

# Pant-y-Cendy Ltd

## 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: Pant-y-Cendy Ltd

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### Provider summary

The provider was registered on:	15/03/2019
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>	Training needs are identified both in team meetings and supervision. There are areas of training that are mandatory and all training is organised through a training site. Staff are expected to complete designated training units in a timely fashion.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Staff have been recruited through advertising on social media and work platforms. They are retained by good job satisfaction, a reasonable wage and a thoughtful work life balance

### Regulated services delivered by this provider

Service name	Service type	Type of care
Pant-y-Cendy Hall	Care Home Service	Adults Without Nursing

## Service: Pant-y-Cendy Hall

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	15/03/2019
<b>Maximum number of places</b>	3
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 3 individuals can be accommodated at this service</li><li>• Pant-y-Cendy Ltd is registered to provide a Care Home Service at Pant-y-Cendy Hall, Carmarthen, SA33 5RN</li><li>• The responsible individual for this service is Penelope Janita Hopkins</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	1

### Service management

<b>Responsible Individual(s)</b>	Penelope Hopkins
<b>Manager(s)</b>	Penelope Hopkins

### Service contact details

<b>Service Telephone Number</b>	[REDACTED]
<b>Service Contact Email Address</b>	[REDACTED]

### 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>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Writing (Paper / Whiteboards)</li><li>• Makaton</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>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Number of bathrooms with assisted bathing facilities: 1</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 2</li><li>• On-site parking</li><li>• Outdoor play area</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li><li>• Wheelchair access</li><li>• Wildlife / domesticated animals</li><li>• Woodland / ponds</li></ul>
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### Engagement with people using the service

Family consulted, service user consulted regularly during house meetings.

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

### 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)	2
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	4	1

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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
Care Worker	Working towards all staff completing	Working towards all staff completing

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Care Worker	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
Care Worker	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
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
Care Worker	1	3

#### **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
Care Worker	4	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
Care Worker	0	0

#### **Typical shift patterns**

Role type	Typical shift patterns
Care Worker	day shift 9-5=1 staff, evening shift 5-9=1 staff, sleepin 9-9=1 staff