Regency House Residential 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: Regency House Residential Home Ltd
- Provider summary
- Training and workforce planning arrangements
- Regulated services delivered by this provider

Service: Regency House Residential 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: Regency House Residential Home Ltd

Provider summary

The provider was registered on:	25/01/2019
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.	The training and development of our staff is important to use at Regency House. Our internal training provider, Care skills Academy provides our staff with up to date mandatory training and additional specialised courses to ensure compliance. We also source and use external training providers to ensure our staff are knowledgeable and empowered to provide the highest quality care.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment and retention of staff within our sector remains challenging, however we have found that by offering flexibility and support to new and potential staff encourages them to remain with us or to return to the sector. At Regency House we take pride in supporting our staff to achieve a work life balance. Our flexible approach ensures our staff feel supported, whilst ensuring that our residents receive consistent, uncompromised quality of care and support

Regulated services delivered by this provider

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

Service: Regency House Residential Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/01/2019
Maximum number of places	52
Service Conditions	• The responsible individual for this service is Cerion Thomas • A maximum of 52 individuals can be accommodated at this service • Regency House Residential Home Ltd is registered to provide a Care Home Service at Regency House Rescidential Home REGENCY HOUSE RESIDENTIAL HOME, PARKES LANE TRANCH, PONTYPOOL NP4 6BA
How many people in total did the service provide care and support to during the last financial year?	99

Service management

Responsible Individual(s)	Cerion Thomas
Manager(s)	Cerion Thomas

Service contact details

Service Telephone Number	01495763597
Service Contact Email Address	enquiries@regencyhousecarehome.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	• Non-formal communication (e.g. body language, facial expressions) • Assistive Technology • Objects of reference • Writing (Paper / Whiteboards)

Service facilities and accommodation

- Access to minibus or other transport
- Activities room (Art, Music, Games, Computers, etc.)
- Close to local shops / amenities
- Garden(s)
- Hairdressing / beauty services
- Internet access
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 7
- Number of bedrooms with en-suite facilities: 43
- Number of communal lounges: 4
- Number of dining rooms: 3
- Number of shared bedrooms: 1
- Number of single bedrooms: 50
- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- Quiet areas
- TV point
- Wheelchair access
- Wildlife / domesticated animals

- Woodland / ponds

Engagement with people using the service

At Regency House it is important to us that our residents and their representatives have a full and active part in the service delivery. We host regular resident and relative / representative meetings to ensure that household information is shared regarding events etc. and also to gather thoughts and feelings on what's going well and what is not. We also host 8 weekly care plan reviews with both residents and their representatives to ensure that our residents truly design the care that they receive.

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?	£1019.32
The maximum weekly fee payable during the last financial year?	£1500.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	2
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)	32

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	11	0
Care Worker	37	0
Domestic staff	10	0
Catering staff	3	1
Other Staff	1	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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	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	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	Not relevant to this staff group

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	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	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
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	11	0	0
Care Worker	37	0	0
Domestic staff	10	0	0
Catering staff	3	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
Deputy 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
Deputy Manager	1	0
Senior Care Worker	9	2
Care Worker	31	6
Domestic staff	2	8
Catering staff	2	1
Other Staff	1	0

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
Deputy Manager	1	0
Senior Care Worker	11	0
Care Worker	15	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	22	22
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 7pm 3 staff, 7pm to 7am 2 staff
Care Worker	7am - 7pm 6 staff, 7pm - 7am 6