

Ffynnone Care Home

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: Ffynnone Care Home

Provider summary

The provider was registered on:	21/03/2019
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.	We determine training needs by conducting a needs-based assessment of residents, taking into account their specific conditions and requirements. Additionally, we recognise the training needs of individual staff members through supervision. We utilise diverse training platforms, including colleges, online courses, and private training providers.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>In the past year, we have expanded our capacity, which necessitated hiring more staff. We implemented various media marketing strategies to attract candidates, but finding individuals who meet our standards has proven challenging.</p> <p>On the positive side, our staff retention has been strong, and we offer wages that are above average. Our management team is supportive and readily available for discussions regarding any concerns or issues.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Ffynnone Care Home	Care Home Service	Adults Without Nursing

Service: Ffynnone Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/03/2019
Maximum number of places	10
Service Conditions	<ul style="list-style-type: none">• A maximum of 10 individuals can be accommodated at this service.• Ffynnone Care Home is registered to provide a Care Home Service at Ffynnone Care Home FFYNONE, LLANBOIDY ROAD, CARMARTHEN SA33 5QZ• The responsible individual for this service is Michael Harris
How many people in total did the service provide care and support to during the last financial year?	10

Service management

Responsible Individual(s)	Michael Harris
Manager(s)	Michael Harris

Service contact details

Service Telephone Number	01994230183
Service Contact Email Address	mike@ffynnone.co.uk

Languages used at the service

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

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Garden(s)• Ground-floor accommodation only• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Number of bathrooms with assisted bathing facilities: 10• Number of bedrooms with en-suite facilities: 9• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 10• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas

- Semi-independent flat
- Sensory areas
- Spa / hot tub
- TV point
- Wheelchair access

Engagement with people using the service

During the last financial year, our care home implemented several initiatives to consult with residents and their families about the operation of our services. Regular feedback sessions were organised, allowing residents to share their experiences and suggestions directly with the management team. These sessions created a platform for open dialogue, ensuring that residents felt heard and valued. Additionally, we conducted anonymous surveys to gather insights on various aspects of care, including meal quality, staff responsiveness, and activity programs. The surveys were designed to be straightforward and accessible, encouraging participation from all residents. To ensure continuous improvement, we closely monitored the feedback received and created action plans addressing any issues raised. Regular updates on the outcomes of these consultations were shared with both residents and families, fostering transparency and trust.

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?	£2100
The maximum weekly fee payable during the last financial year?	£5500

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)	2
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	25	2
Domestic staff	1	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	All staff have completed	Working towards all staff completing
Domestic staff	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
Domestic 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

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
Domestic 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	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	2	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	20	0	0
Domestic 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	5	0
Domestic staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	19	6
Domestic staff	0	1

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	12	0
Domestic 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	1	1
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	5	5
Domestic staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	at least one on shift. 7 am till 9 pm. This role may be done by a manager or a deputy manager.
Care Worker	at least 7 staff on from 7 am till 2 pm. Five staff minimum on in the afternoon. Night staff minimum of 3 on 9 pm till 7 am.