

Treherne Care and Consultancy 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: Treherne Care and Consultancy Ltd

Provider summary

The provider was registered on:	18/10/2018
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.	All training is identified through a range of methods, Supervision, Appraisals, Probation/induction, Team Meetings, Mandatory and Specific Service User needs led, and also training when people are promoted/job role changes. Our T&D Manager monitors all training undertaken including on-line platform to ensure all staff are engaging and keeping up to date with their CPD requirements. Training is provided through on-line programmes, through the clinical team and workshops with Senior Management.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We continue to maintain an on going and constant recruitment drive to ensure we cover shortfalls and for when new service users join us as we grow. We have recommend a friend scheme (£500 payable on successful completion of the probation period). We have a quarterly draw for employees(5 drawn each quarter and an additional 1 in December) We have reward and recognition scheme, opportunities for promotion and we support staff to obtain the necessary qualifications.

Regulated services delivered by this provider

Service name	Service type	Type of care
Treherne Care Group	Domiciliary Support Service	None
Treherne Care Group (Domiciliary Care)	Domiciliary Support Service	None
Tremora Cottage	Care Home Service	Adults Without Nursing

Service: Treherne Care Group

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/10/2024
Maximum number of places	0
Partnership Area	Powys
Service Conditions	<ul style="list-style-type: none">Treherne Care and Consultancy Ltd is registered to provide a domiciliary support service in Powys regional partnership areaThe responsible individual for this service is Dianne Jane Royce
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Dianne Royce
Manager(s)	Patricia Morris

Service contact details

Service Telephone Number	01341424656
Service Contact Email Address	pattym@trehernecaregroup.com

Languages used at the service

What is the main language through which the service is provided?	Both
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	There are no non verbal communication methods used at the service

Engagement with people using the service

QA audits. Quality of Care reviews, MDT meetings, general conversations with individuals and representatives, feedback questionnaires.
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£21.27
The maximum hourly rate payable during the last financial year?	£24.11

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	1
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)	11
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	6	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
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	No staff have yet completed
Deputy Manager	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	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

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
Senior Care Worker	3	0	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	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
Senior Care Worker	3	0
Care Worker	6	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
Senior Care Worker	3	0
Care Worker	2	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	One Senior works Monday to Friday 9am to 5pm/8am to 4pm. Others work 12 hr shifts opposite each other 8am to 8pm
Care Worker	Day= 8am to 8pm, Nights, 8pm to 8am, (staff do block shifts of 48hrs including sleep-ins) 2 days on 4 days off. 1 to 1 support for 2 service users

Service: Treherne Care Group (Domiciliary Care)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/10/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Dianne Jane RoyceTreherne Care and Consultancy Ltd is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	39

Service management

Responsible Individual(s)	Dianne Royce
Manager(s)	Patricia Morris

Service contact details

Service Telephone Number	01341424650
Service Contact Email Address	enquiries@trehermecaregroup.com

Languages used at the service

What is the main language through which the service is provided?	Both
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	There are no non verbal communication methods used at the service

Engagement with people using the service

QA audits. Quality of Care reviews, MDT meetings, general conversations with individuals and representatives, feedback questionnaires.
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£21.27
The maximum hourly rate payable during the last financial year?	£27.60

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	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	96
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	3	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	7	0
Care Worker	92	8
Other Staff	4	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
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	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
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	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
Other Staff	All staff have completed	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	No staff have yet completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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	No staff have yet completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
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	3	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	7	0	0
Care Worker	85	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
Senior Care Worker	0	0
Care Worker	7	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	3	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	7	0
Care Worker	77	15
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	3	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	7	0
Care Worker	88	4
Other Staff	4	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
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am to 4 pm for 3 (weekdays) of the team, 8am to 8pm the others on rota pattern
Care Worker	Day= 8am to 8pm, Nights, (waking or sleep-in) 8pm to 8am, sleep-in part is from 11pm to 7am, some staff do block shifts days and sleep-ins

Service: Tremora Cottage

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	18/10/2018
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Dianne Jane RoyceA maximum of 3 individuals can be accommodated at this serviceTreherne Care and Consultancy Ltd is registered to provide a Care Home Service at Tremora Cottage
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Dianne Royce
Manager(s)	Andrew Papirnyk

Service contact details

Service Telephone Number	01341 280775
Service Contact Email Address	enquiries@trehernecaregroup.com

Languages used at the service

What is the main language through which the service is provided?	Both
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	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportGarden(s)Near public transportNumber of bathrooms with assisted bathing facilities: 2Number of bedrooms with en-suite facilities: 3Number of communal lounges: 1Number of dining rooms: 0Number of shared bedrooms: 0Number of single bedrooms: 3On-site parkingOutdoor seating / entertainment areaResidents' kitchenette / communal kitchenTV point

Engagement with people using the service

Through general discussions with individuals, Quality of Care Reviews, QA visits, MDT meetings, questionnaires, house meetings with gentlemen residing at the Cottage. Person Centred and Outcome Focussed planning.
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Compliance and quality statement

Inspected - Delivering Quality Care <p>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.</p> <p>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.</p>
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£30.25
The maximum weekly fee payable during the last financial year?	£32.99

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)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Care Worker	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
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	No staff have yet completed
Care Worker	All staff have completed	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Care Worker	Working towards all staff completing	Working towards all staff completing

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
Care Worker	7	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
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	5	2

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
Care Worker	6	1

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day= 8am to 8pm, Nights, 8pm to 8am, one staff member just works weekends (days) one staff member does four days either 8-4 or 9-5 depending s/user activity plans