

# Gower Lodge (Swansea) 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: Gower Lodge (Swansea) Limited

### Provider summary

The provider was registered on:	20/09/2018
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>	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.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	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
Ty Seren	Care Home Service	Adults Without Nursing

## Service: Ty Seren

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	20/09/2018
<b>Maximum number of places</b>	8
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Gavin George Davies</li><li>• A maximum of 8 individuals can be accommodated at this service</li><li>• Gower Lodge (Swansea) Limited is registered to provide a Care Home Service at Ty Seren</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	7

### Service management

<b>Responsible Individual(s)</b>	Gavin Davies
<b>Manager(s)</b>	Melanie Heaher

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01792343134">01792343134</a>
<b>Service Contact Email Address</b>	<a href="mailto:melanie.heaher@orbis-group.co.uk">melanie.heaher@orbis-group.co.uk</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>• Picture Exchange Communication System (PECS)</li><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</li><li>• Makaton</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</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>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 7</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 6</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 7</li><li>• On-site parking</li><li>• Outdoor play area</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• Sensory areas</li><li>• TV point</li></ul>
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## Engagement with people using the service

team meetings, MDTs, supervisions, reviews

## 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)	35
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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	31	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
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	Not relevant to this staff group
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	2	0	0
Care Worker	31	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

#### 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	25	6

#### 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	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	0	0
Senior Care Worker	0	0
Care Worker	28	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	8.00-20.30 1 senior support worker per day
Care Worker	8.00-20.30 13 staff on shift. Night shift per day 20.00-08.30 3 staff on shift per night