

Oaktree 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.

Contents

Provider: Oaktree Healthcare Limited

- Provider summary
- Training and workforce planning arrangements
- Regulated services delivered by this provider

Service: Rhoslan Care Home

- Service summary
- Service management
- Service contact details
- Languages used at the service
- Service facilities and accommodation
- Engagement with people using the service
- Compliance and quality statement
- Fees charged by the service
- Complaints processed by the service
- Staff working at the service

Provider: Oaktree Healthcare Limited

Provider summary	
The provider was registered on:	21/02/2019
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.	The Home utilises on-line training for mandatory units to ensure that all staff are trained to the level required of their duties. 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.
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 and staff meetings are held periodically to ensure that staff feel listened to and valued. Staff Questionnaires are issued 6 monthly and evaluated. The Responsible Individual visits the service weekly and completes Regulation 73 visits 3 monthly. The home also employs a Quality Assurance Manager who visits 3 monthly to ensure the home remains compliant.

Regulated services delivered by this provider

Service name	Service type	Type of care
Rhoslan Care Home	Care Home Service	Adults Without Nursing

Service: Rhoslan Care Home

Service summary	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/02/2019
Maximum number of places	34
Service Conditions	- The responsible individual for this service is James Gregory Bradford - Oaktree Healthcare Limited is registered to provide a Care Home Service at Rhoslan Care Home, 52-56 Everard Road, Colwyn Bay LL28 4HA - A maximum of 34 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?	70

Service management

Responsible Individual(s)	James Bradford
Manager(s)	Kelly Roberts

Service contact details

Service Telephone Number	01492548159
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
- Cinema
- Close to local shops / amenities
- Garden(s)
- Internet access
- Laundry service
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 2
- Number of bedrooms with en-suite facilities: 30
- Number of communal lounges: 2
- Number of dining rooms: 2
- Number of shared bedrooms: 0
- Number of single bedrooms: 34
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Quiet areas
- Residents' kitchenette / communal kitchen
- 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. The home also employs a Quality Assurance Manager who visits the service 12 weekly to ensure that all domains of the service remain compliant.

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?	£905.52
The maximum weekly fee payable during the last financial year?	£1235.00

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	0
Number of complaints not upheld	1

Staff working at the service

Staff summary	
The total number of full time equivalent posts at the service (as at 31 March)	29

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	9	0
Care Worker	7	0
Domestic staff	3	0
Catering staff	5	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
Deputy Manager	All staff have completed	Working towards all staff completing
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	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
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	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
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
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
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	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Senior Care Worker	Not relevant to this staff group	Working towards all staff completing
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	9	0	0
Care Worker	7	0	0
Domestic staff	3	0	0
Catering staff	5	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
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	8	1
Care Worker	7	0
Domestic staff	3	0
Catering staff	5	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	0	0
Deputy Manager	1	0
Senior Care Worker	6	3
Care Worker	6	1
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	1	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	3
Catering staff	0	5
Other Staff	0	4

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am to 8pm or 8pm to 8am
Care Worker	8am to 8pm or 8pm to 8am

