

# Rickeston Care Home Ltd

## 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: Rickeston Care Home Ltd

### Provider summary

The provider was registered on:	28/03/2019
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>	Training needs were identified through supervisions, appraisals, and audits. Staff completed mandatory and role-specific training via e-learning and face-to-face sessions ensuring both flexibility and practical skill development. Training compliance was monitored, and additional support provided as needed. All staff are registered with Social Care Wales (SCW) in a timely manner, with support provided to ensure compliance with required qualifications and ongoing professional development.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Recruitment efforts included advertising vacancies on popular job boards. To attract and retain staff, we ensured a consistent and fair rota system was in place, providing staff with predictable working patterns that support work-life balance. We are proud to pay the Real Living Wage, which reflects our commitment to recognising the valuable work our staff do and supporting them through the rising cost of living.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Rickeston Mill Care Home	Care Home Service	Adults With Nursing

## Service: Rickeston Mill Care Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	28/03/2019
<b>Maximum number of places</b>	28
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Surya Teja Aditya Kumar Gurappadi</li><li>• A maximum of 28 individuals can be accommodated at this service</li><li>• Rickeston Care Home Ltd is registered to provide a Care Home Service at Rickeston Mill Care Home RICKESTON MILL NURSING HOME, RICKESTON BRIDGE, HAVERFORDWEST SA62 3DJ</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	41

### Service management

<b>Responsible Individual(s)</b>	Surya Gurappadi
<b>Manager(s)</b>	Lynne Griffiths

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01646695142">01646695142</a>
<b>Service Contact Email Address</b>	<a href="mailto:enquiries@srcares.co.uk">enquiries@srcares.co.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	Both
<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>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Number of bathrooms with assisted bathing facilities: 2</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 3</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 2</li><li>• Number of single bedrooms: 24</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li><li>• Sensory areas</li><li>• TV point</li><li>• Wheelchair access</li><li>• Wildlife / domesticated animals</li></ul>
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### Engagement with people using the service

<p>During the last financial year, we ensured that people using the service were regularly consulted about its operation through a variety of methods: Family members were invited to attend care reviews and given the opportunity to provide input. We also issued annual satisfaction surveys to relatives and representatives, with the findings informing our service improvement plan. A suggestions box was made available in a communal area, and the manager maintained an open-door policy to ensure residents could raise concerns or ideas at any time. Care plans were reviewed regularly with</p>
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residents and/or their representatives to ensure care delivery remained aligned with their wishes and needs. A formal feedback survey was distributed during the year, and responses were analysed to identify areas for improvement. These arrangements have helped us identify areas of good practice and where we can enhance the quality of care.

### 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?	£919.23
The maximum weekly fee payable during the last financial year?	£1280.55

### 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)	26.05
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (First Year in Practice)	3	0
Registered Nurse (1+ Years in Practice)	6	0
Senior Care Worker	2	0
Care Worker	14	1
Domestic staff	3	0
Catering staff	3	0
Other Staff	3	0

### Training undertaken

### Induction and Health & Safety

Role type	Induction	Health & Safety
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	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	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

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (First Year in Practice)	3	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	2	0	0
Care Worker	13	0	0
Domestic staff	3	0	0
Catering staff	3	0	0
Other Staff	2	0	1

#### 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
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	0	1
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
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (First Year in Practice)	3	0
Registered Nurse (1+ Years in Practice)	4	2
Senior Care Worker	2	0
Care Worker	13	1
Domestic staff	1	2
Catering staff	2	1
Other Staff	2	1

#### 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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (First Year in Practice)	3	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	2	0
Care Worker	10	0
Domestic staff	0	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
Supervisory Staff (not providing direct care)	0	1
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	3	0
Domestic staff	0	3
Catering staff	0	0
Other Staff	0	2

#### Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (First Year in Practice)	Day shift 7am-7pm 1 Night shift 7pm-7am 1
Registered Nurse (1+ Years in Practice)	Day shift 7am-7pm 1 Night shift 7pm-7am 1
Senior Care Worker	Day shift 7am-7pm 1
Care Worker	Day shift 7am-7pm 5 Night shift 7pm-7am 2