

Taliesin Residential Home Limited

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: Taliesin Residential Home Limited

Provider summary

The provider was registered on:	20/07/2018
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.	New staff are enrolled onto an induction process in which they are observed by experienced staff members and are signed-off once the appropriate competency level has been reached. Training needs are identified during this process. All staff are signed-up to our online training provider and are required to complete mandatory and other training as required. Regular Supervisions with staff include discussion of training needs and personal development. Face to Face training is also arranged.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	A Recruitment Policy is in place which is adhered to. This includes gaining satisfactory referencing and DBS checks for all new staff. Interviews are held and meeting notes retained. We use a combination of recruitment platforms to advertise vacancies. Where possible, we aim to recruit within our local community.

Regulated services delivered by this provider

Service name	Service type	Type of care
Taliesin Residential Home	Care Home Service	Adults Without Nursing

Service: Taliesin Residential Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/07/2018
Maximum number of places	18
Service Conditions	- A maximum of 18 individuals can be accommodated at this service - Taliesin Residential Home Limited is registered to provide a Care Home Service at Taliesin Residential Home TALIESIN RESIDENTIAL HOME, BRIDGE STREET, TONYPANDY CF40 2TU - The responsible individual for this service is Daisy Thevamanie Lowe
How many people in total did the service provide care and support to during the last financial year?	25

Service management

Responsible Individual(s)	Daisy Lowe
Manager(s)	Rachael Davies

Service contact details

Service Telephone Number	01443436666
Service Contact Email Address	Admin@taliesinresidentialhome.com

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	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Garden(s) - Hairdressing / beauty services - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 2 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 1 - Number of single bedrooms: 16 - On-site parking - Wheelchair access
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Engagement with people using the service

Resident and Family meetings are arranged periodically. Family attendance is generally very low. Residents will be consulted during their Care Plan reviews to ensure they are satisfied with the content.
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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?	£891
The maximum weekly fee payable during the last financial year?	£995

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)	15
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	20	1
Domestic staff	2	0
Catering staff	1	1
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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	Not relevant to this staff group	Working towards all staff completing

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Working towards all staff completing	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
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	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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	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
Senior Care Worker	1	0	0
Care Worker	20	0	0
Domestic staff	2	0	0
Catering staff	1	0	0
Other Staff	1	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
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
Senior Care Worker	1	0
Care Worker	5	15
Domestic staff	0	2
Catering staff	1	0
Other Staff	0	1

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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	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
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
Senior Care Worker	Mon-Fri, 7am to 4pm
Care Worker	Day Shift: 7am-3pm. Afternoon Shift: 3pm-10pm, Night Shift: 10pm to 7am