

# Vale Phoenix 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: Vale Phoenix Ltd

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### Provider summary

The provider was registered on:	20/05/2019
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 for each staff member and/or the team as a group are set within a annual training matrix at the start of the year or at the when inducting a new staff member, this identifies all relevant and mandatory training needs for the coming year.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	An assistant/deputy manager was in employment last year, however, due to personal reasons, has now left employment and this position has now been filled. Due to new individuals very recently residing at the care home, new staff have been employed.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Dan-y-Bryn Care Home	Care Home Service	Adults Without Nursing

## Service: Dan-y-Bryn Care Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	20/05/2019
<b>Maximum number of places</b>	4
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Nicola Jane THOMAS</li><li>A maximum of 4 individuals can be accommodated at this service</li><li>Vale Phoenix Ltd is registered to provide a Care Home Service at Dan-y-Bryn Care Home 2 COLLARD CRESCENT, BARRY CF62 9AN</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	4

### Service management

<b>Responsible Individual(s)</b>	Nicola THOMAS
<b>Manager(s)</b>	Emma Coupland, Nicola THOMAS

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01446406204">01446406204</a>
<b>Service Contact Email Address</b>	<a href="mailto:n777kyf@icloud.com">n777kyf@icloud.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	There are no non verbal communication methods used at the service

### 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>Close to local shops / amenities</li><li>Garden(s)</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 1</li><li>Number of bedrooms with en-suite facilities: 1</li><li>Number of communal lounges: 2</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 4</li><li>Outdoor seating / entertainment area</li><li>Pet friendly (or by arrangement)</li><li>Phone point</li><li>TV point</li><li>Wheelchair access</li><li>Wildlife / domesticated animals</li></ul>
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### Engagement with people using the service

Verbal feedback from family members and visitors, R.I. visits and Stakeholder questionnaires.
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### Compliance and quality statement

<b>Not Inspected - Strong Internal Checks</b> 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
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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**

<b>The minimum weekly fee payable during the last financial year?</b>	£1600
<b>The maximum weekly fee payable during the last financial year?</b>	£2100

### **Complaints processed by the service**

<b>Total number of formal complaints made during the last financial year</b>	0
<b>Number of active complaints outstanding</b>	0
<b>Number of complaints upheld</b>	0
<b>Number of complaints partially upheld</b>	0
<b>Number of complaints not upheld</b>	0

### **Staff working at the service**

#### **Staff summary**

<b>The total number of full time equivalent posts at the service (as at 31 March)</b>	4
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#### **Posts and vacancies**

<b>Role type</b>	<b>No. of staff in post</b>	<b>Total vacancies</b>
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	11	0

#### **Training undertaken**

##### **Induction and Health & Safety**

<b>Role type</b>	<b>Induction</b>	<b>Health &amp; Safety</b>
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**

<b>Role type</b>	<b>Equality, Diversity &amp; Human Rights</b>	<b>Infection, prevention &amp; control</b>
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	Working towards all staff completing	Working towards all staff completing

##### **Manual Handling and Safeguarding**

<b>Role type</b>	<b>Manual Handling</b>	<b>Safeguarding</b>
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

### 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	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	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	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
Senior Care Worker	1	0	0
Care Worker	11	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	1	0
Care Worker	2	9

### 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	0	0
Senior Care Worker	0	0
Care Worker	7	0

#### Working towards required qualification - apprenticeship & Qualification not required for role

<b>Role type</b>	<b>Working towards required qualification - apprenticeship</b>	<b>Qualification not required for role</b>
<b>Manager</b>	0	0
<b>Deputy Manager</b>	1	1
<b>Senior Care Worker</b>	1	1
<b>Care Worker</b>	4	4

#### **Typical shift patterns**

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Senior Care Worker</b>	Day Shift, 9am-9pm, 1 staff
<b>Care Worker</b>	Day shift, 8am- 9pm 4 staff night shift, 9pm-9am 2 staff