

# Mental Health Care (Highfield Park) Limited

## Annual Return 2025/2026

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The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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## Provider: Mental Health Care (Highfield Park) Limited

### Provider summary

<b>The provider was registered on:</b>	19/12/2018
<b>The following lists the provider conditions:</b>	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	Each home has in place key performance indicator (KPI'S) for training which monitors when staff are required to attend refresher courses, be they face to face sessions carried out by our L&D department or done on line. MHC utilise The My Learning cloud to facilitate our on line training . Specialist training sessions are identified from the diagnosis of the individuals in our care and from this appropriate training sessions are identified and facilitated.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	MHC have facilitated recruitment events within the local areas as well as holding such events on site. Following successful interview which follows the 'safer recruitment guide' staff are offered employment with us. To support retention all Highfield Park homes have in place a staff liaison champion and these attend monthly meetings, chaired by a Registered Manager. These meetings support staff with any challenges they may have, Whilst also providing them with an environment to have a voice.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Beech	Care Home Service	Adults Without Nursing
Hillside View	Care Home Service	Adults Without Nursing
Holly	Care Home Service	Adults Without Nursing
Ash	Care Home Service	Adults Without Nursing
Elm	Care Home Service	Adults Without Nursing
Cherry	Care Home Service	Adults Without Nursing
Highfield House	Care Home Service	Adults Without Nursing
Larch	Care Home Service	Adults Without Nursing
The Lodge	Care Home Service	Adults Without Nursing
Oak	Care Home Service	Adults Without Nursing
Orchard View	Care Home Service	Adults Without Nursing
Rose House	Care Home Service	Adults Without Nursing
Willow	Care Home Service	Adults Without Nursing

## Service: Highfield House

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	21/12/2018
<b>Maximum number of places</b>	6
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 6 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Highfield House Alexander House , Highfield Park, Llandyrnog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	7

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Martin Monday-Jones

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572030">01824572030</a>
<b>Service Contact Email Address</b>	<a href="mailto:niall.kelly@mhc-uk.com">niall.kelly@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Social Stories</li><li>• Makaton</li><li>• Objects of reference</li><li>• Picture Exchange Communication System (PECS)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Social Stories</li><li>• Objects of reference</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Garden(s)</li><li>• Garden(s)</li><li>• Internet access</li><li>• Internet access</li><li>• Near public transport</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 3</li><li>• Number of bathrooms with assisted bathing facilities: 3</li><li>• Number of bedrooms with en-suite facilities: 3</li><li>• Number of bedrooms with en-suite facilities: 3</li><li>• Number of communal lounges: 2</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 6</li></ul>
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- Number of single bedrooms: 6
- On-site parking
- On-site parking
- Outdoor seating / entertainment area
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Pet friendly (or by arrangement)
- Phone point
- Phone point
- Quiet areas
- Quiet areas
- Residents' kitchenette / communal kitchen
- Residents' kitchenette / communal kitchen
- Sensory areas
- Sensory areas
- TV point
- TV point
- Wildlife / domesticated animals
- Wildlife / domesticated animals
- Woodland / ponds
- Woodland / ponds

### Engagement with people using the service

Residents are consulted through a range of structured and informal methods. These include quarterly resident surveys, monthly house meetings, and individual one-to-one meetings with staff, all of which are used to gather feedback on their experiences and identify areas for improvement. Feedback is reviewed and used to shape service provision and daily practice. Residents are also actively involved in decisions affecting their lives, including their environment, meals, activities, and how their support is delivered.

### 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?	£4524.10
The maximum weekly fee payable during the last financial year?	£4903.30

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	19
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	14	0

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

#### 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	14	0	0

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	14	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	0
Senior Care Worker	3	0
Care Worker	9	5

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 per shift average 8am-10pm
Care Worker	5 per shift average 8am-10pm on day shifts, 2 per shift average on nights 10pm-8am

## Service: The Lodge

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	21/12/2018
<b>Maximum number of places</b>	3
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 3 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at The Lodge Alexander House , Highfield Park , Llandyrnog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	3

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Rachel Dumville

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572014">01824572014</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Makaton</li><li>• Picture Exchange Communication System (PECS)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Education facility</li><li>• Garden(s)</li><li>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 1</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 3</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Residents' kitchenette / communal kitchen</li><li>• Sensory areas</li><li>• TV point</li></ul>
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- Woodland / ponds

### Engagement with people using the service

Monthly resident meetings  
Suggestion box  
Service user satisfaction questionnaires (quarterly) - on topics; staff, activities, home and decision making  
90 day PCP review  
staff team meeting and supervision involving people in services  
audit-monthly advocacy support as needed

### 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?	£4992.44
The maximum weekly fee payable during the last financial year?	£4992.44

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	10
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	10	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	All staff have completed	All staff have completed

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Care Worker	10	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
Care Worker	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Care Worker	10	0

#### Staff qualifications

##### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Care Worker	2	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	1
Deputy Manager	1	1
Care Worker	8	8

### Typical shift patterns

Role type	Typical shift patterns
Care Worker	days 8am - 10pm, 3 shifts per week. Nights 10pm - 8am 4 shifts per week

## Service: Larch

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	19/12/2018
<b>Maximum number of places</b>	6
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 6 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Larch Alexander House , Highfield Park , Llandrnmog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	5

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Hannah Walker

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572022">01824572022</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Makaton</li><li>• Picture Exchange Communication System (PECS)</li><li>• Braille</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 5</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

Regular PCP reviews, monthly resident meetings, monthly group resident meetings, quarterly resident questionnaires, 6
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monthly stakeholder and family and friends questionnaires. Involving people in services audit.

### 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?	£3182.29
The maximum weekly fee payable during the last financial year?	£5278.34

### Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	16
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	16	0

#### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	15	0	0

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	1	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	14	2

#### Staff qualifications

##### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	0	1
Senior Care Worker	2	0
Care Worker	6	10

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	3x14 hour shifts every week. 8am-10pm.
Care Worker	3x14 hour shifts every week. 8am-10pm. Night staff do 10 hour shifts 10pm-8am either 4 nights a week or 4 on and 4 off.

## Service: Orchard View

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	21/12/2018
<b>Maximum number of places</b>	6
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 6 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Orchard View Alexander House , Highfield Park , Llandyrnog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	7

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Jamie Jones

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572012">01824572012</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Writing (Paper / Whiteboards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 0</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 6</li><li>• On-site parking</li><li>• Semi-independent flat</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

* Quarterly questionnaires ( which are adapted to meet the communication level of each specific resident) * Stakeholder surveys * Monthly resident meetings * PCP reviews
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### Compliance and quality statement

<b>Not Inspected - Strong Internal Checks</b> Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and
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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?	£3268.89
The maximum weekly fee payable during the last financial year?	£5328.57

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	21
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	16	0

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

#### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	All staff have completed

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

### 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	16	0	0

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	16	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	0
Senior Care Worker	3	0
Care Worker	16	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8.00-22.00, One per day
Care Worker	8.00-22.00, five per day

## Service: Rose House

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	21/12/2018
<b>Maximum number of places</b>	3
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 3 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Rose House Alexander House , Highfield Park, Llandyrnog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	3

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Rachel Dumville

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572011">01824572011</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Picture Exchange Communication System (PECS)</li><li>• Social Stories</li><li>• Makaton</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Education facility</li><li>• Garden(s)</li><li>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 3</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 3</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li></ul>
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- Sensory areas
- TV point

### Engagement with people using the service

Monthly resident meetings Service user satisfaction quarterly questionnaires- on topics; staff, activities, home and decision making 90 day PCP review staff team meeting and supervision involving people in services audit- monthly advocacy support as needed

### 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?	£5366.81
The maximum weekly fee payable during the last financial year?	£5366.81

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	10
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	10	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	All staff have completed	All staff have completed

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Care Worker	10	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
Care Worker	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Care Worker	10	0

### Staff qualifications

#### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Care Worker	2	0

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

<b>Role type</b>	<b>Working towards required qualification - apprenticeship</b>	<b>Qualification not required for role</b>
<b>Manager</b>	1	1
<b>Deputy Manager</b>	1	1
<b>Care Worker</b>	8	8

#### **Typical shift patterns**

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Care Worker</b>	days 8am - 10pm, 3 shifts per week. Nights 10pm - 8am 4 shifts per week

## Service: Ash

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	19/12/2018
<b>Maximum number of places</b>	6
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Shaun Edward Lee Jones</li><li>A maximum of 6 individuals can be accommodated at this service</li><li>Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Ash Alexander House , Highfield Park , Llandyrnog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	6

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Tammy Griffith, Sophie Walker

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572003">01824572003</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>Objects of reference</li><li>Non-formal communication (e.g. body language, facial expressions)</li><li>Total Communication</li><li>Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>Makaton</li><li>Picture Exchange Communication System (PECS)</li><li>Social Stories</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>Access to minibus or other transport</li><li>Close to local shops / amenities</li><li>Garden(s)</li><li>Ground-floor accommodation only</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 6</li><li>Number of communal lounges: 3</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 6</li><li>On-site parking</li><li>Outdoor seating / entertainment area</li><li>Pet friendly (or by arrangement)</li><li>Quiet areas</li><li>Residents' kitchenette / communal kitchen</li><li>Sensory areas</li><li>TV point</li></ul>
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- Wildlife / domesticated animals
- Woodland / ponds

### Engagement with people using the service

Monthly resident meetings, quarterly residents questionnaires. 90 day PCP reviews. Annual reviews. Staff team meetings and Supervisions. Involving people in services audit, monthly. Advocacy support as needed.

### 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?	£4307.25
The maximum weekly fee payable during the last financial year?	£7632.70

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	25
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	22	0

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

#### 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	1	0
Care Worker	20	0	0

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	2	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	19	3

## Staff qualifications

### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	0	0
Care Worker	5	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	3	3
Care Worker	17	17

## Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift- 08:00-22:00. 3x14 hour shifts a week. Average 7.1 staff per shift
Care Worker	Day shift- 08:00-22:00. Most staff work 3x14 hour shifts a week. Average 7.1 staff per shift. Contracted weekly hours range from 21- 42 hours per week. Night shift- 22:00-08:00. 4x10 hour shifts a week. 2 staff per shift. All 40 hour contracted staff on nights.

## Service: Willow

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	21/12/2018
<b>Maximum number of places</b>	8
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 8 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Willow Alexander House , Highfield Park, Llandyrnog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	9

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Paige Parry

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572009">01824572009</a>
<b>Service Contact Email Address</b>	<a href="mailto:hello@mhc-uk.com">hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	There are no non verbal communication methods used at the service

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Education facility</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 8</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 8</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Phone point</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• Sensory areas</li><li>• Shop on the premises</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

Team meetings are held on a monthly basis. Resident meetings are completed on a monthly basis and the residents are actively encouraged to be involved in these. We have completed stakeholder questionnaires, family and friends
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questionnaires and resident questionnaires.

### 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?	£3844.24
The maximum weekly fee payable during the last financial year?	£6077.50

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	35
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	4	4
Care Worker	28	28
Catering staff	1	1

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	Working towards all staff completing

### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	Working towards all staff completing

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	Working towards all staff completing

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Catering staff	Working towards all staff completing	Not relevant to this staff group

#### 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	Working towards all staff completing

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	4	0	0
Care Worker	28	0	0
Catering staff	1	0	0

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Catering staff	0	0

### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	0
Care Worker	28	0
Catering staff	1	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	0	1
Senior Care Worker	2	2
Care Worker	12	16
Catering staff	1	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Catering staff	0	0

### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	14 hours shifts, 3 days a week 8:00-22:00 on days.
Care Worker	14 hour shifts, 3 days a week 8:00-22:0 on days, 40 hours on nights, 4 nights a week

## Service: Holly

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	19/12/2018
<b>Maximum number of places</b>	7
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 7 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Holly Highfield Park, LLandyrnog, Denbighshire LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	9

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Daniel Maguire

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572006">01824572006</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Makaton</li><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Cinema</li><li>• Education facility</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Gym / sports facilities</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 7</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 7</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Phone point</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• Sensory areas</li><li>• Shop on the premises</li><li>• TV point</li></ul>
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- Woodland / ponds

## Engagement with people using the service

Resident meetings. Resident questionnaires. stakeholder questionnaires Person centred Plan review meetings

## 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?	£4491.13
The maximum weekly fee payable during the last financial year?	£5907.20

## Complaints processed by the service

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

## Staff working at the service

### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	25
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	20	0

## Training undertaken

### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

## Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

### 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	20	0	0

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	20	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	0	0
Senior Care Worker	2	0
Care Worker	4	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	1	1
Senior Care Worker	1	1
Care Worker	15	15

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	1 working 14 hour day shift
Care Worker	7 support staff working 14 hour Day shifts and 3 night staff working 10 hour shifts

## Service: Hillside View

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	29/10/2024
<b>Maximum number of places</b>	2
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 2 individuals can be accommodated at this service.</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Hillside View Hillside View, Highfield Park, Llangwyfan, Denbigh, LL16 4LU</li><li>• The responsible individual for this service is Shaun Edward Lee Jones</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	2

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Michaela Vallance

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572035">01824572035</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Makaton</li><li>• Objects of reference</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Writing (Paper / Whiteboards)</li><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Signalong</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 1</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 2</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul>
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### Engagement with people using the service

Monthly resident meetings Service user quarterly questionnaires- on topics; staff, activities, home and decision making 90
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day PCP review staff team meeting and supervision involving people in services audit- monthly advocacy support as needed

## Compliance and quality statement

### Not Inspected - Improvements Underway

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

## Fees charged by the service

The minimum weekly fee payable during the last financial year?	£11575.83
The maximum weekly fee payable during the last financial year?	£13563.52

## Complaints processed by the service

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

## Staff working at the service

### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	26
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	3
Care Worker	21	21

## Training undertaken

### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

## Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

#### 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	21	0	0

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	21	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	0
Senior Care Worker	2	0
Care Worker	1	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	1	1
Care Worker	20	20

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	Staff work 3 - 14 hours shifts per week. These shifts are 8am - 10pm. Typically there is one senior care worker on shift per day.
Care Worker	Staff work 3 - 14 hours per week. These shifts 8am - 10pm. There are 6 care staff workers per day and 4 care staff workers at night.

## Service: Beech

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	28/09/2022
<b>Maximum number of places</b>	2
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 2 individuals can be accommodated at this service.</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Beech Mental Health Care Uk, Alexander House Highfield Park, Denbigh, LL16 4LU</li><li>• The responsible individual for this service is Shaun Edward Lee Jones</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	2

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Michaela Vallance

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572044">01824572044</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Makaton</li><li>• Picture Exchange Communication System (PECS)</li><li>• Signalong</li><li>• Writing (Paper / Whiteboards)</li><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 2</li><li>• Number of communal lounges: 0</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 2</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul>
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## Engagement with people using the service

Monthly resident meetings Service user quarterly questionnaires- on topics; staff, activities, home and decision making 90 day PCP review staff team meeting and supervision involving people in services audit- monthly advocacy support as needed

## 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?	£8752.03
The maximum weekly fee payable during the last financial year?	£12987.73

## Complaints processed by the service

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

## Staff working at the service

### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	16
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	3
Care Worker	11	11

## Training undertaken

### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

## Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

#### 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	11	0	0

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	11	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	0
Senior Care Worker	2	0
Care Worker	2	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	1	1
Care Worker	9	9

## Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Staff work 3 - 14 hours shifts per week. These shifts are 8am - 10pm. Typically there is one senior care worker on shift per day.
Care Worker	Staff work 3 - 14 hours per week. These shifts 8am - 10pm. There are 5 care staff workers per day and 4 care staff workers at night.

## Service: Elm

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	19/12/2018
<b>Maximum number of places</b>	8
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 8 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Elm Alexander House , Highfield Park , Llandrymog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	8

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Leah Davies, Daniel Holmes

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572021">01824572021</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Total Communication</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Social Stories</li><li>• Makaton</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Writing (Paper / Whiteboards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Bar / Café</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 8</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 8</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• Sensory areas</li></ul>
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- TV point
- Wheelchair access
- Woodland / ponds

### Engagement with people using the service

Monthly residents meetings 3 monthly service user questionnaires 6 monthly PCP reviews

### 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?	£5589.42
The maximum weekly fee payable during the last financial year?	£6644.88

### Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	33
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	1
Care Worker	28	0
Domestic staff	1	0
Catering staff	1	0

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	4	0	0
Care Worker	28	0	0
Domestic staff	1	0	0
Catering staff	1	0	0

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	0
Care Worker	26	2
Domestic staff	0	1
Catering staff	1	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	0	0
Senior Care Worker	2	0
Care Worker	2	0
Domestic staff	0	0
Catering staff	1	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	1	1
Senior Care Worker	2	2
Care Worker	26	26
Domestic staff	0	0
Catering staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift: 8am - 10pm. Average number of staff per day shift is 10, however this may increase or decrease in line with residents individual routines and planned community activities. Night shift: 10pm - 8am. 4 staff on shift per night.
Care Worker	Day shift: 8am - 10pm. Average number of staff per day shift is 10, however this may increase or decrease in line with residents individual routines and planned community activities. Night shift: 10pm - 8am. 4 staff on shift per night.

## Service: Cherry

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	19/12/2018
<b>Maximum number of places</b>	2
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 2 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Cherry Alexander House , Highfield Park , Llandrnmog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	2

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Hannah Walker

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572025">01824572025</a>
<b>Service Contact Email Address</b>	<a href="mailto:helloy@mhc-uk.com">helloy@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Makaton</li><li>• Picture Exchange Communication System (PECS)</li><li>• Social Stories</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Education facility</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 2</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 2</li><li>• On-site parking</li><li>• Outdoor play area</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Residents' kitchenette / communal kitchen</li><li>• Sensory areas</li></ul>
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- TV point
- Wheelchair access
- Wildlife / domesticated animals
- Woodland / ponds

### Engagement with people using the service

Monthly residents meetings quarterly residents questionnaires 90 day PCP review Annual reviews staff team meeting and supervision involving people in services audits- monthly Advocacy support as needed

### 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?	£4709.70
The maximum weekly fee payable during the last financial year?	£6204.86

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	8
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	8	0

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	8	0	0

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	8	0

## Staff qualifications

### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	0	1
Senior Care Worker	1	0
Care Worker	2	6

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

## Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	14 hour shifts 8am - 10pm 3 days a week
Care Worker	14 hour shifts 8am - 10pm 3 days a week for staff working 42 hour contracts. 1 staff member with 37.5 hour contract who works 5x7.5 hour shifts per week. Night staff work 10pm-8am 4 nights a week or 4 on 4 off.

## Service: Oak

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	21/12/2018
<b>Maximum number of places</b>	8
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Shaun Edward Lee Jones</li><li>• A maximum of 8 individuals can be accommodated at this service</li><li>• Mental Health Care (Highfield Park) Limited is registered to provide a Care Home Service at Oak Alexander House , Highfield Park , Llandrnmog LL16 4LU</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	8

### Service management

<b>Responsible Individual(s)</b>	Shaun Jones
<b>Manager(s)</b>	Michael Rawlins

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01824572008">01824572008</a>
<b>Service Contact Email Address</b>	<a href="mailto:Hello@mhc-uk.com">Hello@mhc-uk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Makaton</li><li>• Writing (Paper / Whiteboards)</li><li>• Objects of reference</li><li>• Total Communication</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Social Stories</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Education facility</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 8</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 8</li><li>• On-site parking</li><li>• Outdoor play area</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li></ul>
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- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- TV point
- Wheelchair access
- Wildlife / domesticated animals
- Woodland / ponds

### Engagement with people using the service

Monthly meetings are held Stakeholder and family/ friends surveys are sent out for feedback Quarterly meetings staff, home, activities and decisions are filled out by the individuals that are living in the home If an individual makes a complaint, they are provided support and the complaint will be investigated, depending on the nature of the complaint the person who the complaint is made against may be suspended to safeguard both them and the individual whilst the process is followed, easy read documentation is provided within the home, we have implemented lots of new easy read documents to further support communication within the home.

### 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?	£3704
The maximum weekly fee payable during the last financial year?	£9104.71

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	34
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	4	4
Care Worker	30	30
Domestic staff	1	1
Catering staff	1	1

### Training undertaken

### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

#### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

#### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	4	0	0
Care Worker	30	0	0
Domestic staff	1	0	0
Catering staff	1	0	0

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	0
Care Worker	30	0
Domestic staff	1	0
Catering staff	1	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	0	0
Senior Care Worker	3	1
Care Worker	7	23
Domestic staff	0	0
Catering staff	0	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

#### Typical shift patterns

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Senior Care Worker</b>	14 hours shifts, 3 days a week 8:00-22:00 on days.
<b>Care Worker</b>	14 hour shifts, 3 days a week 8:00-22:0 on days, 40 hours on nights, 4 nights a week