

# Crick Care Home Limited

## Annual Return 2025/2026

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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: Crick Care Home Limited

### Provider summary

The provider was registered on:	04/07/2023
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	<p>The care home has a mature training matrix in place to ensure all employees have the appropriate training depending on their job role/requirements.</p> <p>We also use external training companies to ensure our training is</p> <p>upto date with the latest best practice and regulations in the sector. New starters are given a schedule of training courses to complete such as health and safety, food hygiene, and medicine management (if nurse registered).</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>The home has predominantly sought to fill vacancies using local people instead</p> <p>of overseas staff. Staff that are sponsored from abroad are picked because of their long term ambitions to remain at the home to reduce staff turnover. We use online job boards and the local job centre as well as staff referrals. On occasion we use external agencies to fill to cover sickness, annual leave and sudden staff departures but seek to use the same agency carers to keep continuity with resident care.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Crick Care Home	Care Home Service	Adults With Nursing

## Service: Crick Care Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	04/07/2023
<b>Maximum number of places</b>	49
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 49 individuals can be accommodated at this service.</li><li>• Crick Care Home Limited is registered to provide a Care Home Service at Crick Care Home Crick Care Home, Crick, Caldicot, NP26 5UW</li><li>• The responsible individual for this service is Thomas Bursnall</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	47

### Service management

<b>Responsible Individual(s)</b>	Thomas Bursnall
<b>Manager(s)</b>	Tricia Baillie Horler

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01291430909">01291 430909</a>
<b>Service Contact Email Address</b>	<a href="mailto:tom@crickcarehome.com">tom@crickcarehome.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	There are no non verbal communication methods used at the service

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 4</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 18</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Phone point</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

-Regular residents and family Meetings -Annual Survey, both residents and family/friends -Social Media (we have an active page on Facebook which families follow) -Newsletters -Residents can co-sign their own personalised care plan
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### 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?	£950
The maximum weekly fee payable during the last financial year?	£1200

### Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	2

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	48
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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)	0	0
Nursing Assistant / Auxiliary Nurse	6	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	4	0
Care Worker	42	0
Domestic staff	9	0
Catering staff	6	0
Other Staff	4	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
Nursing Assistant / Auxiliary Nurse	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

#### 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
Nursing Assistant / Auxiliary Nurse	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

#### 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
Nursing Assistant / Auxiliary Nurse	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)	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	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	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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)	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	Not relevant to this staff group	All staff have completed
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	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	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)	0	0	0
Nursing Assistant / Auxiliary Nurse	0	0	0
Registered Nurse (1+ Years in Practice)	0	0	0
Senior Care Worker	4	0	0
Care Worker	38	0	0
Domestic staff	9	0	0
Catering staff	6	0	0
Other Staff	4	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
Nursing Assistant / Auxiliary Nurse	6	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	4	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)	0	0
Nursing Assistant / Auxiliary Nurse	0	6
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	4	0
Care Worker	38	4
Domestic staff	5	4
Catering staff	6	0
Other Staff	4	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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	6	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	06.45 till 19.00
Registered Nurse (1+ Years in Practice)	06.45 till 19.00
Senior Care Worker	06.45 till 19.00
Care Worker	06.45 till 19.00