

SWN-Y-GAN 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: SWN-Y-GAN LTD](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Swn-y-Gan](#)

[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 summary

The provider was registered on:	04/04/2019
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.	In April the training programme is reviewed with both RI, Manager and other group managers with a view to planning the training programme from 1st May - 30th April. Individual training needs are discussed at supervision. Training is delivered by using both e learning and face to face mainly by company in house trainers. Staff complete between 12-15 e learning programmes. Practical includes, First Aid, Moving & Handling, Administration of Medication, Fire Safety, Fundamentals of Care, Dementia Care.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The Manager assesses the staffing levels and recruitment needs of the home according to the dependency of the individuals. This is discussed with RI and other company directors. Vacancies are advertised on several job boards and locally on notice boards. Staff are carefully selected, a thorough and robust recruitment process is in place to include obtaining 2 references, DBS checks, NMC & social care wales checks as appropriate. Staff are given a 6 month probationary period to assess suitability.

Regulated services delivered by this provider

Service name	Service type	Type of care
Swn-y-Gan	Care Home Service	Adults With Nursing

Service: Sw-n-y-Gan

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	04/04/2019
Maximum number of places	28
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Karen Antionette WellsA maximum of 28 individuals can be accommodated at this serviceSWN-Y-GAN LTD is registered to provide a Care Home Service at Sw-n Y Gan Nursing Home, Banc Bach Penclawdd, Swansea SA4 3FN
How many people in total did the service provide care and support to during the last financial year?	42

Service management

Responsible Individual(s)	Karen Wells
Manager(s)	Kirsty Otten-Jones

Service contact details

Service Telephone Number	01792850123
Service Contact Email Address	kirsty@sw-n-y-gan.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	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Writing (Paper / Whiteboards)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">Close to local shops / amenitiesGarden(s)Internet accessLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 3Number of bedrooms with en-suite facilities: 8Number of communal lounges: 0Number of dining rooms: 0Number of shared bedrooms: 1Number of single bedrooms: 26On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)TV point

Engagement with people using the service

Newsletters Social Media- posting photos of activities, forthcoming events, residents profiles One to one discussions with families and individuals using the service Group meetings. There is an open door policy at Sw-n-y-Gan and individuals are encouraged to discuss any concerns or suggestions with the Manager and rest of the team
--

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?	£1250
The maximum weekly fee payable during the last financial year?	£1580.93

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)	33
--	----

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	3	0
Care Worker	16	0
Domestic staff	2	0
Catering staff	4	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Registered Nurse (First Year in Practice)	Not relevant to this staff group	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
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	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Supervisory Staff (not providing direct care)	No staff have yet completed	All staff have completed
Registered Nurse (First Year in Practice)	No staff have yet completed	All staff have completed
Registered Nurse (1+ Years in Practice)	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
Domestic staff	No staff have yet completed	All staff have completed
Catering staff	No staff have yet completed	All staff have completed
Other Staff	No staff have yet 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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Not relevant to this staff group	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	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	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Supervisory Staff (not providing direct care)	No staff have yet completed	All staff have completed
Registered Nurse (First Year in Practice)	No staff have yet completed	All staff have completed
Registered Nurse (1+ Years in Practice)	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet 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	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
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	6	0	0
Senior Care Worker	3	0	0
Care Worker	14	0	0
Domestic staff	2	0	0
Catering staff	4	0	0
Other Staff	3	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
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	2	0
Senior Care Worker	0	0
Care Worker	2	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
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	4	4
Senior Care Worker	3	0
Care Worker	14	2
Domestic staff	0	2
Catering staff	2	2
Other Staff	2	1

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	0	1
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	7	0
Senior Care Worker	3	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	2	0
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (First Year in Practice)	8am-8pm-1,8pm-8am-1
Registered Nurse (1+ Years in Practice)	8am-8pm-1,8pm-8am-1
Senior Care Worker	8am-8pm-1/2,8pm-8am-0
Care Worker	8am-8pm-5,8pm-8am-3