

ASPRIS CARE WEST LIMITED

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:	28/06/2019
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.	Training needs were identified through incidents, audits, supervisions, team meetings, and care plan reviews. Home Managers were encouraged to identify additional training in line with the changing needs of children and young people. During the reporting period, it was recognised that specialist training and post-incident debriefs were not always completed consistently or in a timely way. Since October 2025, additional oversight arrangements have been introduced to improve this.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment was supported through a dedicated recruitment team, safer recruitment processes, online advertising, structured onboarding, and from October 2025, a two-stage manager interview process. Retention arrangements included supervision, appraisals, team meetings, wellbeing support, and employee benefits schemes. There were ongoing challenges recruiting and retaining experienced staff and managers within some Welsh services, with increased oversight introduced to support stability.

Regulated services delivered by this provider

Service name	Service type	Type of care
Ymyl Y Ffordd	Care Home Service	Childrens Home
Penygaer	Care Home Service	Childrens Home
The Hollies	Care Home Service	Childrens Home

Service: Penygaer

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	28/06/2019
Maximum number of places	4
Service Conditions	A maximum of 4 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01554759297
Service Contact Email Address	NathanGreenwood@Aspriscs.co.uk

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	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

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 3 - Number of dining rooms: 0 - Number of shared bedrooms: 0 - Number of single bedrooms: 6 - Quiet areas - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

Placing Authority - weekly phone calls to update on young people, monthly reports, updated care plans and risk assessment and review reports. Reporting of all incidents and regular updates regarding process. Reviewed and updated Statement of Purpose. Young People and Children - swift response to complaints, support during allegations and safeguarding investigations. Regular link working sessions and house meetings that include updates about the home, changes in staffing, development of the home including refurbishment, health and safety.

Compliance and quality statement

Inspected - Areas for Improvement Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act. We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£4829.23
The maximum weekly fee payable during the last financial year?	£6249.18

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)	2
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	0	1
Senior Care Worker	2	0
Care Worker	2	5

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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

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
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	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	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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	0	0	0
Senior Care Worker	2	0	0
Care Worker	1	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
Senior Care Worker	0	0
Care Worker	0	1

Full time v part time information

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

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	6am-11pm with sleepin or 10:30am - 11pm with sleepin or 10:30am-11pm or 10:30am - 11pm with sleepin then 6:30am-10:30am.
Care Worker	6am-11pm with sleepin or 10:30am - 11pm with sleepin or 10:30am-11pm or 10:30am - 11pm with sleepin then 6:30am-10:30am.

Service: Ymyl Y Ffordd

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	28/06/2019
Maximum number of places	5
Service Conditions	A maximum of 5 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Rhian Hughes

Service contact details

Service Telephone Number	01443799023
Service Contact Email Address	kimleigh@aspris.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	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

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 5 - On-site parking - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - Semi-independent flat - TV point

Engagement with people using the service

Weekly young people meetings

Compliance and quality statement

Inspected - Areas for Improvement Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act. We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£4774
The maximum weekly fee payable during the last financial year?	£5101.54

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	4	4
Care Worker	5	5

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

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	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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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

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	4	0	0
Care Worker	5	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	4	0
Care Worker	4	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	10am-23.00pm x2 staff 2 sleeps 7.30am-10.00am x 2 staff
Care Worker	10am-23.00pm x2 staff 2 sleeps 7.30am-10.00am x 2 staff

Service: The Hollies

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	28/06/2019
Maximum number of places	5
Service Conditions	A maximum of 5 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01443675497
Service Contact Email Address	kimleigh@aspris.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	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

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 5 - On-site parking - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - Semi-independent flat - TV point

Engagement with people using the service

Children and young people were offered opportunities to share their views through weekly house meetings, key work sessions, day-to-day discussions, and care planning meetings. Feedback shared verbally with staff and managers was used to help inform the day-to-day running of the homes and identify areas for improvement.
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Compliance and quality statement

Inspected - Areas for Improvement Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act. We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£5101.54
The maximum weekly fee payable during the last financial year?	£5101.54

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
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)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	4	4
Care Worker	2	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Working towards all staff completing	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
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	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	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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

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
Senior Care Worker	4	0	0
Care Worker	2	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
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
Senior Care Worker	3	1
Care Worker	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Senior Care Worker	2	2
Care Worker	2	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	day shift 10.30am-23.00pm x1/x2 staff , sleeping staff x2 each night
Care Worker	day shift 10.30am-23.00pm x1/x2 staff , sleeping staff x2 each night