

Willowtree Healthcare 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: Willowtree Healthcare limited

The provider was registered on:		15/02/2019
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 have a Training Matrix in place which is reviewed on a monthly basis by the Home Manager. During induction and Supervisions areas of training required are identified which reflect we are best able to care for residents and promote high standards in our workforce. Training is both face to face and on-line. We have a train the trainer in Moving and Handling and First Aid.	
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff are supported through training, supervisions and appraisals. The company operates an Employee of the Month Scheme which warrants a financial bonus. Regular supervision and appraisals take place and staff meetings are held periodically to ensure that staff feel listened to and valued. The Responsible individual visits the home on a regular basis and also completes a Regulation 73 visit every 12 weeks.	
Regulated services delivered by this provider		
Service name	Service type	Type of care
The Cottage Nursing Home	Care Home Service	Adults With Nursing
Roon Yc Hgud	Care Home Service	Adults With Nursing

Regulated services delivered by this provider		
Service name	Service type	Type of care
The Cottage Nursing Home	Care Home Service	Adults With Nursing
Bryn Yr Haul	Care Home Service	Adults With Nursing

Service: The Cottage Care Home

Service summary	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	16/07/2024
Maximum number of places	47
Service Conditions	- A maximum of 47 individuals can be accommodated at this service. - Willowtree Healthcare limited is registered to provide a Care Home Service at The Cottage Nursing Home 54 Hendy Road, Mold, CH7 1QS - The responsible individual for this service is Sandeep Gupta
How many people in total did the service provide care and support to during the last financial year?	63
Service management	
Responsible Individual(s)	Sandeep Gupta
Manager(s)	Cath Peach, Tracey Campbell
Service contact details	
Service Telephone Number	01352 250228
Service Contact Email Address	manager.cottage@rosewoodhealthcaregroup.co.uk

Languages used at the service	
What is the main language through which the service is provided?	Both
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	There are no non verbal communication methods used at the service

Service facilities and accommodation	
- Access to minibus or other transport - Facilities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Harddressing / beauty services - Internet access - Laundry service - Library - Lifts - Near public transport - Number of bathrooms with assisted bathing facilities: 2 - Number of bedrooms with en-suite facilities: 47 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 47 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Quiet areas - TV point - Wheelchair access - Woodland / ponds	

Engagement with people using the service
Regular resident and family meetings are held, care plans are updated on a monthly basis or as and when their needs have changed. Resident surveys are issued 6 monthly and any issues raised are dealt with accordingly. A report is made available of findings and actions taken. The Responsible Individual visits the home on a regular basis and every 3 months conducts a Regulation 73 report which covers all aspects of the service. This includes interviews with residents and staff. Every 6 months a Quality of Care Regulation 80 report is produced to include how the service is currently performing and how we can develop the service to enhance the lives of the residents. We also employ a Quality Assurance Manager who visits the Home every 12 weeks to ensure that all domains of the service are compliant. The Cottage closed as a nursing home in August 2025 and reopend under new management as a Residential Home in January 2026.

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?	£839.36
The maximum weekly fee payable during the last financial year?	£1984.26

Complaints processed by the service	
Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	3
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)	14

Posts and vacancies		
Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	0
Care Worker	4	0
Domestic staff	1	0
Catering staff	1	0
Other 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	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
Other 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	Not relevant to this staff group
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other 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	Working towards all staff completing	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	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	Working towards all staff completing
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene		
Role type	Positive Behaviour Management	Food Hygiene
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	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
Other 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
Deputy Manager	1	0	0
Senior Care Worker	4	0	0
Care Worker	4	0	0
Domestic staff	1	0	0
Catering staff	1	0	0
Other 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
Other 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	4	0
Care Worker	4	0
Domestic staff	1	0
Catering staff	1	0
Other 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	0	0
Care Worker	1	0
Domestic staff	0	0
Catering staff	1	0
Other 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	4	0
Care Worker	3	0
Domestic staff	0	1
Catering staff	0	0
Other Staff	0	2

Typical shift patterns	
Role type	Typical shift patterns
Senior Care Worker	8am-8pm 2 8pm-8am 2
Care Worker	8am-8pm 2 8pm-8am 2

Service: Bryn Yr Haul		
Service summary		
Service Type	Care Home Service	
Type of Care	Adults With Nursing	
Approval Date	15/02/2019	
Maximum number of places	36	
Service Conditions	- The responsible individual for this service is James Gregory Bradford - A maximum of 36 individuals can be accommodated at this service - Willowtree Healthcare limited is registered to provide a Care Home Service at Bryn Yr Haul, Rhydlysgated, New Brighton, Mold, CH7 6QG	
How many people in total did the service provide care and support to during the last financial year?	87	
Service management		
Responsible Individual(s)	James Bradford	
Manager(s)	Christine Whiteside	
Service contact details		
Service Telephone Number	01352 255531	
Service Contact Email Address	brynyrhaul@rosewoodhealthcaregroup.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	- Non-formal communication (e.g. body language, facial expressions) - Writing (Paper / Whiteboards)

Service facilities and accommodation	
- Activities room (Art, Music, Games, Computers, etc.) - Garden(s) - Harddressing / beauty services - Internet access - Laundry service - Lifts - Number of bathrooms with assisted bathing facilities: 3 - Number of bedrooms with en-suite facilities: 36 - Number of communal lounges: 2 - Number of dining rooms: 2 - Number of shared bedrooms: 0 - Number of single bedrooms: 36 - On-site parking - Outdoor seating / entertainment area - Quiet areas - Wheelchair access	

Engagement with people using the service

Newsletters, emails, notice board. Flintshire County council contracts monitoring Questionnaires. Regular resident and family meetings are held, care plans are updated on a monthly basis or as and when their needs have changed. Resident surveys are issued 6 monthly and any issues raised are dealt with accordingly. A report is made available of findings and actions taken. The Responsible Individual visits the home weekly and every 2 months conducts a Regulation 73 report which covers all aspects of the service. This includes interviews with the residents. Every 6 months a Quality of Care Regulation 80 report is produced to include how the service is currently performing and how we can develop the service to enhance the lives of the residents. We also employ a Quality Assurance Manager who visits the Home every 12 weeks to ensure that all domains of the service are compliant.

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?	£1179.20
The maximum weekly fee payable during the last financial year?	£1684.46

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)	51

Posts and vacancies		
Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	7	1
Senior Care Worker	11	0
Care Worker	16	3
Domestic staff	9	1
Catering staff	4	0
Other Staff	4	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	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Other 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
Registered Nurse (1+ Years in Practice)	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
Other 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
Registered Nurse (1+ Years in Practice)	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
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	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	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	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
Other 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	Not relevant to this staff group	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	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
Other 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	1	0	0
Deputy Manager	1	0	0
Registered Nurse (1+ Years in Practice)	6	0	0
Senior Care Worker	11	0	0
Care Worker	15	0	0
Domestic staff	9	0	0
Catering staff	4	0	0
Other Staff	4	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
Registered Nurse (1+ Years in Practice)	0	1
Senior Care Worker	0	0
Care Worker	0	1
Domestic staff	0	0
Catering staff	0	0
Other 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
Registered Nurse (1+ Years in Practice)	7	0
Senior Care Worker	11	0
Care Worker	16	0
Domestic staff	9	0
Catering staff	4	0
Other Staff	4	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	0	0
Registered Nurse (1+ Years in Practice)	7	0
Senior Care Worker	7	0
Care Worker	12	0
Domestic staff	0	0
Catering staff	3	0
Other 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	1	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	4	36
Domestic staff	0	9
Catering staff	0	1
Other Staff	0	4

Typical shift patterns	
Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Days 8-8 x 2 staff, Nights 8-8 x 1 staff
Senior Care Worker	Days 8-8 x 2 staff, Night 8-8 x 2
Care Worker	Days 8-8 x 6 staff, Nights 8-2 x