

# Melbourne House Care Home limited

## 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: Melbourne House Care Home limited

### Provider summary

The provider was registered on:	16/04/2019
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>	Melbourne House provides in-house training through Red Crier, offering evidence-based modules that include assessments to confirm staff understanding. In addition to internal training, employees can access a variety of courses provided by the local council. Training needs are reviewed regularly during staff supervisions to ensure learning is relevant and up to date. Staff are also encouraged to work towards QCF qualifications to support their ongoing development and enhance care quality.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Over the last financial year, Melbourne House promoted job opportunities on platforms such as Indeed and Facebook to reach a broad range of potential candidates. To encourage staff retention, competitive wages above the national minimum were offered. All new hires were subject to a clear enhanced DBS check before starting employment. A six-month probation period was implemented, during which new staff received ongoing support from both management and experienced colleagues.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Melbourne House Care Home	Care Home Service	Adults Without Nursing

## Service: Melbourne House Care Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	16/04/2019
<b>Maximum number of places</b>	23
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 23 individuals can be accommodated at this service</li><li>• Melbourne House Care Home limited is registered to provide a Care Home Service at Melbourne House Care Home MELBOURNE HOUSE, 22-24, CARMARTHEN ROAD, LLANELLI SA14 6SP</li><li>• The responsible individual for this service is Catrin Angharad James</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	65

### Service management

<b>Responsible Individual(s)</b>	Catrin James
<b>Manager(s)</b>	Caren Thomas

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01269845404">01269845404</a>
<b>Service Contact Email Address</b>	<a href="mailto:melhouse2224@gmail.com">melhouse2224@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>	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>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 3</li><li>• Number of bedrooms with en-suite facilities: 11</li><li>• Number of communal lounges: 3</li><li>• Number of dining rooms: 0</li><li>• Number of shared bedrooms: 1</li><li>• Number of single bedrooms: 22</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Stairlift</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

Throughout the last financial year, a range of initiatives were introduced to actively involve service users and their families in shaping and improving the service. These efforts focused on encouraging open communication, participation, and a shared sense of ownership. Key actions included, Questionnaires were given to service users and their families to gather opinions on various aspects of the service. All feedback was carefully reviewed and used to inform planning and make
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improvements where needed. Regular meetings were held with service users, offering a safe and supportive space to share views, raise concerns, and suggest ideas to enhance the quality of their experience. A whiteboard located in the main hallway was regularly updated with announcements, activity schedules, and service updates, ensuring everyone remained well-informed. Posters on Display, Regular updates were also shared through a dedicated Facebook page, helping families stay connected and informed about events.

## Compliance and quality statement

### Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

## Fees charged by the service

The minimum weekly fee payable during the last financial year?	£916.00
The maximum weekly fee payable during the last financial year?	£1123.00

## 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)	12
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	0
Care Worker	10	0
Domestic staff	1	0
Catering staff	3	0
Other Staff	1	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	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
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	Not relevant to this staff group	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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	7	0	0
Care Worker	6	0	0
Domestic staff	1	0	0
Catering staff	3	0	0
Other Staff	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	4	0
Domestic staff	0	0
Catering staff	0	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
Senior Care Worker	5	2
Care Worker	5	5
Domestic staff	0	1
Catering staff	1	2
Other Staff	1	0

### 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	7	0
Care Worker	7	3
Domestic staff	1	0
Catering staff	3	0
Other Staff	1	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	1	1
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	1
Care Worker	2