

Elmtree 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: Elmtree Healthcare Limited

Provider summary	
The provider was registered on:	14/11/2018
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.	The Home utilise on-line training for mandatory units to ensure that all staff are trained to the level required of their duty es. We have recently invested in Train the Trainer in Moving and Handling and First Aid for 2 staff members to deliver sessions as and when required. We also utilise training courses provided through Conwy Social Services and Practice Development to further enhance staff skills. Annual courses are also provided in Safe Handling and De-escalation techniques if required.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The company operates an Employee of the Month Scheme which warrants a financial bonus. Regular supervision and appraisals take place. 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. Staff Questionnaires are issued 6 monthly and any suggestions, comments are acted upon and addressed accordingly. We also employ a Quality Assurance Manager

Service: Plas Y Bryn		
Service summary		
Service Type	Care Home Service	
Type of Care	Adults With Nursing	

Service: Plas Y Bryn

Service summary	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	25/02/2019
Maximum number of places	18
Service Conditions	- The responsible individual for this service is James Gregory Bradford - A maximum of 18 individuals can be accommodated at this service - Elmtree Healthcare Limited is registered to provide a Care Home Service at Plas Y Bryn, 31 Tan Y Bryn Road, Rhos on Sea, Colwyn Bay, LL26 4AD
How many people in total did the service provide care and support to during the last financial year?	20
Service management	
Responsible Individual(s)	James Bradford
Manager(s)	Paul Hughes
Service contact details	
Service Telephone Number	01492544117
Service Contact Email Address	james.bradford@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	- Non-formal communication (e.g. body language, facial expressions) - Writing (Paper / Whiteboards)

Service facilities and accommodation

- 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
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 0
- Number of bedrooms with en-suite facilities: 18
- Number of communal lounges: 1
- Number of dining rooms: 1
- Number of shared bedrooms: 0
- Number of single bedrooms: 18
- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (on by arrangement)
- Quiet areas
- Residents' kitchenette / communal kitchen
- TV point
- Wheelchair access
- Wildlife / domesticated animals
- Woodland / ponds

Engagement with people using the service

Regular resident 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 3 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 currently is and how we can develop the service to enhance the lives of the residents. We also employ a Quality Assurance Manager who looks at all domains of the service to ensure that it remains compliant.

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?	£2134.75
The maximum weekly fee payable during the last financial year?	£6497.33

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	3

Staff working at the service

Staff summary	
The total number of full time equivalent posts at the service (as at 31 March)	52

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)	10	1
Senior Care Worker	6	0
Care Worker	21	0
Domestic staff	6	0
Catering staff	4	0
Other Staff	6	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
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	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	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)	Working towards all staff completing	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
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	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
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	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	All staff have completed	All staff have completed
Other 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
Registered Nurse (1+ Years in Practice)	All staff have completed	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

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
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	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	Not relevant to this staff group	All staff have completed
Other Staff	Working towards all staff completing	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
Registered Nurse (1+ Years in Practice)	7	0	0
Senior Care Worker	6	0	0
Care Worker	16	0	0
Domestic staff	6	0	0
Catering staff	4	0	0
Other Staff	6	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	3
Senior Care Worker	0	0
Care Worker	0	5
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	0	1
Registered Nurse (1+ Years in Practice)	5	5
Senior Care Worker	6	0
Care Worker	11	10
Domestic staff	1	5
Catering staff	2	2
Other Staff	5	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
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	1	0
Care Worker	4	0
Domestic staff	0	0
Catering staff	0	0
Other 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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	3	0
Care Worker	6	0
Domestic staff	0	6
Catering staff	0	4
Other Staff	0	5

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	7:45am-8:15pm 2 x Nurses 8pm - 8am x 1 Nurse
Senior Care Worker	8am-8pm 2 Senior HCSWs 8pm-8am 1 Senior HCSW
Care Worker	8am-8pm 4 HCSWs 8pm-8am 3 HCSWs

Service: Plas Isaf Care Home

Service summary	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/11/2018
Maximum number of places	32
Service Conditions	- The responsible individual for this service is James Gregory Bradford - A maximum of 32 individuals can be accommodated at this service - Elmtree Healthcare Limited is registered to provide a Care Home Service at Plas Isaf Care Home 30 - 32 Llanerch Road West, Rhos on Sea LL28 4AS
How many people in total did the service provide care and support to during the last financial year?	51
Service management	
Responsible Individual(s)	James Bradford
Manager(s)	Gwyneth Conway
Service contact details	
Service Telephone Number	01492556777
Service Contact Email Address	manager.plaslsaf@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	- Writing (Paper / Whiteboards) - Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

- Access to minibus or other transport
- Chems
- Close to local shops / amenities
- Garden(s)
- Hairstressing / beauty services
- Internet access
- Laundry service
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 4
- Number of bedrooms with en-suite facilities: 23
- Number of communal lounges: 1
- Number of dining rooms: 1
- Number of shared bedrooms: 0
- Number of single bedrooms: 32
- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Quiet areas
- TV point
- Wheelchair access

Engagement with people using the service

Regular resident 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 3 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 currently is and how we can develop the service to enhance the lives of the residents.

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?	£905.52
The maximum weekly fee payable during the last financial year?	£1290.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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)	28

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	6	0
Care Worker	12	0
Domestic staff	4	0
Catering staff	2	0
Other Staff	4	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
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
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
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

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	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
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	Not relevant to this staff group
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
Senior Care Worker	6	0	0
Care Worker	12	0	0
Domestic staff	4	0	0
Catering staff	2	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
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
Senior Care Worker	6	0
Care Worker	10	2
Domestic staff	4	0
Catering staff	2	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
Senior Care Worker	6	0
Care Worker	3	9
Domestic staff	0	0
Catering staff	0	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	4
Catering staff	0	2
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8AM-SPM
Care Worker	8AM-SPM