

St Annes Nursing Home 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.

Contents

[Provider: St Annes Nursing Home Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: St Anne's Nursing 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: St Annes Nursing Home Ltd

Provider summary

The provider was registered on:	04/10/2018
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.	Before being allowed to work with residents all staff must undergo mandatory training via BVS training DVD's with written comprehension tests taking place after viewing. Updates take place annually as part of the ongoing training. Updates are put on a matrix that the Manager controls. All Wales lifting training is given by our in-house training trainer. All staff have regular supervision sessions , training requirements are discussed at those meetings external trainers are also commissioned.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We acquire a government sponsorship license that has enabled us to employ 19 nurses from India who work as carers for three years. we incentivize the job by giving a petrol allowance when carers travel a distance , we give subsidized meals for staff working more than six hours per shift. We help staff find accommodation and offer loans for furniture. for accommodation. We offer external training when the opportunities arise, we offer an overtime rate for any work over contracted hours.

Regulated services delivered by this provider

Service name	Service type	Type of care
St Anne's Nursing Home	Care Home Service	Adults With Nursing

Service: St Anne's Nursing Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	04/10/2018
Maximum number of places	45
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Balwinder Singh Brainch• A maximum of 45 individuals can be accommodated at this service• St Annes Nursing Home Ltd is registered to provide a Care Home Service at St Anne's Nursing Home ST. ANNE'S NURSING HOME LTD, WELSH STREET, CHEPSTOW NP16 5LX
How many people in total did the service provide care and support to during the last financial year?	59

Service management

Responsible Individual(s)	Balwinder Brainch
Manager(s)	Cristina Aron

Service contact details

Service Telephone Number	01291 622050
Service Contact Email Address	manager@stannescare.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">• Hungarian• Malayalam• Nigerian• Hindi• Panjabi• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Picture Exchange Communication System (PECS)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Non-formal communication (e.g. body language, facial expressions)• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 5• Number of bedrooms with en-suite facilities: 21• Number of communal lounges: 6• Number of dining rooms: 2• Number of shared bedrooms: 2• Number of single bedrooms: 41• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)

- Quiet areas
- Sensory areas
- TV point
- Wheelchair access

Engagement with people using the service

All visitors to the home can access the senior management at any time with or without appointment. We have a suggestion box at the front of reception that visitors can access and leave anonymous suggestions. We send out feedback questionnaires annually, they are collated and analyzed so that improvements can be put in place. We give out visitor feedback sheets to visiting relatives of residents and file them after analysis. We keep on file cards and notes from relatives after residents have passed. We hold relative and resident meetings every 6 months so a face to face with management in a group session can take place. We have a closed Facebook page that relatives can access to see what activities are taking place on a weekly basis. Reviews are encouraged to be left on the carehome.co.uk website. We use an email service to keep relatives informed on a regular basis of events and important information.

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?	£1029
The maximum weekly fee payable during the last financial year?	£1500

Complaints processed by the service

Total number of formal complaints made during the last financial year	7
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	6

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	54
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Registered Nurse (1+ Years in Practice)	3	2
Senior Care Worker	4	1
Care Worker	28	3
Domestic staff	9	2
Catering staff	5	1
Other Staff	4	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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	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
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	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
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	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
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	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
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	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	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
Registered Nurse (1+ Years in Practice)	3	0	0
Senior Care Worker	4	0	0
Care Worker	28	0	0
Domestic staff	9	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
Registered Nurse (1+ Years in Practice)	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
Registered Nurse (1+ Years in Practice)	3	0
Senior Care Worker	4	0
Care Worker	28	0
Domestic staff	3	6
Catering staff	1	4
Other Staff	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
Registered Nurse (1+ Years in Practice)	3	0
Senior Care Worker	1	3
Care Worker	11	17
Domestic staff	1	0
Catering staff	4	1
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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Day Shift 7am - 7.30pm 2 Staff, Night shift 7.00pm - 7.30am 2 staff
Senior Care Worker	Day Shift 7am - 7.30pm 1 Staff, Night shift 7.00pm - 7.30am 1 staff
Care Worker	Day Shift 7am - 7.30pm 9 Staff, Night shift 7.00pm - 7.30am 5 staff