

HOLLYBANK CARE HOME LTD

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.

Contents

Provider: HOLLYBANK CARE HOME LTD

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Hollybank Care Home Ltd

Service summary

Service management

Service contact details

Languages used at the service

Service facilities and accommodation

Engagement with people using the service

Compliance and quality statement

Fees charged by the service

Complaints processed by the service

Staff working at the service

Provider summary

The provider was registered on:	04/09/2018
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.	A training coordinator is in place who monitors all training requirements in respect of all staff. A training Matrix has been developed and is used to identify all training needs on an ongoing basis. Staff are enrolled onto Social Care TV through which they access both mandatory and service specific requirements. External training is sourced as and when necessary. A fully trained Key Trainer is employed in Hollybank who carries out all Moving and Handling passports and refresher training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Hollybank works with local support agencies such as DWP. We have recruited young people who have left education through providing work placement schemes in partnership with Coleg Cambria. We actively target the local area through on line adverts, We Care Wales and local advertising. We aim to provide a happy work environment and encourage staff to reach their full potential through support and training.

Regulated services delivered by this provider

Service name	Service type	Type of care
Hollybank Care Home Ltd	Care Home Service	Adults Without Nursing

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/09/2018
Maximum number of places	21
Service Conditions	• A maximum of 21 individuals can be accommodated at this service • HOLLYBANK CARE HOME LTD is registered to provide a Care Home Service at HOLLYBANK CARE HOME Ltd • The responsible individual for this service is Janet Bailey
How many people in total did the service provide care and support to during the last financial year?	20

Service management

Responsible Individual(s)	Janet Bailey
Manager(s)	Sarah Evans

Service contact details

Service Telephone Number	01978350035
Service Contact Email Address	sarah.evans@hollybankwrexham.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	There are no other languages used at the service
Non-verbal communication methods used at the service	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards)

Service facilities and accommodation

• Access to minibus or other transport • Close to local shops / amenities • Garden(s) • Laundry service • Library • Lifts • Near public transport • Number of bathrooms with assisted bathing facilities: 5 • Number of bedrooms with en-suite facilities: 14 • Number of communal lounges: 3 • Number of dining rooms: 0 • Number of shared bedrooms: 1 • Number of single bedrooms: 20 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • Sensory areas • Wheelchair access
--

Engagement with people using the service

Open door policy, residents pop in and out of the office and regularly have chats / conversations with the manager, staff hold resident forums where discussion is held over all aspects of daily life in Hollybank, one of our residents recently chose the colour for the redecoration of the living room. Residents are actively encouraged to be involved in what entertainment is provided and let management know what they would like to see more of.
--

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?	£1150
The maximum weekly fee payable during the last financial year?	£1150

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)	1
--	---

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	0
Care Worker	23	0
Domestic staff	4	0
Catering staff	2	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	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	Not relevant to this staff group	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

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	7	0	0
Care Worker	23	0	0
Domestic staff	4	0	0
Catering 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
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	7	0
Care Worker	18	5
Domestic staff	2	2
Catering 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	1	0
Senior Care Worker	7	0
Care Worker	17	6
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	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8-4 4-9
Care Worker	8-4 4-9 9-8