

# Care UK Care Services Limited and WELL Cardiff OPCO 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 summary**

<b>The provider was registered on:</b>	23/04/2025
<b>The following lists the provider conditions:</b>	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>	New colleagues have a 12 week induction programme with the first 2 weeks protected to ensure training and shadow shifts are completed. Mandatory and statutory training is delivered via eLearning and external training providers. Compliance is monitored regularly. Development needs from the service and the individual are identified and discussed in bimonthly supervision and quarterly appraisals. A Quality Development Manager provides onsite coaching and mentoring. Apprenticeships are encouraged.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Vacant positions are advertised internally and externally. Short-listed candidates are interviewed face-to-face, followed by onboarding, DBS, references, Google Search checks, and a DBS panel if needed. An annual 'Over To You!' survey generates colleague feedback and practical action plans. Pay enhancements, a benefits app, blue light card, colleague appreciation week, regular staff meetings, 'Colleague Voices' forum, 'Refer a Friend' scheme, GEM Awards and a wellbeing phoneline aid retention

**Regulated services delivered by this provider**

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Llys Cyncoed	Care Home Service	Adults Without Nursing
Llys Herbert	Care Home Service	Adults Without Nursing

## Service: Llys Herbert

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	23/04/2025
<b>Maximum number of places</b>	75
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 75 individuals can be accommodated at this service.</li><li>• Care UK Care Services Limited and WELL Cardiff OPCO Limited is registered to provide a Care Home Service at Llys Herbert Ty-draw Road, Lisvane, Cardiff, CF14 0AW</li><li>• The responsible individual for this service is Rachel Louise Harvey</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	72

### Service management

<b>Responsible Individual(s)</b>	Rachel Harvey
<b>Manager(s)</b>	Dorothy Pye, Suzanne Tullett

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:03300583247">03300 583247</a>
<b>Service Contact Email Address</b>	<a href="mailto:enquiries@careuk.com">enquiries@careuk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	Both
<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>• Writing (Paper / Whiteboards)</li><li>• Assistive Technology</li><li>• Lipreading</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Signalong</li><li>• Social Stories</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>• Bar / Café</li><li>• Cinema</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 75</li><li>• Number of bedrooms with en-suite facilities: 75</li><li>• Number of communal lounges: 5</li><li>• Number of dining rooms: 5</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 75</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li></ul>
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- Phone point
- Quiet areas
- Residents' kitchenette / communal kitchen
- TV point
- Wheelchair access

### Engagement with people using the service

People are consulted about the operation and quality through formal & informal arrangements, including quarterly Resident Surveys, monthly resident meetings facilitated by the Manager, and monthly Resident of the Day care reviews where residents/families can contribute to care planning and service development. Residents are encouraged to share their views at any time with care colleagues, Management, and visiting quality and governance colleagues. The Responsible Individual visits quarterly and speaks with residents and relatives about the quality of care/operation of the service. Feedback from meetings, complaints, compliments, surveys, and daily interactions are reviewed through governance and quality assurance processes to identify improvements needed. Residents are also supported to participate in food and lifestyle forums, activities planning, and some staff recruitment interviews. Alternative communication methods ensure every view and preference is understood and acted upon.

### 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?	£1727
The maximum weekly fee payable during the last financial year?	£2032

### 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	1
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)	65
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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	11	11
Care Worker	43	43
Domestic staff	6	8
Catering staff	7	7
Other Staff	8	8

### 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	Working towards all staff completing	All staff have completed
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

#### 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
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	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	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	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other 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
Other 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	1	0	0
Senior Care Worker	10	0	0
Care Worker	35	0	0
Domestic staff	5	0	0
Catering staff	6	0	0
Other Staff	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
Senior Care Worker	0	1
Care Worker	0	8
Domestic staff	0	1
Catering staff	0	1
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	10	1
Care Worker	27	16
Domestic staff	5	1
Catering staff	4	3
Other Staff	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	1	0
Senior Care Worker	5	6
Care Worker	0	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	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	6
Catering staff	0	4
Other Staff	1	7

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	8am - 8:15pm, 8:00pm - 8:15am.
Care Worker	8am-8pm, 8pm-8am

## Service: Llys Cyncoed

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	23/04/2025
<b>Maximum number of places</b>	99
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 99 individuals can be accommodated at this service.</li><li>• Care UK Care Services Limited and WELL Cardiff OPCO Limited is registered to provide a Care Home Service at Llys Cyncoed 127 Cyncoed Road, Cardiff, CF23 6AF</li><li>• The responsible individual for this service is Rachel Louise Harvey</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	138

### Service management

<b>Responsible Individual(s)</b>	Rachel Harvey
<b>Manager(s)</b>	Carley Hunt

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:02920684800">02920 684800</a>
<b>Service Contact Email Address</b>	<a href="mailto:enquiries@careuk.com">enquiries@careuk.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	Both
<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>• Assistive Technology</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</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>• Bar / Café</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Library</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 100</li><li>• Number of bedrooms with en-suite facilities: 100</li><li>• Number of communal lounges: 4</li><li>• Number of dining rooms: 4</li><li>• Number of shared bedrooms: 26</li><li>• Number of single bedrooms: 74</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li></ul>
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- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- Shop on the premises
- Spa / hot tub
- TV point
- Wheelchair access
- Wildlife / domesticated animals

### Engagement with people using the service

People are consulted about the operation and quality through formal & informal arrangements, including quarterly Resident Surveys, monthly resident meetings facilitated by the Manager, and monthly Resident of the Day care reviews where residents/families can contribute to care planning and service development. Residents are encouraged to share their views at any time with care colleagues, Management, and visiting quality and governance staff. The Responsible Individual visits quarterly and speaks with residents and relatives about the quality of care/operation of the service. Feedback from meetings, complaints, compliments, surveys, and daily interactions are reviewed through governance and quality assurance processes to identify improvements needed. Residents are also supported to participate in food and lifestyle forums, activities planning, and some staff recruitment interviews. Alternative communication methods ensure every view and preference is understood and acted upon.

### 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?	£1425
The maximum weekly fee payable during the last financial year?	£2125

### Complaints processed by the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	2

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	107.50
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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	19	0
Care Worker	62	3
Domestic staff	15	0
Catering staff	7	0
Other Staff	33	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	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	Working towards all staff completing	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	Working towards all staff completing	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

### 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	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	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	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other 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	Working towards all staff completing	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

### 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	19	0	0
Care Worker	52	0	0
Domestic staff	12	0	0
Catering staff	6	0	0
Other Staff	29	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	10	0
Domestic staff	3	0
Catering staff	1	0
Other Staff	4	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	17	2
Care Worker	33	29
Domestic staff	7	8
Catering staff	6	1
Other Staff	12	21

### 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
Senior Care Worker	12	7
Care Worker	27	35
Domestic staff	0	0
Catering staff	4	0
Other Staff	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	0	0
Domestic staff	0	15
Catering staff	0	3
Other Staff	0	29

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	Days: 7am-7pm-3, 7pm-7am-3
Care Worker	Days: 7am - 7pm (or 7 hour shifts) = 15. Nights: 7pm-7am =7