

Hermitage House Care Home 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: Hermitage House Care Home Limited

Provider summary

The provider was registered on:	30/05/2019
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.	All staff receive regular supervision that includes discussions on learning and training needs. Personal development plans are agreed with individuals where a gap in knowledge and skills is identified and training made available with dates for review. All staff have individual training accounts with access to all core and mandatory training courses, for care staff this is up to 19 courses. All new staff with no prior experience complete the SCW induction framework.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	All newly recruited staff are vetted in line with the Social Care Wales Regulations (Schedule 1 - Regulation 35); this includes completing a detailed application form, providing 2 references (one from most recent employer), have a clear DBS at enhanced level (or any convictions discussed and recorded) and provide a recent photograph. All staff are given regular supervision, access to own training account, competitive hourly rates and flexible working wherever possible.

Regulated services delivered by this provider

Service name	Service type	Type of care
Hermitage House Care Home Limited	Care Home Service	Adults Without Nursing

Service: Hermitage House Care Home Limited

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Maximum number of places	33
Service Conditions	- The responsible individual for this service is Bhanu Patel - A maximum of 33 individuals can be accommodated at this service - Hermitage House Care Home Limited is registered to provide a Care Home Service at Hermitage House Care Home Limited
How many people in total did the service provide care and support to during the last financial year?	45

Service management

Responsible Individual(s)	Bhanu Patel
Manager(s)	Shirley Ann Owen

Service contact details

Service Telephone Number	01938 554324
Service Contact Email Address	Info@hermitagehome.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Welsh
Non-verbal communication methods used at the service	- Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Laundry service - Lifts - Near public transport - Number of bathrooms with assisted bathing facilities: 4 - Number of bedrooms with en-suite facilities: 32 - Number of communal lounges: 2 - Number of dining rooms: 2 - Number of shared bedrooms: 0 - Number of single bedrooms: 33 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Phone point - Quiet areas - TV point - Wheelchair access

Engagement with people using the service

The home holds regular resident meetings to inform individuals of what is happening in the home; this also gives opportunity for open discussions and to give feedback from Quality monitoring and any actions taken. All individuals have
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regular care reviews where any concerns regarding the service or care provided is discussed. The home produces a Regulation 80, Quality of care review every 6 months that is made available to all people who use the service if requested.

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?	£950
The maximum weekly fee payable during the last financial year?	£1294.70

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	1
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)	18
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	9	1
Care Worker	9	1
Domestic staff	3	0
Catering staff	6	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
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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed

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
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	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	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	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	9	0	0
Care Worker	9	0	0
Domestic staff	3	0	0
Catering staff	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	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
Senior Care Worker	9	0
Care Worker	6	3
Domestic staff	1	2
Catering staff	2	4

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
Senior Care Worker	9	0
Care Worker	6	3
Domestic staff	0	0
Catering staff	6	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 07.30 - 19.30 x 5 19:30 - 07:30 x 4
Care Worker	Day shift 07.30 - 19.30 x 4 19:30 - 07:30 x 5