

# Annual Return 2024/2025

## Provider Profile

### Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	WOODCROFT CARE HOME LTD	
The provider was registered on:	31/08/2018	
The regulated services delivered by this provider were:	Woodcroft Care Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/08/2018
	Responsible Individual(s)	Andrew Snook
	Manager(s)	Wendy Roberts
	Maximum number of places	22
	Service Address	Woodcroft Care Home, 216 Abergele Road Old Colwyn, Colwyn Bay LL29 8AS

### Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We use an on-line training provider - Flexabee, it allows the manager to allocate appropriate training to each individual based on an up to date training matrix. This allows staff to complete the training at a time convenient for them. We are also able to track via Flexabee showing how far advanced the staff member is through their studies Flexabee is used for face to face Dementia Awareness and Manual Handling, Mon Fire for Fire Training, Webinars by BCHU are also attended by staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last year one carer resigned due to pregnancy and ill health, another maintenance staff resigned to move out of area. We have used word of mouth and Indeed to employ another part time maintenance person, a full time carer and two part time carers to increase our staff numbers and enhance our flexibility of staff holidays.

## Service Profile

### Service Details

Name of Service	Woodcroft Care Home Ltd
Service Telephone Number	01492515763
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	35
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	1050.00
The maximum weekly fee payable during the last financial year?	1050.00
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quality Questionnaires were sent to all relatives, staff and healthcare professionals twice during this period. The results are collated and a report produced with the data and comments. Actions are noted and acted upon in a timely manner. The RI will undertake meetings with relatives to discuss how they feel the service at Woodcroft is best accommodating their relative and giving them an opportunity to discuss any concerns they may have.

Service Environment

How many bedrooms at the service are single rooms?	22
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Enclosed walled garden and decking area, with raised flower beds and a waterfall pond accessible through the dining room French doors. Small plastic trowels and watering cans are available for residents to use if desired. There is a decking and slab area with benches, lounge rattan seating with a table and a round table with rattan chairs. Parasols are provided for sun shade when necessary. A
Provide details of any other facilities to which the residents have access	Woodcroft has a minibus for residents to have afternoons out to the promenade and beach. A raised vegetable garden and potting shed which was delayed last year will be created this year at the rear of the property to able residents to be involved with gardening.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service
--

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual is always given the opportunity to express their choices with regards to daily living and this is recorded in their daily notes on a Caredocs tablet. Where possible each person is involved in the aspect of their care and this is always discussed with the resident's relative or advocacy services when required.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Each individual is provided with a detailed care plan. This includes personal choices regarding food, entertainment, socialising, outings, hair dressing, religious and spiritual beliefs, likes and dislikes. This is updated on Caredocs by care staff using tablets to input information and choices as they occur.
The extent to which people feel safe and protected from abuse and neglect.	The ethos of the home is to provide a safe environment. We do this by training our staff to a high level to promote individual choice and wellbeing. It is paramount that we do what we say we are going to do. Its important that we provide an atmosphere that is nurturing and enabling. All safeguarding policies and procedures are in place. Our safe guarding training covers emotional, physical, financial, sexual abuse, and self neglect - refusing care or medication or neglect/abuse. DoLs policies and procedures are in place for those residents who require it.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We care for individuals who live with dementia, the accommodation provided plays a vital role in the day to day living experience. We have designed specific sensory bathrooms with mood lighting, a TV and surround sound to immerse the resident in a relaxing sensory experience. The décor is bright, airy and modern . We believe that the colours used can enhance the experience of daily living for each person. Automatic lighting systems, coloured doors to each room with name plates, memory boxes and door knockers provide a unique experience for a person living with dementia. One of our lounges has been completely redesigned for dual use, this area can be used as a relaxation room by the use of blackout blinds, music and mood lighting or as a normal day to day lounge area with a circular window seat for relatives and residents to have a coffee together. We are able to rearrange the dining room to enable the residents to engage in craft activities with a dedicated crafts advisor - Creative Mojo. The lounges are able to accommodate entertainers in the form of musicians for parties and on a weekly basis, together with special visits by Sparkle the pony. We host summer BBQ's and Christmas parties for relatives, residents and staff to enjoy, these are very well attended. The new raised vegetable garden and potting shed area will enable residents and family to engage in gardening activities this summer.

The total number of full time equivalent posts at the service (as at 31 March)	23
--	----

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Certificate/Epilepsy Awareness/DBS Awareness/Falls Prevention/Personal Care Wales/Verification of Death/Bed Rails and Risk Management Awareness/Stroke from TIA Awareness/Parkinson's Disease Awareness/Whistleblowing Wales/Your Health Career and Professional Development/Mental Health Awareness Wales/Disability Awareness Wales/Diet & Nutrition/COSSH Awareness/Dignity, Privacy and Respect Wales/Webinar on Delirium/Croner HR training - Employments Right Bill and Is Your Business Ready for HR Change, Mental Health Training. Face to Face training - Dementia Awareness/Moving & Handling of People/Fire Warden Training/Dental & Oral.	
Contractual arrangements for staff currently in post		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Is the information about contractual arrangements correct?	Yes	

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes

Deputy service manager

Does your service structure include roles of this type?	No
---	----

Other supervisory staff

Does your service structure include roles of this type?	No
---	----

Nursing care staff

Does your service structure include roles of this type?	No
---	----

Registered nurses

Does your service structure include roles of this type?	No
---	----

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
---	-----

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4

Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conflict Resolution/Diet and Nutrition/ Emergency First Aid Awareness/Falls Prevention/Fire Safety/Oral Health/Pressure Care and Moisture Lesion Awareness/Slips Trips and Falls Awareness/Whistleblowing - Wales/Face to Face Training - Dementia Awareness/Moving & Handling of People/Fire Warden Training/Dental & Oral.
Contractual arrangements for staff currently in post	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 5 pm, 8 am - 2 pm, 8 am - 9 pm, 9 pm - 8 am Day time shifts have minimum 3 staff and 1 senior, although it could be up to 2/3 seniors on any one shift. Night time shifts are covered by 2 staff, one of which maybe the senior
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	16
Equality, Diversity & Human Rights	0
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conflict Resolution/Emergency First Aid Awareness/Falls Prevention/Fire Safety CSTF Aligned/Food Safety Level 2/Moving and Handling of People Level 2/Oral Health/Pressure Care and Moisture Lesion Awareness/Slips Trips and Falls Awareness/Whistleblowing - Wales/Face to Face Training - Dementia Awareness/Moving & Handling of People/Fire Warden Training/Dental & Oral.

Contractual arrangements for staff currently in post

No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 5 pm, 8 am - 2 pm, 8 am - 9 pm, 9 pm - 8 am Day time shifts have minimum 3 staff and 1 senior, and possibly the Deputy Manager depending on the rota, although it could be up to 2/3 seniors on any one shift. Night time shifts are covered by 2 staff, one of which maybe the senior
---	--

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	1
Is the information about staff qualifications correct?	Yes

Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conflict Resolution/Emergency First Aid Awareness/Falls Prevention/Fire Safety CSTF Aligned/Managing Challenging Behaviour Positive Behaviour Support/Safeguarding in Adults and Children Level 2 - Wales/Slips Trips and Falls Awareness/Whistleblowing - Wales
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conflict Resolution/Diet and Nutrition/Emergency First Aid Awareness/Falls Prevention/Fire Safety CSTF Aligned/Food Safety Level 2 & 3/HACCP Awareness/Moving and Handling of People Level 2/Oral Health/Slips Trips and Falls Awareness/Whistleblowing - Wales
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No