

Mental Health Care (Community) Limited

Annual Return 2025/2026

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

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Provider: Mental Health Care (Community) Limited

Provider summary

The provider was registered on:	29/03/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	MHC provides both face to face and online training via my learning cloud to the staff teams. These consist of mandatory and specialist training which is identified through the needs of the service and the individuals diagnosis. Each home has their own KPI spreadsheet which is used to record when staff have completed training and ensure they are up to date.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Over the past year MHC have organised and held recruitment events which have proven to be beneficial in the recruitment of new staff . We have also attended many recruitment events in the local area and further afield .Retention of staff is good due to improvements made within the company .

Regulated services delivered by this provider

Service name	Service type	Type of care
Pine Cottages	Care Home Service	Adults Without Nursing
Glasfryn Terrace	Care Home Service	Adults Without Nursing
Garth	Care Home Service	Adults Without Nursing

Service: Garth

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/04/2019
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Gemma Kate Jennings• A maximum of 2 individuals can be accommodated at this service• Mental Health Care (Community) Limited is registered to provide a Care Home Service at Garth 78 Vale Street, Denbigh LL16 3AU
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Gemma Jennings
Manager(s)	William Holmes

Service contact details

Service Telephone Number	01745812360
Service Contact Email Address	hello@mhc-uk.com

Languages used at the service

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

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 1• Number of single bedrooms: 2• Pet friendly (or by arrangement)• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• TV point
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Engagement with people using the service

The Responsible Individual engages with residents during each of her visits to gather their feedback on the Service. In addition to these scheduled visits, she remains accessible to residents outside of these times, providing further opportunities to raise any concerns or share feedback. Resident surveys are distributed periodically throughout the year,

and residents are regularly encouraged to voice their opinions and experiences. Residents have regular house meetings, keyworker sessions and review meetings with external stakeholders involved. Views of people using the service are encouraged at every opportunity whether formally or informally.

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?	£1875.63
The maximum weekly fee payable during the last financial year?	£2859.66

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	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
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
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
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
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
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
Senior Care Worker	2	0	0
Care Worker	6	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
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
Senior Care Worker	2	0
Care Worker	6	2

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
Senior Care Worker	2	0
Care Worker	7	1

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift - 8am - 10pm 1 staff. 10pm - 8am Access to 1 Sleep In Staff
Care Worker	Day shift - 8am - 10pm 1 staff. 10pm - 8am Access to 1 Sleep In Staff

Service: Pine Cottages

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/04/2019
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Shaun Edward Lee Jones• A maximum of 6 individuals can be accommodated at this service• Mental Health Care (Community) Limited is registered to provide a Care Home Service at Pine Cottages Alexander House, Highfield Park, Llandyrnog, Denbigh LL16 4LU
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Shaun Jones
Manager(s)	Sophie Walker

Service contact details

Service Telephone Number	01824572015
Service Contact Email Address	Hello@mhc-uk.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">• Welsh
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 2• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 6• On-site parking• Residents' kitchenette / communal kitchen• Sensory areas• TV point

Engagement with people using the service

The following things were utilised for consulting people who use the service about the operation of the service -Residents monthly meetings -Residents questionnaires -Review of residents PCP documents (every 90 days) -Staff meetings -Staff supervisions -Audits -Advocacy support is available

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
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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?	£4414.39
The maximum weekly fee payable during the last financial year?	£5987.46

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	1	2
Care Worker	18	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	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	1	0	0
Care Worker	18	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	16	2

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	0	1
Care Worker	9	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	Day shift, 8am-10pm, 1 staff
Care Worker	Day shift 8am-10pm, 12 staff Night shift, 10pm-8am, 6 staff

Service: Glasfryn Terrace

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/03/2019
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Gemma Kate Jennings• Mental Health Care (Community) Limited is registered to provide a Care Home Service at Glasfryn Terrace, Henllan Street, Denbigh LL16 3PL• A maximum of 3 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Gemma Jennings
Manager(s)	William Holmes

Service contact details

Service Telephone Number	01745813804
Service Contact Email Address	hello@mhc-uk.com

Languages used at the service

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

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 1• Number of communal lounges: 2• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 3• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• TV point

Engagement with people using the service

The Responsible Individual engages with residents during each of her visits to gather their feedback on the Service. In addition to these scheduled visits, she remains accessible to residents outside of these times, providing further

opportunities to raise any concerns or share feedback. Resident surveys are distributed periodically throughout the year, and residents are regularly encouraged to voice their opinions and experiences. Residents have regular house meetings, keyworker sessions and review meetings with external stakeholders involved. Views of people using the service are encouraged at every opportunity whether formally or informally.

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?	£3169.78
The maximum weekly fee payable during the last financial year?	£4172.67

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	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
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
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
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
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
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
Senior Care Worker	2	0	0
Care Worker	6	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
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
Senior Care Worker	2	0
Care Worker	6	2

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
Senior Care Worker	2	0
Care Worker	7	1

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift - 8am - 10pm 2 staff. 10pm - 8am 1 Sleep In Staff
Care Worker	Day shift - 8am - 10pm 2 staff. 10pm - 8am 1 Sleep In Staff