

PREMIER 1 HEALTHCARE 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 summary

| | |
|---|--|
| The provider was registered on: | 24/07/2018 |
| 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. | <p>Training Matrix is in place to identify what training staff require. This is monitored by the management team and R.I to maintain high quality service. If staff are not maintaining their allocated training plan, they will be asked if they require support and assisted accordingly. We also provide in-house training and external training from other agencies.</p> <p>If staff require further training, this will be identified during staff meetings and supervisions.</p> |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | <p>Word of mouth.</p> <p>Facebook.</p> <p>indeed.</p> <p>Overseas recruitment</p> <p>We have maintained most of the staff this financial year due to the good management team in place.</p> |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|---------------------|---------------------|------------------------|
| Ashley Court Care | Care Home Service | Adults Without Nursing |

Service: Ashley Court Care

Service summary

| | |
|---|---|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 24/07/2018 |
| Maximum number of places | 47 |
| Service Conditions | <ul style="list-style-type: none">• The responsible individual for this service is Phillip Ashley Pengelly• A maximum of 47 individuals can be accommodated at this service• PREMIER 1 HEALTHCARE LTD is registered to provide a Care Home Service at ASHLEY COURT CARE ASHLEY COURT CARE, 70-74, NEW ROAD, LLANELLI SA15 3DR |
| How many people in total did the service provide care and support to during the last financial year? | 60 |

Service management

| | |
|----------------------------------|--------------------|
| Responsible Individual(s) | Phillip Pengelly |
| Manager(s) | Carole-ann Staddon |

Service contact details

| | |
|--------------------------------------|--|
| Service Telephone Number | 01554750563 |
| Service Contact Email Address | info@ashleycourtcare.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 | <ul style="list-style-type: none">• Welsh |
| 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 transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 21• Number of communal lounges: 3• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 47• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• Stairlift• TV point• Wheelchair access• Woodland / ponds |
|---|

Engagement with people using the service

Residents meetings and family meetings. With care staff & activities staff intervention, we communicate with the individuals and family constantly. If there are no families to communicate with, social worker/services are informed during yearly reviews.

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? | £976.36 |
| The maximum weekly fee payable during the last financial year? | £976.36 |

Complaints processed by the service

| | |
|---|---|
| Total number of formal complaints made during the last financial year | 2 |
| Number of active complaints outstanding | 1 |
| 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) | 22 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 1 | 0 |
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 5 | 1 |
| Care Worker | 15 | 2 |
| Domestic staff | 3 | 1 |
| 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 |
| 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 |
| 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 |
| 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 |

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 |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | Not relevant to this staff group | 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 | No staff have yet completed | All staff have completed |
| Deputy Manager | No staff have yet completed | All staff have completed |
| Senior Care Worker | No staff have yet completed | All staff have completed |
| Care Worker | No staff have yet completed | All staff have completed |
| Domestic staff | No staff have yet completed | Not relevant to this staff group |
| Catering staff | No staff have yet completed | All staff have completed |
| Other Staff | No staff have yet completed | 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 |
| Senior Care Worker | 5 | 0 | 0 |
| Care Worker | 15 | 0 | 0 |
| Domestic staff | 3 | 0 | 0 |
| Catering staff | 4 | 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 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 0 | 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 |
| Senior Care Worker | 5 | 0 |
| Care Worker | 14 | 1 |
| Domestic staff | 0 | 3 |
| Catering staff | 3 | 1 |
| Other Staff | 7 | 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 |
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 12 | 3 |
| Domestic staff | 3 | 0 |
| Catering staff | 4 | 0 |
| Other Staff | 8 | 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 |
| 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 |
|--------------------|--|
| Senior Care Worker | Day shift: 7am - 8pm (1 to 2 Day senior on shift) Night Senior 8pm - 8am (1 Senior carer on shift) |
| Care Worker | Day carer 7am - 8pm (number of staff working on shift depending on dependent Matrix) Night carer 8pm - 8am (Number of staff working depending on Dependent Matrix) |