

Brynawel House Alcohol and Drug Rehabilitation Centre 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.

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Provider: Brynawel House Alcohol and Drug Rehabilitation Centre Ltd

Provider summary

The provider was registered on:	16/04/2019
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.	Mandatory training is identified at induction for all staff and reviewed annually. Individual training needs are identified during quarterly supervision and annual appraisals. Our HR Assistant audits and monitors training compliance. Figures are reported to the Trustee Board on a bi-monthly basis. We use a mixture of face to face and on-line training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Any staff vacancies are discussed at our weekly Senior Management Team meeting, where a decision is made regarding recruitment requirements. Advertisements are placed via social media and no gaps in recruitment have occurred. We have not used agency staff this reporting year. We have a Bank of our own staff and others who are trained and reliable to cover if required. We have a very low staff turnover.

Regulated services delivered by this provider

Service name	Service type	Type of care
Brynawel House Alcohol and Drug Rehabilitation Centre Ltd	Care Home Service	Adults Without Nursing

Service: Brynawel House Alcohol and Drug Rehabilitation Centre Ltd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/04/2019
Maximum number of places	24
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Suzanne Mair Stone-Gwyn.A maximum of 24 individuals can be accommodated at this service.Brynawel House Alcohol and Drug Rehabilitation Centre Ltd is registered to provide a Care Home Service at Brynawel House Alcohol and Drug Rehabilitation Centre Ltd BRYNAWEL, LLANHARRY ROAD, PONTYCLUN CF72 9RN
How many people in total did the service provide care and support to during the last financial year?	91

Service management

Responsible Individual(s)	Suzanne Stone-Gwyn
Manager(s)	Sherri Sargent

Service contact details

Service Telephone Number	01443226864
Service Contact Email Address	Contact@brynawelhouse.org

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	<ul style="list-style-type: none">Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Garden(s)Gym / sports facilitiesInternet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 24Number of communal lounges: 4Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 24On-site parkingOutdoor seating / entertainment areaQuiet areasResidents' kitchenette / communal kitchenWildlife / domesticated animalsWoodland / ponds
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Engagement with people using the service

All residents attend the weekly "House Meeting" with staff, and a suggestion box is available. All residents and aftercare residents complete an Exit Questionnaire, plus a therapy specific questionnaire is also completed. All residents are consulted on any changes to the therapy programme, timetable, strategy or general operational running of the service. All

residents are allocated a 1:1 therapist alongside group therapy daily. Staff are available 24/7 for any and all requests or support.

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?	£1113
The maximum weekly fee payable during the last financial year?	£1771

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	1
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)	23
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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 (1+ Years in Practice)	1	0
Care Worker	16	0
Occupational Therapist	2	0
Catering staff	4	0
Other Staff	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
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	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
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	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

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 (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Occupational Therapist	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	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Occupational Therapist	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	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Not relevant to this staff group	Working towards all staff completing
Occupational Therapist	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	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	0	1	0
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (1+ Years in Practice)	1	0	0
Care Worker	14	0	0
Occupational Therapist	2	0	0
Catering staff	3	0	0
Other Staff	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
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	2
Occupational Therapist	0	0
Catering staff	0	1
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 (1+ Years in Practice)	0	1
Care Worker	11	5
Occupational Therapist	0	2
Catering staff	2	2
Other Staff	2	6

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
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	1	0
Care Worker	6	10
Occupational Therapist	1	1
Catering staff	3	1
Other Staff	4	4

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
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0
Occupational Therapist	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	09/05/2026 00:00:00
Care Worker	12 hour shifts 7-7