

Pembrokeshire Resource Centre 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.

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Provider: Pembrokeshire Resource Centre LTD

Provider summary

The provider was registered on:	29/11/2018
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.	Identifying needs via legislation, best practice, Orbis policy/procedures, system changes, pre-admission assessments, training deficits, supervision feedback, and LMS data. Responding to service changes, concerns raised, and requests from senior leadership. Planning through manager meetings, LMS expiry checks, trainer feedback, HR, Quality, and H&S audits. Using the live Training Schedule on TEAMS for access and updates.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We implemented key strategies to support recruitment and retention last year. Partnerships with Care Futures Wales and WeCareWales helped engage students and address sector-wide staffing challenges. We also worked with Serco and Job Centre Plus to identify candidates. HR, Recruitment, and Service Managers collaborated to reduce turnover through better recruitment, funded development, competitive packages, and a supportive work environment.

Regulated services delivered by this provider

Service name	Service type	Type of care
Maes Y Coed	Care Home Service	Adults Without Nursing
Bangeston Hall	Care Home Service	Adults Without Nursing
1A Stockwell Road	Care Home Service	Adults Without Nursing
Rosendale Park Care Home	Care Home Service	Adults Without Nursing
The Old Manse	Care Home Service	Adults Without Nursing
Awel Y Mor	Care Home Service	Adults Without Nursing

Service: Maes Y Coed

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/10/2023
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• Pembrokeshire Resource Centre LTD is registered to provide a Care Home Service at Maes Y Coed, Bangeston Hall, Pembroke Dock, SA72 4RX• The responsible individual for this service is Lyndsey Price• A maximum of 5 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?	5

Service management

Responsible Individual(s)	Lyndsey Price
Manager(s)	Kirtis Bowen

Service contact details

Service Telephone Number	02920029922
Service Contact Email Address	enquiries@orbis-group.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	<ul style="list-style-type: none">• Total Communication• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Picture Exchange Communication System (PECS)• Social Stories• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Intensive interaction

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• Laundry service• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 5• Number of communal lounges: 0• Number of dining rooms: 5• Number of shared bedrooms: 0• Number of single bedrooms: 5• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Semi-independent flat• Sensory areas• TV point• Wheelchair access

- Wildlife / domesticated animals
- Woodland / ponds

Engagement with people using the service

We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.

Compliance and quality statement

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£4500
The maximum weekly fee payable during the last financial year?	£6500

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)	25
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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	2	0
Care Worker	22	4

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

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	Working towards all staff completing	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	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	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	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	Working towards all staff completing	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	2	0	0
Care Worker	20	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	2	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	2	0
Care Worker	19	3

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	0
Senior Care Worker	1	0
Care Worker	3	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	1	0
Senior Care Worker	1	0
Care Worker	10	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Week 1 - Monday, Tuesday, Saturday, Sunday (8am-10pm) Week 2 - Wednesday, Thursday, Friday (8am -10pm)
Care Worker	Full time staff - Week 1 - Monday, Tuesday, Saturday, Sunday (8am-10pm) Week 2 - Wednesday, Thursday, Friday (8am -10pm). Part time staff - Monday (8am-10pm) Tuesday (8am - 4pm).

Service: Bangeston Hall

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	07/12/2018
Maximum number of places	17
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Lyndsey Price• A maximum of 17 individuals can be accommodated at this service• Pembrokeshire Resource Centre LTD is registered to provide a Care Home Service at Bangeston Hall PEMBROKESHIRE RESOURCE CENTRE, BANGESTON HALL, PEMBROKE DOCK SA72 4RX
How many people in total did the service provide care and support to during the last financial year?	16

Service management

Responsible Individual(s)	Lyndsey Price
Manager(s)	Jemma Erasmus

Service contact details

Service Telephone Number	01646682564
Service Contact Email Address	enquiries@orbis-group.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	<ul style="list-style-type: none">• Assistive Technology• Makaton• Objects of reference• Non-formal communication (e.g. body language, facial expressions)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Social Stories• Total Communication• Intensive interaction• Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)• Picture Exchange Communication System (PECS)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Laundry service• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 8• Number of communal lounges: 3• Number of dining rooms: 3• Number of shared bedrooms: 0• Number of single bedrooms: 17
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- On-site parking
- Outdoor play area
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Quiet areas
- Residents' kitchenette / communal kitchen
- Semi-independent flat
- Sensory areas
- TV point
- Wildlife / domesticated animals
- Woodland / ponds

Engagement with people using the service

We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.

Compliance and quality statement

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£4500
The maximum weekly fee payable during the last financial year?	£6500

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)	61
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	5	1
Care Worker	50	7
Domestic staff	1	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	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	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	2	0	0
Senior Care Worker	5	0	0
Care Worker	47	0	0
Domestic staff	1	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	3	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	2	0
Senior Care Worker	5	0
Care Worker	40	10
Domestic staff	1	0
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	2	0
Senior Care Worker	3	0
Care Worker	17	0
Domestic staff	0	0
Catering 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	0	0
Deputy Manager	0	0
Senior Care Worker	2	0
Care Worker	10	2
Domestic staff	0	0
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	day staff 8am-10pm - 2 week rolling rota 4 days 1 week, 3 days the other. (2 staff per shift)
Care Worker	day staff 8am-10pm - 2 week rolling rota 4 days 1 week, 3 days the other. (13 staff per shift) Night staff - 10pm-8am rolling rota 4 shifts on 4 shifts off.(6 staff per shift)

Service: Rosendale Park Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	07/12/2018
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Lyndsey Price• A maximum of 6 individuals can be accommodated at this service• Pembrokeshire Resource Centre LTD is registered to provide a Care Home Service at Rosendale Park Care Home ROSENDALE PARK, TENBY SA70 7SQ
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Lyndsey Price
Manager(s)	Amanda Elsom-Millar

Service contact details

Service Telephone Number	01834871645
Service Contact Email Address	enquiries@orbis-group.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	<ul style="list-style-type: none">• Intensive interaction• Makaton• Assistive Technology• Objects of reference• Non-formal communication (e.g. body language, facial expressions)• Total Communication• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Picture Exchange Communication System (PECS)• Social Stories

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Education facility• Garden(s)• Internet access• Laundry service• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 4• Number of communal lounges: 2• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 6• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas
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- Residents' kitchenette / communal kitchen
- Sensory areas
- TV point

Engagement with people using the service

We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any aspect of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaires and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.

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?	£4500
The maximum weekly fee payable during the last financial year?	£6500

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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)	17
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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	0
Care Worker	14	9

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

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	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

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	13	1	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	11	3

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	0
Senior Care Worker	0	0
Care Worker	5	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	1	0
Senior Care Worker	1	0
Care Worker	9	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08.00 - 22:00 4 days a week
Care Worker	08:00 - 22:00 x 5 08:00-16:00 x1 10:00-16:00 x1 22:00-08:00 x 1

Service: Awel Y Mor

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Lyndsey Price• A maximum of 3 individuals can be accommodated at this service• Pembrokeshire Resource Centre LTD is registered to provide a Care Home Service at Awel Y Mor STAMMERS HOUSE, STAMMERS ROAD, SAUNDERSFOOT SA69 9HZ
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Lyndsey Price
Manager(s)	Hannah Lawrie

Service contact details

Service Telephone Number	01834813225
Service Contact Email Address	enquiries@orbis-group.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	<ul style="list-style-type: none">• Picture Exchange Communication System (PECS)• Objects of reference• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Assistive Technology• Social Stories• Total Communication• Intensive interaction• Non-formal communication (e.g. body language, facial expressions)

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• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 3• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 3• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen
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- Sensory areas
- TV point

Engagement with people using the service

We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.

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?	£4500
The maximum weekly fee payable during the last financial year?	£6500

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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)	13
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	8	3

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
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
Deputy Manager	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
Care Worker	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
Care Worker	All staff have completed	Working towards all staff completing

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
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
Care Worker	8	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
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
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
Deputy Manager	0	1
Care Worker	3	5

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Typical shift pattern is three long days- 8am to 10pm for full time day staff per week. One long day 8am-10pm/8am-8pm and two Mid shifts-9am to 5pm for part time day staff per week. Night shift is 10pm to 8am on a 3 on 4 off/4 on 3 off basis. Average number of staff per shift is minimum 3.

Service: 1A Stockwell Road

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/12/2018
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Lyndsey Price• A maximum of 5 individuals can be accommodated at this service• Pembrokeshire Resource Centre LTD is registered to provide a Care Home Service at 1A Stockwell Road 1A, STOCKWELL ROAD, PEMBROKE DOCK SA72 6TQ
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Lyndsey Price
Manager(s)	Calum Merrony

Service contact details

Service Telephone Number	01646687517
Service Contact Email Address	enquiries@orbis-group.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	<ul style="list-style-type: none">• Assistive Technology• Total Communication• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Intensive interaction• Makaton• Picture Exchange Communication System (PECS)• Social Stories• Objects of reference• Non-formal communication (e.g. body language, facial expressions)• 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• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 3• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 3• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen
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- TV point

Engagement with people using the service

We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.

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?	£4500
The maximum weekly fee payable during the last financial year?	£6500

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)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	10	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	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
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	1	0	0
Care Worker	10	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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	1	0
Care Worker	6	4

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	1	0
Care Worker	6	4

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	8am-10pm - 1 staff
Care Worker	8am-10pm x 4

Service: The Old Manse

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/11/2018
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Lyndsey Price• A maximum of 4 individuals can be accommodated at this service• Pembrokeshire Resource Centre LTD is registered to provide a Care Home Service at The Old Manse THE OLD MANSE, HAVERFORDWEST SA62 4LB
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Lyndsey Price
Manager(s)	Hannah Lawrie

Service contact details

Service Telephone Number	01437767566
Service Contact Email Address	enquiries@orbis-group.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	<ul style="list-style-type: none">• Objects of reference• Assistive Technology• Non-formal communication (e.g. body language, facial expressions)• Picture Exchange Communication System (PECS)• Social Stories• Total Communication• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Intensive interaction• Makaton

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 3• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 4• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Pet friendly (or by arrangement)

- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- TV point

Engagement with people using the service

We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any aspect of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaires and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.

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?	£4500
The maximum weekly fee payable during the last financial year?	£6500

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)	11
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	10	4

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
Care Worker	All staff have completed	Working towards all staff completing

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
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Care Worker	Working towards all staff completing	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
Care Worker	Working towards all staff completing	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
Care Worker	All staff have completed	Working towards all staff completing

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
Care Worker	9	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
Care Worker	1	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
Care Worker	10	0

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
Deputy Manager	1	0
Care Worker	4	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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day shift, 8am - 10pm, 4 staff. Night shift 10pm - 8am, 1 staff.