19:45 - 08:00