

Garnant House LLP

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: Garnant House LLP](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Garnant House LLP](#)

[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: Garnant House LLP

Provider summary

The provider was registered on:	01/08/2018
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.	We use various different training platforms, as listed below: Atlas Citation - which is a paid subscription to Citation which provides all staff with an online training portal, which covers all aspects of care & Health and Safety training, each member of staff receives the training direct to their online portal. Senior staff have completed training the Trainer for Moving & Handling and First Aid. We use Pembs college for QCF training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	When we have vacancies, we advertise on Indeed, we are lucky that the majority of our staff are found via word of mouth. in terms of job retention we pay above inflation wages increases, we currently pay a minimum of 40p over the real living wage for our care staff, all staff have been enrolled on the medicash scheme which is paid for by the Proprietor. We also offer private health care to management staff. All DBS registrations and renewals are paid for by Garnant House.

Regulated services delivered by this provider

Service name	Service type	Type of care
Garnant House LLP	Care Home Service	Adults Without Nursing

Service: Garnant House LLP

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/08/2018
Maximum number of places	21
Service Conditions	<ul style="list-style-type: none">• A maximum of 21 individuals can be accommodated at this service.• Garnant House LLP is registered to provide a Care Home Service at Garnant House LLP 75 CWMAMMAN ROAD, GARNANT, AMMANFORD SA18 1ND• The responsible individual for this service is Paul Stewart
How many people in total did the service provide care and support to during the last financial year?	32

Service management

Responsible Individual(s)	Paul Stewart
Manager(s)	Kelly McNeish

Service contact details

Service Telephone Number	01269825705
Service Contact Email Address	garnanthouse@hotmail.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 2• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 1• Number of single bedrooms: 19• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas• Stairlift• TV point• Wheelchair access
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Engagement with people using the service

Meetings with residents are held every few months, Quality assurance surveys are conducted twice yearly and all feedback from residents, stakeholders, families and staff, the proprietor will then produce a report based on the feedback obtained. The RI is at the home at least twice a week, on each visit he chats with residents, families and staff and any other visitors.

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?	£899
The maximum weekly fee payable during the last financial year?	£1025.79

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	18
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	15	0
Catering staff	2	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Catering 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
Catering staff	Not relevant to this staff group	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	Not relevant to this staff group	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
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	15	0	0
Catering staff	2	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
Catering 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	2	0
Care Worker	11	4
Catering staff	1	1

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	10	5
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am to 9pm
Care Worker	8-9 , 8-6, 8-5, 8-2, 2-9,6-9, 5-9. Night(9-8)