

# Mental Health Care (New Hall) 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 (New Hall) Limited

### Provider summary

The provider was registered on:	03/10/2024
The following lists the provider conditions:	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>	There are service level and provider level arrangements in place to monitor the frequency and availability of training and development opportunities, this is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. Ongoing professional development is also incorporated into staff supervisions, appraisals and staff meetings, where needs are identified and plans are put into place to ensure training provision is made available.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	We have a HR Management software in place to manage personnel records and recruitment/selection processes. Recruitment and retention are discussed at a service level and provider level to review and plan strategies to ensure adequate resources are available. This is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. All of these forums regularly review key staffing and resource data to inform decision making.

### Regulated services delivered by this provider

Service name	Service type	Type of care
New Hall Care Home with Nursing	Care Home Service	Adults With Nursing

## Service: New Hall Care Home with Nursing

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	03/10/2024
<b>Maximum number of places</b>	12
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 12 individuals can be accommodated at this service.</li><li>• Mental Health Care (New Hall) Limited is registered to provide a Care Home Service at New Hall Care Home with Nursing New Hall, New Hall Road, Wrexham, LL14 6HB</li><li>• The responsible individual for this service is Gemma Kate Jennings</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>	Gemma Jennings
<b>Manager(s)</b>	Jessica Edwards

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01978822212">01978822212</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>• Social Stories</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Total Communication</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>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 12</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: 12</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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- TV point
- Woodland / ponds

### 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

#### 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?	£4810.62
The maximum weekly fee payable during the last financial year?	£6227.95

### Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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)	32
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	4	1
Senior Care Worker	2	0
Care Worker	20	0
Social Worker	1	0
Domestic staff	1	0
Catering staff	1	1
Other Staff	2	0

### Training undertaken

### Induction and Health & Safety

<b>Role type</b>	<b>Induction</b>	<b>Health &amp; Safety</b>
<b>Manager</b>	All staff have completed	All staff have completed
<b>Deputy Manager</b>	All staff have completed	All staff have completed
<b>Supervisory Staff (not providing direct care)</b>	All staff have completed	All staff have completed
<b>Registered Nurse (First Year in Practice)</b>	All staff have completed	All staff have completed
<b>Registered Nurse (1+ Years in Practice)</b>	All staff have completed	All staff have completed
<b>Senior Care Worker</b>	All staff have completed	All staff have completed
<b>Care Worker</b>	All staff have completed	All staff have completed
<b>Social Worker</b>	All staff have completed	All staff have completed
<b>Domestic staff</b>	All staff have completed	All staff have completed
<b>Catering staff</b>	All staff have completed	All staff have completed
<b>Other Staff</b>	All staff have completed	All staff have completed

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

<b>Role type</b>	<b>Equality, Diversity &amp; Human Rights</b>	<b>Infection, prevention &amp; control</b>
<b>Manager</b>	All staff have completed	All staff have completed
<b>Deputy Manager</b>	All staff have completed	All staff have completed
<b>Supervisory Staff (not providing direct care)</b>	All staff have completed	All staff have completed
<b>Registered Nurse (First Year in Practice)</b>	All staff have completed	All staff have completed
<b>Registered Nurse (1+ Years in Practice)</b>	All staff have completed	All staff have completed
<b>Senior Care Worker</b>	All staff have completed	All staff have completed
<b>Care Worker</b>	All staff have completed	All staff have completed
<b>Social Worker</b>	All staff have completed	All staff have completed
<b>Domestic staff</b>	All staff have completed	All staff have completed
<b>Catering staff</b>	All staff have completed	All staff have completed
<b>Other Staff</b>	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Social Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (First Year in Practice)	All staff have completed	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	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
Social Worker	Not relevant to this staff group	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
Other 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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Social Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

### Contractual arrangements

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

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	2	0	0
Care Worker	18	0	0
Social Worker	1	0	0
Domestic staff	1	0	0
Catering staff	1	0	0
Other Staff	2	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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	2	0
Social Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	2	0
Care Worker	18	2
Social Worker	1	0
Domestic staff	0	1
Catering staff	1	0
Other Staff	2	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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	0	2
Care Worker	1	19
Social Worker	1	0
Domestic staff	0	0
Catering staff	1	0
Other 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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Social Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (First Year in Practice)	3 on 3 off 12.25 hours - 1 staff days and nights
Registered Nurse (1+ Years in Practice)	3 on 3 off 12.25 hours - 4 staff. Days and nights
Senior Care Worker	2 week rolling pattern - days
Care Worker	3 on 3 off 12.25 - days and nights - 12 staff. 2 week rolling rota days and nights - 6 staff