

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:	Richmond House (Rhyl) Ltd	
The provider was registered on:	17/01/2019	
The regulated services delivered by this provider were:	Richmond House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/01/2019
	Responsible Individual(s)	Emma Burt
	Manager(s)	Rebecca Wallis
	Maximum number of places	35
	Service Address	71 Brighton Road, Rhyl LL18 3HL

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	At Richmond House we have an annual training matrix which identifies staff's training needs and requirements. We also undertake supervisions every 3 months and appraisals annually. In order to meet these requirements we outsource our face to face training to local companies; Dragon Training and QTS. Additionally we also use Social Care TV training website and utilise any training that is provided by our local authority, Denbighshire and our local Health Board BCUHB
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We recruit staff through Social media, CareHome.co.uk and indeed jobs. We continue to recruit and retain staff by offering pay incentives for weekend and bank holiday hours, and we pay the Real Living Wage. Additionally we remunerate specific roles in recognition of additional responsibilities. Alongside this we provide an open door policy and regular supervisions, ensuring our staff feel valued at all times.

Service Profile

Service Details

Name of Service	Richmond House Care Home
Service Telephone Number	01745352000
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?	50
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Fees Charged

The minimum weekly fee payable during the last financial year?	1145.00
The maximum weekly fee payable during the last financial year?	1300.00
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	2
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
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?	Statement of Purpose Contracts Quality Questionnaires Service User Guide Open Door Policy Welcome Pack Care Plans

Service Environment

How many bedrooms at the service are single rooms?	35
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	35
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Richmond House provides a enclosed garden area, which comprises of outdoor seating and an undercover seating area. We also have raised flower beds to enable residents to enjoy and carry out gardening if they wish to.
Provide details of any other facilities to which the residents have access	At Richmond House all residents have access to a therapeutic bathroom, hairdressing salon and treatment room.

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	Yes
List 'Other' forms of non-verbal communication used	Use of interactive table and prompt cards.

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.	Pre admission assessments take place to ensure that residents and their representatives are fully involved in the care planning process. This enables them to have choice regarding their daily activities and preferences, this enables us to complete a comprehensive person centred care plan. We advocate an open door policy for all residents and their representatives. We provide annual Quality Questionnaires that residents and their representatives can complete. This forms part of the annual Quality Assurance Audit, taking on board their feedback. We also refer on to IMCAs, RPRs, Advocates and DOLS where necessary.
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.	At Richmond House we promote and support residents health, development and well being through the following ways; Weekly GP clinics Visiting Optician Visiting Dentist alongside our own Dental Champions Referral to community MDT appropriate for the needs required 6 weekly visit from a Chiroprapist Clergy Visits along with Holy Communion Links with local community
The extent to which people feel safe and protected from abuse and neglect.	All of our staff undertake Safeguarding training, and are familiar with the whistleblowing process. We promote an open door policy and managers are contactable 24 hours a day
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Whilst all residents require support to complete their ADLS, independence is promoted at all times. Each resident is recognised as individuals with their own set of thoughts, beliefs and values, and their dignity is upheld at all times. Personal histories of each residents are obtained where possible to enable staff to engage and interact with them.

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

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	1
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food allergens

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?	Yes
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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	1
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
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.	Food allergens pressure area care DOLS RISCA mental capacity SALT First Aid

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

Other supervisory 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.	Food Allergens Dental Mental Capacity Pressure Care DOLS First aid SALT Fire
<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 to be registered with Social Care Wales as a social care worker	2

No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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
<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	8
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	2
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Allergens First aid Fire Dental DOLS Mental capacity pressure area care
Contractual arrangements for staff currently in post	
No. of permanent staff	8
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)	8
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.	Day Shifts 8am - 8pm = 2 per shift Night Shift 8pm - 8am = 1 per shift
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	4
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	21
No. of posts vacant	6
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	13
Health & Safety	31
Equality, Diversity & Human Rights	31
Infection, prevention & control	31
Manual Handling	31
Safeguarding	31
Medicine management	1
Dementia	31
Positive Behaviour Management	31
Food Hygiene	31
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food hygiene Food allergen Topical medication pressure area care mental capacity
Contractual arrangements for staff currently in post	
No. of permanent staff	19

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	13
No. of part-time staff (17-34 hours per week)	6
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.	Day Shift 8am-8pm = 5 Night Shift 8pm - 8am =3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	9
Is the information about staff qualifications correct?	Yes
Domestic staff	
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	2
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food allergens COSSH First aid Fire
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)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
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
Catering staff	
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	3
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	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	3
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	food allergens COSSH fire first aid
Contractual arrangements for staff currently in post	
No. of permanent staff	3
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)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Personnel
Filled and vacant posts	
No. of staff in post	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	0
Dementia	2
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid fire COSSH Ladder training
Contractual arrangements for staff currently in post	
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
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)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes