

Bethshan Sheltered Housing Association

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: Bethshan Sheltered Housing Association

Provider summary

The provider was registered on:	16/05/2018
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.	Records are kept of mandatory training for all staff with expiry dates. Staff are registered for online training courses provided via learning.nhs.wales. Courses include mandatory training in Safeguarding, Fire Awareness, Food Hygiene etc. Staff receive virtual training on the use of the CMS system from Person Centred Software. In-house training included manual handling first aid, catheter care, fire safety & venepuncture.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Records are kept of the staff employed and where there are shortages. Advertisements are placed in local press and online, via the Indeed recruitment portal. Prospective staff are required to complete an application form and attend an interview. Successful candidates must have two good references and a clear DBS check. On retention, the Home Manager operates an "open door" policy and is happy to discuss any issues with staff. We pay at least the RLW and staff are paid for breaks and handovers.

Regulated services delivered by this provider

Service name	Service type	Type of care
Bethshan Sheltered Housing Association	Care Home Service	Adults With Nursing

Service: Bethshan Sheltered Housing Association

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	16/05/2018
Maximum number of places	40
Service Conditions	• The responsible individual for this service is Leslie Allen • A maximum of 40 individuals can be accommodated at this service • Bethshan Sheltered Housing Association is registered to provide a Care Home Service at Bethshan Sheltered Housing Association Bethshan Nursing Home, Heol Treowen, Newtown SY16 1JA
How many people in total did the service provide care and support to during the last financial year?	56

Service management

Responsible Individual(s)	Leslie Allen
Manager(s)	Rachel Griffiths

Service contact details

Service Telephone Number	01686610070
Service Contact Email Address	admin@bethshan.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	• Welsh
Non-verbal communication methods used at the service	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

• Activities room (Art, Music, Games, Computers, etc.) • Garden(s) • Ground-floor accommodation only • Hairdressing / beauty services • Internet access • Laundry service • Lifts • Near public transport • Number of bathrooms with assisted bathing facilities: 4 • Number of bedrooms with en-suite facilities: 40 • Number of communal lounges: 4 • Number of dining rooms: 4 • Number of shared bedrooms: 0 • Number of single bedrooms: 40 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Residents' kitchenette / communal kitchen • TV point • Wheelchair access

Engagement with people using the service

Residents and family meetings with management and staff, both private and in a forum style. The QCS Management System stakeholder survey was also used, giving opportunity for residents, their family, friends and advocates, and visiting professionals to both score and comment on the service in detail. The Manager and RI have regular conversations with stakeholders and ask for and receive feedback on the service. A book for compliments and comments is also provided at reception, and a comments and suggestions box is also provided at the entrance to the home.
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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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1186.46
The maximum weekly fee payable during the last financial year?	£1470.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
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)	52.60
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	1	0
Registered Nurse (1+ Years in Practice)	13	0
Senior Care Worker	10	0
Care Worker	26	1
Domestic staff	13	0
Catering staff	6	1
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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
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	All staff have completed	Working towards all staff completing
Other Staff	Working towards all staff completing	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
Nursing Assistant / Auxiliary Nurse	Working towards all staff completing	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
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	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
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	Working towards all staff completing	Working towards all staff completing
Deputy Manager	Working towards all staff completing	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
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	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	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	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
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	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Not relevant to this staff group
Catering staff	No staff have yet completed	Working towards all staff completing
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
Nursing Assistant / Auxiliary Nurse	1	0	0
Registered Nurse (1+ Years in Practice)	13	0	0
Senior Care Worker	10	0	0
Care Worker	26	0	0
Domestic staff	12	0	0
Catering staff	3	0	0
Other Staff	9	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	1	0
Catering staff	3	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
Nursing Assistant / Auxiliary Nurse	1	0
Registered Nurse (1+ Years in Practice)	4	9
Senior Care Worker	3	7
Care Worker	13	13
Domestic staff	1	12
Catering staff	2	4
Other Staff	2	7

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
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	1	0
Registered Nurse (1+ Years in Practice)	13	0
Senior Care Worker	9	1
Care Worker	4	22
Domestic staff	0	0
Catering staff	1	5
Other Staff	3	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	13
Catering staff	0	0
Other Staff	0	6

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	13.45-21.15; 1
Registered Nurse (1+ Years in Practice)	0645-14.15; 2; 1345-2100; 2; 0645-2100; 2; 2100-0700; 2.
Senior Care Worker	0700-1400; 2; 1400-2100; 2; 0700-2100; 2; 1900-0900; 1.
Care Worker	0700-1400; 6; 1400-2100; 6; 0700-2100; 6; 1900-0900; 5