

# Grosvenor Care 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: Grosvenor Care Ltd

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### Provider summary

The provider was registered on:	26/09/2025
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>	Grosvenor Care has managed the service since Sept 25. Throughout this period, we implemented a structured and proactive strategy to identify, plan for, and fulfill the training needs of all staff members. Training requirements are evaluated through regular supervision sessions, direct observation, and feedback from both team members and management. A recognised e-learning platform is utilised, and a comprehensive training matrix is maintained to monitor both mandatory and specialist training.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Our recruitment procedures adhered to Safer Recruitment standards, utilizing job boards and online platforms for advertising. Each applicant participated in a comprehensive selection process comprising structured interviews, reference verification, and enhanced DBS screening. Staff retention was promoted through a positive workplace culture, consistent supervision and appraisal practices, and the acknowledgment of accomplishments. We ensured transparent communication via team meetings.

### Regulated services delivered by this provider

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

## Service: Eithinog Nursing Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	26/09/2025
<b>Maximum number of places</b>	42
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 42 individuals can be accommodated at this service.</li><li>• Grosvenor Care Ltd is registered to provide a Care Home Service at Eithinog Nursing Home Eithinog Leonard Cheshire Home, Old Highway, Colwyn Bay, LL28 5YA</li><li>• The responsible individual for this service is Nia Eleri Golding</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	50

### Service management

<b>Responsible Individual(s)</b>	Nia Golding
<b>Manager(s)</b>	Elin Mai Williams

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01492532404">01492 532404</a>
<b>Service Contact Email Address</b>	<a href="mailto:nia.golding14@gmail.com">nia.golding14@gmail.com</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>	<ul style="list-style-type: none"><li>• Nigerian</li><li>• Hindi</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Assistive Technology</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Picture Exchange Communication System (PECS)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Laundry service</li><li>• Number of bathrooms with assisted bathing facilities: 4</li><li>• Number of bedrooms with en-suite facilities: 10</li><li>• Number of communal lounges: 3</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 42</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• Sensory areas</li><li>• TV point</li><li>• Wheelchair access</li><li>• Wildlife / domesticated animals</li><li>• Woodland / ponds</li></ul>
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## Engagement with people using the service

During the previous financial year, various strategies were employed to engage residents in discussions regarding the service's operation. Regular meetings offered a formal platform for residents to express their opinions, present concerns, and propose suggestions for enhancement. Additionally, structured feedback questionnaires were distributed, enabling residents to provide confidential and detailed insights based on their experiences. A customer advocate was also invited to the care home during the transition from the previous care provider. The advocate conducted individual sessions to gain a deeper understanding of residents' unique perspectives and experiences. All collected feedback was consolidated into a comprehensive report, which has informed ongoing improvements to the service. Collectively, these initiatives ensure that residents' input is consistently incorporated into both the development and daily management of the service.

## 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?	£1201
The maximum weekly fee payable during the last financial year?	£4093

## Complaints processed by the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	2
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)	80
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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)	5	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	11	0
Senior Care Worker	5	0
Care Worker	58	0
Domestic staff	7	0
Catering staff	9	0
Other Staff	9	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	Working towards all staff completing
Registered Nurse (First Year in Practice)	All staff have completed	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	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

### 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)	Working towards all staff completing	Working towards all staff completing
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	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	Working towards all staff completing	Working towards all staff completing

### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
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	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	Working towards all staff completing	Working towards all staff completing

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
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	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	Working towards all staff completing	Working towards all staff completing

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
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	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	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
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	5	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	10	0	0
Senior Care Worker	5	0	0
Care Worker	52	0	0
Domestic staff	7	0	0
Catering staff	8	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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	1
Senior Care Worker	0	0
Care Worker	0	6
Domestic staff	0	0
Catering staff	0	1
Other Staff	0	1

#### 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)	4	1
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	10	1
Senior Care Worker	5	0
Care Worker	28	30
Domestic staff	0	7
Catering staff	6	3
Other Staff	0	9

#### Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	2	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	11	0
Senior Care Worker	4	1
Care Worker	40	0
Domestic staff	0	0
Catering staff	9	0
Other Staff	0	0

#### Typical shift patterns

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Registered Nurse (First Year in Practice)</b>	8am-8pm/8pm-8am
<b>Registered Nurse (1+ Years in Practice)</b>	8am-8pm/8pm-8am
<b>Senior Care Worker</b>	8am-8pm/8pm-8am
<b>Care Worker</b>	8am-8pm/8pm-8am