

# Seren Ffestiniog Cyf

## 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: Seren Ffestiniog Cyf

### Provider summary

The provider was registered on:	08/11/2018
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>	<p>Consideration will be given to individuals' previous qualifications and their currency.</p> <p>Further training is arranged in accordance to Social Care Wales guidelines. Core training and training in response to individuals care needs is provided during induction.</p> <p>A period of supervising colleagues is also part of the training package.</p> <p>Any further training will derive from individuals' performance/in response to national guidelines and discussed in the supervision and appraisal meetings.</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>Guidelines are set out in Seren's Recruitment Policy. Vacant posts are promoted online via Professional Agencies. Some workers encourage their friends to apply for posts as they share their positive experiences. Face-to-face interviews are offered to all candidates with our individuals involved in the process. Support within the post and regular communication is effective in terms of staff retention. All leavers have an exit interview to assess patterns and thus reducing staff turnover.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Seren Ffestiniog Cyf	Domiciliary Support Service	None

## Service: Seren Ffestiniog Cyf

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/11/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none"><li>The responsible individual for this service is Rona Morgan</li><li>Seren Ffestiniog Cyf is registered to provide a domiciliary support service in North Wales regional partnership area</li></ul>
How many people in total did the service provide care and support to during the last financial year?	14

### Service management

Responsible Individual(s)	Rona Morgan
Manager(s)	Aled Williams

### Service contact details

Service Telephone Number	<a href="tel:01766832378">01766832378</a>
Service Contact Email Address	<a href="mailto:info@cwmniserencyf.org">info@cwmniserencyf.org</a>

### Languages used at the service

What is the main language through which the service is provided?	Welsh
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

<p>Service users are visited in their Homes to speak to them face-to-face. This happens at least every three months. In addition, there will be an opportunity to see individuals in their day / work locations. A representation of individuals is invited to an Individuals Forum that meets twice a year. A summary of their observations is shared by them verbally in a full meeting of the Seren Company Board. There are several examples where individuals have asked for resources and they have been integral in the developments from start to finish. Designing a dedicated Sensory Room is one good example. A questionnaire is sent on paper to the individuals once a year. The findings will be shared with the Care Manager. A questionnaire is sent to parents/families once a year. Parent representatives are invited to a Parents Forum. The forum meets twice a year with any observations/questions being shared with the Care Manger. Matters shared via Advocacy Service receives our full attention.</p>
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### Compliance and quality statement

<p><b>Not Inspected - Strong Internal Checks</b></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?	£23.67
The maximum hourly rate payable during the last financial year?	£27.64

### 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)	37.05
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	3	0
Care Worker	28	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	Working towards all staff completing

#### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
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	Working towards all staff completing
Care Worker	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	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

#### Medicine Management and Dementia

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

### 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	2	0	0
Senior Care Worker	3	0	0
Care Worker	26	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	2

### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	3	0
Care Worker	23	5

### Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	15	0

### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 7am-11pm - 3 staff, night shift-11pm-7am -3 staff
Care Worker	Day shift 7am-11pm - 8 staff, night shift-11pm-7am - 5 staff