

Blaenau Gwent County Borough Council Adults and Children's Services

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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Complaints processed by the service
Staff working at the service

Provider summary

The provider was registered on:	17/09/2018
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 have quarterly supervision and monitoring, there is a section on the form to identify training needs on the documentation. A training matrix is maintained to log what training staff have completed. Registered managers, Service Managers and the responsible individual work in collaboration with the Workforce Development team to ensure that there are opportunities for staff to attend mandatory and additional training. Training records for staff are maintained.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have a robust work force strategy for social care in Blaenau Gwent which is over seen by the Director. Job vacancies are advertised on the BG website and Social Media platforms .There is a low turnover of staff. The staff have excellent terms and conditions and working environments and this, along with competitive pay, results in good levels of staff retention. Staff are well supported by their line managers and by the department. This allows staff to feel appreciated and valued

Regulated services delivered by this provider

Service name	Service type	Type of care
Mons Calpe	Care Home Service	Childrens Home
Madison House	Care Home Service	Childrens Home
Cwrt Mytton	Care Home Service	Adults Without Nursing
Augusta House	Care Home Service	Adults Without Nursing
Blaenau Gwent County Borough Council Homecare	Domiciliary Support Service	None

Service: Mons Calpe

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	17/06/2025
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">• A maximum of 4 individuals can be accommodated at this service.• The responsible individual for this service is Bethan Thomas
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Bethan Thomas
Manager(s)	Joshua O'Leary

Service contact details

Service Telephone Number	07456587003
Service Contact Email Address	joshua.oleary@blaenau-gwent.gov.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	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

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 4• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 4• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• TV point

Engagement with people using the service

Young Peoples guides are available for young people accessing the service . Across the service the views of individuals and their families are collected by the use of questionnaires. The views of other professionals and partners are collected by the registered manager and comments are logged and included in the monthly reports that they complete. Feedback is also given during the formal reviewing process conducted by social workers. RI conducts quarterly visits and meets individuals and asks their views (captured in Reg 73 visit form) Records of compliments and complaints are also kept on a central register
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Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£5300
The maximum weekly fee payable during the last financial year?	£5300

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)	17
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	16	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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

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
Supervisory Staff (not providing direct care)	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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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

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
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	3	0	0
Care Worker	16	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	16	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
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	4	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	12	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 10:00-23:00 / 07:00-23:00
Care Worker	16 10:00-23:00 / 07:00:23:00

Service: Augusta House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/09/2018
Maximum number of places	8
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Sarah Louise Savage• A maximum of 8 individuals can be accommodated at this service.• Blaenau Gwent County Borough Council is registered to provide a Care Home Service at Augusta House LEARNING DISABILITY SERVICES, AUGUSTA HOUSE, AUGUSTA PARK, EBBW VALE NP23 8DN
How many people in total did the service provide care and support to during the last financial year?	50

Service management

Responsible Individual(s)	Sarah Savage
Manager(s)	Helen Beecham

Service contact details

Service Telephone Number	01495305805
Service Contact Email Address	helen.beecham@blaenau-gwent.gov.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	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

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 6• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 8• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Semi-independent flat• Sensory areas• TV point• Wheelchair access• Wildlife / domesticated animals

Engagement with people using the service

Across the service the views of individuals, their families are collected by the use of questionnaires. The views of other
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professionals and partners are collected by each registered manager and comments are logged and included in the monthly reports that they complete. Feedback is also given during the formal reviewing process conducted by social workers. RI conducts quarterly visits and meets individuals and asks their views (captured in Reg 73 visit form). Records of compliments and complaints are also kept on a central register

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?	£3328.90
The maximum weekly fee payable during the last financial year?	£3328.90

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	17	0
Domestic staff	1	0

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
Care Worker	All staff have completed	All staff have completed
Domestic 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
Care Worker	All staff have completed	All staff have completed
Domestic 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
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	Not relevant to this staff group

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
Care Worker	All staff have completed	All staff have completed
Domestic 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
Deputy Manager	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

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
Care Worker	15	2	0
Domestic 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
Care Worker	0	0
Domestic 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
Care Worker	0	17
Domestic 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	1	0
Deputy Manager	1	0
Care Worker	17	0
Domestic 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
Care Worker	0	0
Domestic staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	07.00-15.00 15.00-10.30 10.00-07.30

Service: Cwrt Mytton

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/09/2018
Maximum number of places	28
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Hannah Mary Baulch• A maximum of 28 individuals can be accommodated at this service.• Blaenau Gwent County Borough Council is registered to provide a Care Home Service at Cwrt Mytton CWRT MYTTON HOME FOR THE ELDERLY, OAK STREET, ABERTILLERY NP13 1TE
How many people in total did the service provide care and support to during the last financial year?	42

Service management

Responsible Individual(s)	Hannah Baulch
Manager(s)	Rowena Madden, Joanne Price

Service contact details

Service Telephone Number	01495217736
Service Contact Email Address	cwrt.mytton@blaenau-gwent.gov.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	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

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 26• Number of communal lounges: 3• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 28• On-site parking• Outdoor seating / entertainment area• Quiet areas• Sensory areas• TV point• Wheelchair access

Engagement with people using the service

Across the service the views of individuals and their families are collected by the use of questionnaires. The views of other professionals and partners are collected by the registered manager and comments are logged and included in the monthly reports that they complete. Feedback is also given during the formal reviewing process conducted by social workers. RI conducts quarterly visits and meets individuals and asks their views (captured in Reg 73 visit form) Records of compliments and complaints are also kept on a central register
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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?	£1088.61
The maximum weekly fee payable during the last financial year?	£1088.61

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)	35
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	4	0
Care Worker	41	3
Planner	1	0
Domestic staff	7	0
Catering staff	5	0
Other Staff	1	0

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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	Not relevant to this staff group
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Planner	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	No staff have yet completed
Catering staff	Not relevant to this staff group	No staff have yet completed
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	Working towards all staff completing	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	All staff have completed	All staff have completed
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	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	2	0	0
Supervisory Staff (not providing direct care)	4	0	0
Care Worker	34	2	0
Planner	1	0	0
Domestic staff	7	0	0
Catering staff	5	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	5	0
Planner	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	2	0
Supervisory Staff (not providing direct care)	4	0
Care Worker	0	41
Planner	0	1
Domestic staff	0	7
Catering staff	0	5
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
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	4	0
Care Worker	33	1
Planner	1	0
Domestic staff	0	0
Catering staff	2	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	6	1
Planner	0	0
Domestic staff	0	7
Catering staff	0	3
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	8 staff 07.00-15.300 8 staff 15.00-22.30 2 staff 22.30-07.00

Service: Blaenau Gwent County Borough Council Homecare

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/09/2018
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Hannah Mary BaulchBlaenau Gwent County Borough Council is registered to provide a domiciliary support service in Gwent regional partnership area
How many people in total did the service provide care and support to during the last financial year?	12

Service management

Responsible Individual(s)	Hannah Baulch
Manager(s)	Helen Beecham, Donna Mahoney

Service contact details

Service Telephone Number	01495357880
Service Contact Email Address	donna.mahoney@blaenau-gwent.gov.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	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

Engagement with people using the service

<p>Across the service the views of individuals, and their families are collected by the use of questionnaires. Quarterly Case File Audits, include a quality questionnaire form to gather information individuals. The feedback is collated quarterly and forms part of the quarterly audit process and an annual summary is compiled. The views of other professionals and partners are collected by registered managers and comments are logged and included in the monthly reports that they complete. Feedback is also given during the formal reviewing process conducted by social workers a team member attends the review to feedback on outcomes achieved and to contribute to the care and support planning process. RI conducts quarterly visits and meets individuals and asks their views (captured in Reg 73 visit form) Records of compliments and complaints are also kept on a central register</p>
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.10
The maximum hourly rate payable during the last financial year?	£25.55

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)	69
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	7	0
Care Worker	106	0
Planner	8	0

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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Planner	All staff have completed	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	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
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	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	2	0	0
Deputy Manager	2	0	0
Supervisory Staff (not providing direct care)	7	0	0
Care Worker	106	0	0
Planner	8	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	7	0
Care Worker	0	106
Planner	1	7

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	7	0
Care Worker	106	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Planner	0	8

Typical shift patterns

Role type	Typical shift patterns
Care Worker	AM: 8.00-13.00 / 07.00-14.00 / 07.00-15.00 / 07.00-16.00 PM: 15.00-23.00 / 16.00-23.00 / 16.00-21.00 / 17.00-22.00 Nights: 22.00-07.00

Service: Madison House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/01/2026
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">A maximum of 2 individuals can be accommodated at this service.The responsible individual for this service is Bethan Thomas
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Bethan Thomas
Manager(s)	Joshua O'Leary

Service contact details

Service Telephone Number	01495 848204
Service Contact Email Address	joshua.oleary@blaenau-gwent.gov.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	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

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Garden(s)Internet accessNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 2Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 2On-site parkingOutdoor play areaOutdoor seating / entertainment areaPhone pointQuiet areasResidents' kitchenette / communal kitchenTV point
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Engagement with people using the service

Young Peoples guides are available for young people accessing the service . Across the service the views of individuals and their families are collected by the use of questionnaires. The views of other professionals and partners are collected by the registered manager and comments are logged and included in the monthly reports that they complete. Feedback is also given during the formal reviewing process conducted by social workers. RI conducts quarterly visits and meets individuals and asks their views (captured in Reg 73 visit form) Records of compliments and complaints are also kept on a central register
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Compliance and quality statement

Not Inspected - Strong Internal Checks
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Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£5300
The maximum weekly fee payable during the last financial year?	£5300

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)	17
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	16	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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

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
Supervisory Staff (not providing direct care)	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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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

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
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	3	0	0
Care Worker	16	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	16	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
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	4	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	12	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 10:00-23:00 / 07:00-23:00
Care Worker	16 10:00-23:00 / 07:00:23:00