

Pen y Bryn Emi Ltd

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: Pen y Bryn Emi Ltd

Provider summary

The provider was registered on:	11/07/2018
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.	Staff are required to complete a training pathway. This is made up of online training and external courses. This training pathway has been designed to specifically meet the needs of the individuals we look after. Whilst also following legislation from social care wales. If the individuals we support develop any additional needs during their stay with us, additional specialist training may be sought. This would be evaluated on a case by case basis and would be highlighted by a monthly review.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	At Pen Y Bryn we use value based recruitment. This helps us recruit individuals who values align with the organisations values. We have rigorous employment checks in place to make sure individuals working in the service are properly vetted. We have introduced a staff bonus system to help with retention and a recommend a friend scheme to help recruit new individuals into the service. We have many feedback opportunities for employee's to tell us how we can make this a better place to work.

Regulated services delivered by this provider

Service name	Service type	Type of care
Pen y Bryn Residential Home	Care Home Service	Adults Without Nursing

Service: Pen y Bryn Residential Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	11/07/2018
Maximum number of places	30
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Matthew Paul Bochenski• A maximum of 30 individuals can be accommodated at this service• Pen y Bryn Emi Ltd is registered to provide a Care Home Service at Pen y Bryn Residential Home, PEN Y BRYN RESIDENTIAL HOME, FRON DEG, TOP HILL, BAGILLT CH6 6HU.
How many people in total did the service provide care and support to during the last financial year?	43

Service management

Responsible Individual(s)	Matthew Bochenski
Manager(s)	Melissa Baker

Service contact details

Service Telephone Number	01352711243
Service Contact Email Address	enquiries@penybryncare.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	<ul style="list-style-type: none">• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Assistive Technology• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Number of bathrooms with assisted bathing facilities: 18• Number of bedrooms with en-suite facilities: 12• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 30• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Stairlift• TV point• Wheelchair access

Engagement with people using the service

Residents meetings take place on a 2 monthly rotation. This allows us to get feedback from people using the service. We also purchased some Digital software called digital reception. This allows people who have visited the service to give feedback when they sign out about how their visit went or about the service in general. We also send out annual questionnaire's to both residents and residents families for feedback.

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?	£1017.62
The maximum weekly fee payable during the last financial year?	£1084.47

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	1
Number of complaints partially upheld	0
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)	28.50
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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	5	1
Care Worker	18	2
Domestic staff	7	1
Catering staff	2	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	Not relevant to this staff group	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	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	Working towards all staff completing	Working towards all staff completing
Catering staff	Not relevant to this staff group	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
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	Working towards all staff completing

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	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	No staff have yet 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
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	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
Deputy Manager	1	0	0
Senior Care Worker	5	0	0
Care Worker	16	0	0
Domestic staff	5	0	0
Catering staff	2	0	0
Other Staff	3	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	2	0
Domestic staff	2	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	1
Care Worker	8	10
Domestic staff	7	0
Catering staff	1	1
Other Staff	1	2

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	3	0
Care Worker	4	0
Domestic staff	2	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	1	1
Deputy Manager	0	0
Senior Care Worker	2	2
Care Worker	5	5
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7:00-15:00 + 14:00-21:30. 1 Staff per shift
Care Worker	07:00-08:00 1 staff, 08:00-14:00, 5 staff, 14:00-20:00, 4 staff & 20:00-08:00 3 night staff. + On call every shift. These are maximum numbers of staff. Hours are variable using a dependency tool.