

Christadelphian Care Homes

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: Christadelphian Care Homes

Provider summary

The provider was registered on:	14/08/2025
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.	<p>We ensure all staff complete their mandatory training both virtually and face to face.</p> <p>One member of staff has completed L3 and three members are working towards level 2.</p> <p>We identify staff who are wanting to develop and use or seniors to train them and complete various roles in the home eg reviewing and creating care plans, medication audits, life story work and advanced care planning. The Manager, assistant and Senior supervisor attended the Palliative care conference .</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Using Paid online adverts to attract staff - Indeed</p> <p>Liaising with Swansea university to encourage students</p> <p>Promoting 'recommend a friend' scheme encouraging staff referrals</p> <p>Social media to increase connections with local communities</p> <p>Advert in local school</p> <p>Using HR to track retention rates so that trends are identified</p> <p>Completing exit interviews - this resolves issues of why colleagues are leaving</p> <p>Promotion of care for carers day</p> <p>Offering flexible bank contracts</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Newton Court	Care Home Service	Adults Without Nursing

Service: Newton Court

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/08/2025
Maximum number of places	28
Service Conditions	<ul style="list-style-type: none">• A maximum of 28 individuals can be accommodated at this service.• Christadelphian Care Homes is registered to provide a Care Home Service at Newton Court Newton Court Residential Home, Newton Court Highpool Lane Newton, Swansea, SA3 4UX• The responsible individual for this service is Sarah Elisabeth Owen
How many people in total did the service provide care and support to during the last financial year?	58

Service management

Responsible Individual(s)	Sarah Owen
Manager(s)	Katie Brown

Service contact details

Service Telephone Number	07989136094
Service Contact Email Address	katiebrown@cch-uk.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	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Assistive Technology• Braille• Makaton• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)

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• Library• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 26• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 26• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas
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- Residents' kitchenette / communal kitchen
- Shop on the premises
- Stairlift
- TV point
- Wheelchair access
- Woodland / ponds

Engagement with people using the service

During the last financial year, the service has maintained arrangements to consult with people who use the service and their representatives about the operation of the home. Residents' meetings are held quarterly to gather views on meals, activities, routines, and overall service delivery, with actions recorded and followed up. Satisfaction questionnaires are completed in accessible formats, with support provided where needed, and outcomes used to inform improvements. Individuals are also supported through one-to-one key worker sessions to share their views and preferences. Ongoing feedback is encouraged through daily interactions, suggestion boxes, and regular contact with families. A clear complaints and compliments procedure is in place, with all feedback recorded and acted upon. Where required, advocacy and communication aids are used to ensure all individuals can express their views. Feedback is reviewed and shared, demonstrating continuous improvement.

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?	£1041.47
The maximum weekly fee payable during the last financial year?	£2219.10

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	3

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	22
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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
Senior Care Worker	10	0
Care Worker	25	2
Domestic staff	2	0
Catering staff	6	0
Other Staff	7	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
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
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	Not relevant to this staff group

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
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	Working towards all staff completing	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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

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
Supervisory Staff (not providing direct care)	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	Not relevant to this staff group
Catering staff	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	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	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	10	0	0
Care Worker	13	0	0
Domestic staff	2	0	0
Catering staff	3	0	0
Other Staff	6	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
Senior Care Worker	0	0
Care Worker	0	12
Domestic staff	0	0
Catering staff	0	3
Other Staff	0	1

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	1	9
Care Worker	0	25
Domestic staff	0	2
Catering staff	1	5
Other Staff	0	7

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
Senior Care Worker	7	2
Care Worker	5	5
Domestic staff	2	0
Catering staff	3	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	3
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am - 5.30pm 5.30pm - 10pm 10pm - 8am 1 Senior Care Assistant/Responsible Person per shift
Care Worker	8am - 2pm = 5 Carers 2pm - 5.30pm = 3 Carers 5.30pm - 10pm = 3 Carers 10pm - 8am = 1 Carer