

# Capital Care Homes 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.

## Contents

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### [Provider: Capital Care Homes Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: Danesbrook House](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

## Provider: Capital Care Homes Ltd

### Provider summary

The provider was registered on:	20/09/2018
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>	Every year the training programme is reviewed by manager / RI, company project manager and directors of the home. The training needs of all staff are looked at in supervision, and needs of residents, also taken into consideration. A programme is in place to cover 7 mandatory subjects, plus 5 extra compulsory for our company, and 5 practical First aid, Manual handling, Fundamentals of care, Fire safety, and Medication. The training is delivered by on line modules and face to face in house.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	The manager assesses the staffing levels and recruitment needs of the home according to the dependency of the individual's. This is discussed with the company directors. Vaccancies are advertised through indeed and carehomes.co.uk. Staff are carefully selected, a through and robust recruitment is in place, to include obtaining 2 references, Adult first check, DBS, and SCW checks. Staff are given a 6 month probation period to ensure their suitability for the role.

### Regulated services delivered by this provider

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

## Service: Danesbrook House

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	20/09/2018
<b>Maximum number of places</b>	25
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 25 individuals can be accommodated at this service</li><li>• The responsible individual for this service is Joanne Nolan</li><li>• Capital Care Homes Ltd is registered to provide a Care Home Service at Danesbrook House</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	39

### Service management

<b>Responsible Individual(s)</b>	Joanne Nolan
<b>Manager(s)</b>	Joanne Nolan

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:02920552245">02920552245</a>
<b>Service Contact Email Address</b>	<a href="mailto:admin@danbrook.com">admin@danbrook.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>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</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: 4</li><li>• Number of bedrooms with en-suite facilities: 22</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: 25</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Stairlift</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

There is an open door policy at Danesbrook for both residents and families / representatives. Monthly news letters Three monthly resident reviews. Terms and conditions, for new residents.
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### Compliance and quality statement

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

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

### Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1169.98
The maximum weekly fee payable during the last financial year?	£1505

### 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)	26.34
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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	3	0
Care Worker	24	1
Domestic staff	4	1
Catering staff	5	0
Other Staff	5	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	Working towards all staff completing	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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	Not relevant to this staff group	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	3	0	0
Care Worker	20	0	0
Domestic staff	4	0	0
Catering staff	5	0	0
Other Staff	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	4
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	2	1
Care Worker	12	12
Domestic staff	0	4
Catering staff	1	4
Other Staff	2	3

#### 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	1	0
Senior Care Worker	3	0
Care Worker	12	1
Domestic staff	0	0
Catering staff	5	0
Other Staff	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
Domestic staff	0	4
Catering staff	0	0
Other Staff	0	5

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 08:00am to 20:00 Morning shift 08:00 to 14:00 Afternoon Shift 14:00 to 20:00 Night shift 20:00 to 08:00 1 on duty per shift
Care Worker	Day shift 08:00am to 20:00 Morning shift 08:00 to 14:00 Afternoon Shift 14:00 to 20:00 Night shift 20:00 to 08:00 5 staff in the morning 4 staff in the afternoon 3 staff on at night