

Neath Port Talbot County Borough Council

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: Neath Port Talbot County Borough Council

Provider summary

The provider was registered on:	01/02/2019
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.	A comprehensive induction programme for new staff and ongoing training for all staff is also provided. Mandatory training is provided as standard and additional training is identified through staff supervision. Training is planned and delivered either by the service, internal training department, Health board provision or external training provider. Training is delivered either face to face or on line.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Adverts are placed on the Local Authority website. Face to face interviews are carried out supported by the Local Authority recruitment team. Staff are provided with induction and ongoing training, support and supervision and there is opportunity for career progression. Staff are supported to apply for registration with Social Care Wales and to gain relevant qualifications. Staff receive the benefits of Local Authority working terms and conditions.

Regulated services delivered by this provider

Service name	Service type	Type of care
West Glamorgan Shared Lives	Adult Placement Service	None
Ysgol Hendrefelin Residential Unit	Special School Residential Service	None
Trem Y Glyn Residential Home	Care Home Service	Adults Without Nursing
Trem Y Mor	Care Home Service	Adults Without Nursing
Hillside Secure Unit	Secure Accommodation Service	None
Neath Port Talbot County Borough Council Domiciliary Care Services	Domiciliary Support Service	None

Service: West Glamorgan Shared Lives

Service summary

Service Type	Adult Placement Service
Type of Care	None
Approval Date	01/05/2024
Maximum number of places	0
Service Conditions	- The responsible individual for this service is Adrian Lee Bradshaw - Neath Port Talbot County Borough Council is registered to provide an Adult Placement Service in Wales.
How many people in total did the service provide care and support to during the last financial year?	110

Service management

Responsible Individual(s)	Adrian Bradshaw
Manager(s)	Maggie Hayes

Service contact details

Service Telephone Number	01639686123
Service Contact Email Address	westglamorgansharedlives@npt.gov.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

Engagement with people using the service

As part of the visits undertaken by the Responsible Individual for the service, feedback was gathered on the service. Feedback is provided from individual's social workers/care co-ordinator. In the autumn 2025 there was a coffee morning with shared lives carers to gather their views and to commence discussions about forming a working group, to enable regular input into the development of the service. Feedback is sought as part of the supervision visits by the Shared Lives co-ordinators. Shared Lives co-ordinators gather feedback from individuals using the service, at Personal Plan reviews. A survey was carried out in May 2025 (anniversary of the start of the service) to gather the views of shared lives carers and users of the service. We have also developed a closed Face Book group to enable carers to access peer to peer support and communicate with the service.
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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.
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Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Other Staff	6	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	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	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	2	0	0
Other Staff	6	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	2	0
Other Staff	6	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
Supervisory Staff (not providing direct care)	2	0
Other Staff	0	5

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
Supervisory Staff (not providing direct care)	0	0
Other Staff	0	0

Service: Neath Port Talbot County Borough Council Domiciliary Care Services

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/02/2019
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	- The responsible individual for this service is Sorelle Jones - Neath & Port Talbot County Borough Council is registered to provide a domiciliary support service in West Glamorgan regional partnership area
How many people in total did the service provide care and support to during the last financial year?	1083

Service management

Responsible Individual(s)	Sorelle Jones
Manager(s)	Gemma Pascoe

Service contact details

Service Telephone Number	01639 686822
Service Contact Email Address	g.pascoe@npt.gov.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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

Engagement with people using the service

Annual feedback forms sent out. Findings and themes analysed and where possible changes to service made. Individuals transferred from an external provider were communicated with by the social worker, followed by a visit from CWT supervisors to understand the needs of the individual and to ensure that care plan and all contact information was correct. Supervisor assigned to individuals and new support workers for smooth transition. Regular contact is made with individuals and their families by the RI to seek feedback regarding the service that is provided. Where any issues are noted, these are discussed with the registered manager and implemented accordingly. Regular care plan reviews are arranged by the supervisors any changes to care needs are addressed. When individuals commence with CWT they are provided with information if they wish to make a complaint or provide a complement. Any feedback provided from individuals or their families is considered and changes are made accordingly

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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£21

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)	95
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	9	0
Care Worker	131	25
Planner	5	0
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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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	Working towards all staff completing	All staff have completed
Deputy Manager	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	Working towards all staff completing	Working towards all staff completing
Planner	Working towards all staff completing	Not relevant to this staff group
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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Planner	All staff have completed	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	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
Planner	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Working towards all staff completing	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	Working towards all staff completing
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing
Planner	Not relevant to this staff group	Not relevant to this staff group
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	2	0	0
Senior Care Worker	9	0	0
Care Worker	125	0	0
Planner	5	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
Senior Care Worker	0	0
Care Worker	6	0
Planner	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	2	0
Senior Care Worker	9	0
Care Worker	0	131
Planner	4	1
Other Staff	8	1

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	2	0
Senior Care Worker	9	0
Care Worker	131	0
Planner	0	0
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
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	6

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 3pm - 4 3pm - 11pm - 3
Care Worker	7am - 3pm - 30/ 3pm - 11pm - 25

Service: Hillside Secure Unit

Service summary

Service Type	Secure Accommodation Service
Type of Care	None
Approval Date	09/07/2019
Maximum number of places	14
Service Conditions	- A maximum of 14 individuals can be accommodated at this service. - The responsible individual for this service is Keri Wynne Warren
How many people in total did the service provide care and support to during the last financial year?	38

Service management

Responsible Individual(s)	Keri Warren
Manager(s)	Sian Coffey

Service contact details

Service Telephone Number	01639641648
Service Contact Email Address	hillside@npt.gov.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

- Activities room (Art, Music, Games, Computers, etc.) - Education facility - Garden(s) - Gym / sports facilities - Hairdressing / beauty services - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 14 - Number of communal lounges: 3 - Number of dining rooms: 3 - Number of shared bedrooms: 0 - Number of single bedrooms: 14 - On-site parking - Outdoor seating / entertainment area - Wildlife / domesticated animals
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Engagement with people using the service

- Pupil's Voice Group - Tros Gynnal advocacy service - LOVE (Let Our Voices Explode) – A young person's forum - Young Person's Meeting - Meeting with Senior Management - Responsible Individual Visits - Debriefs with young people - Key working sessions - RESOLVE group - Care planning - Interview panels - Questionnaires - Engagement and Participation Officer
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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?	£13650
The maximum weekly fee payable during the last financial year?	£27300

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)	63.89
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	7	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	27	0
Care Worker	44	0
Planner	2	0
Catering staff	8	0
Other Staff	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Planner	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	Not relevant to this staff group
Deputy Manager	Working towards all staff completing	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Working towards all staff completing	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group
Planner	Working towards all staff completing	Not relevant to this staff group
Catering staff	Working towards all staff completing	Not relevant to this staff group
Other Staff	Working towards all staff completing	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	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
Planner	All staff have completed	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	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Not relevant to this staff group	Not relevant to this staff group
Planner	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	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	Not relevant to this staff group
Deputy Manager	Working towards all staff completing	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Working towards all staff completing	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Not relevant to this staff group
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	Working towards all staff completing	Not relevant to this staff group
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	Not relevant to this staff group

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	7	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	19	0	0
Care Worker	26	18	0
Planner	2	0	0
Catering staff	6	2	0
Other Staff	7	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	8
Care Worker	0	0
Planner	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	7	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	12	15
Care Worker	27	17
Planner	2	0
Catering staff	0	8
Other Staff	4	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	2	5
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	5	22
Care Worker	31	13
Planner	2	0
Catering staff	0	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Daily: 2pm - 10pm 1 Sleep in 7.15am - 3pm
Care Worker	Daily: 2pm - 10pm 2 Sleep in 7.15am - 3pm

Service: Ysgol Hendrefelin Residential Unit

Service summary

Service Type	Special School Residential Service
Type of Care	None
Approval Date	06/05/2025
Maximum number of places	12
Service Conditions	- A maximum of 12 individuals can be accommodated at this service. - The responsible individual for this service is Lyndon William Lewis
How many people in total did the service provide care and support to during the last financial year?	12

Service management

Responsible Individual(s)	Lyndon Lewis
Manager(s)	Charlotte Soper

Service contact details

Service Telephone Number	01639 642786
Service Contact Email Address	residence@ysgolhendrefelin.npt.school

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	- Non-formal communication (e.g. body language, facial expressions) - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Objects of reference - Social Stories

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Education facility - Garden(s) - Gym / sports facilities - 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: 6 - Number of single bedrooms: 0 - On-site parking - Outdoor seating / entertainment area - Quiet areas - Sensory areas - Woodland / ponds
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Engagement with people using the service

N/A

Compliance and quality statement

Not Inspected - Improvements Underway

We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee payable during the last financial year?	£0

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	2	0
Deputy Manager	1	0
Care Worker	13	0
Catering 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
Care Worker	All staff have completed	All staff have completed
Catering 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
Care Worker	Working towards all staff completing	Working towards all staff completing
Catering staff	No staff have yet completed	No staff have yet 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
Care Worker	All staff have completed	All staff have completed
Catering staff	No staff have yet 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
Care Worker	Working towards all staff completing	Not relevant to this staff group
Catering staff	Not relevant to this staff group	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
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Catering 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	2	0	0
Deputy Manager	0	1	0
Care Worker	6	6	0
Catering staff	0	1	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
Care Worker	0	1
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Deputy Manager	0	1
Care Worker	0	13
Catering staff	0	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	1
Deputy Manager	0	1
Care Worker	5	8
Catering 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
Care Worker	0	0
Catering staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day shift - 3.10pm-9.10pm/10pm if sleeping-in (typical number of staff on duty: 3) Night shift - 10pm-08.30am (1 wakeful staff and 2 sleeping-in staff)

Service: Trem Y Mor

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/05/2019
Maximum number of places	16
Service Conditions	• The responsible individual for this service is Sarah Waite • A maximum of 16 individuals can be accommodated at this service • Neath & Port Talbot County Borough Council is registered to provide a Care Home Service at Trem Y Mor TREM-Y-MOR, SCARLET AVENUE, PORT TALBOT SA12 7PH
How many people in total did the service provide care and support to during the last financial year?	107

Service management

Responsible Individual(s)	Sarah Waite
Manager(s)	Helen Burton

Service contact details

Service Telephone Number	01639 763014
Service Contact Email Address	H.Burton@npt.gov.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	• Assistive Technology • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards) • Makaton

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Ground-floor accommodation only • Internet access • Laundry service • Library • Near public transport • Number of bathrooms with assisted bathing facilities: 1 • Number of bedrooms with en-suite facilities: 16 • Number of communal lounges: 5 • Number of dining rooms: 5 • Number of shared bedrooms: 0 • Number of single bedrooms: 16 • On-site parking • Outdoor seating / entertainment area • Phone point • Quiet areas • Residents' kitchenette / communal kitchen • Sensory areas • TV point • Wheelchair access

Engagement with people using the service

Annual feedback forms sent out. Findings and themes analysed and where possible changes to service made. Reviews held within timescales enable individuals and their families/carers to review personal outcomes and provide feedback about service. Responsible Individual consultation with individuals, families/carers and staff. Regular meetings held where individuals have the opportunity to participate.

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?	£5
The maximum weekly fee payable during the last financial year?	£100

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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)	57
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	19	4
Care Worker	27	0
Domestic staff	3	0
Catering staff	3	0
Other Staff	2	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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
Supervisory Staff (not providing direct care)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Working towards all staff completing	Not relevant to this staff group
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Working towards all staff completing	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	17	0	0
Care Worker	17	6	0
Domestic staff	3	0	0
Catering staff	3	0	0
Other Staff	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	2	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
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	12	7
Care Worker	5	22
Domestic staff	0	3
Catering staff	0	3
Other Staff	0	2

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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	19	0
Care Worker	27	0
Domestic staff	3	0
Catering staff	3	0
Other Staff	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
Supervisory Staff (not providing direct care)	0	0
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	Morning Shift - 7am -3pm, (5 Staff), (sat – sun extra x3) extra support needed on weekends due to increased numbers by day Afternoon Shift - 3pm - 10pm (5 Staff) Night Shift 9pm - 9am (1 Staff)
Care Worker	Morning Shift - 7am -3pm, (2 Staff), 7am -3pm 5days per week – (sat sun extra x2) Afternoon Shift - 3pm - 10pm (5 Staff) Night Shift 9pm - 9am (4 Staff)

Service: Trem Y Glyn Residential Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/04/2025
Maximum number of places	27
Service Conditions	- A maximum of 27 individuals can be accommodated at this service. - Neath Port Talbot County Borough Council is registered to provide a Care Home Service at Trem Y Glyn Residential Home Trem-y-glyn Residential Care Home, Park Avenue Glynneath, Neath, SA11 5DW - The responsible individual for this service is Sorelle Jones
How many people in total did the service provide care and support to during the last financial year?	39

Service management

Responsible Individual(s)	Sorelle Jones
Manager(s)	Debra Davies

Service contact details

Service Telephone Number	01639 720786
Service Contact Email Address	s.jones14@npt.gov.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 - Close to local shops / amenities - Garden(s) - Ground-floor accommodation only - Gym / sports facilities - Hairdressing / beauty services - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 3 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 3 - Number of dining rooms: 3 - Number of shared bedrooms: 0 - Number of single bedrooms: 27 - On-site parking - Outdoor seating / entertainment area - Phone point - Quiet areas - Residents' kitchenette / communal kitchen - TV point - Wheelchair access
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Engagement with people using the service

During the last financial year, Trem Y Glyn maintained a range of formal and informal arrangements to consult with people who use the service and their families about the operation of the service. Regular resident meetings are held to enable

individuals to share their views, raise issues, and contribute to discussions about day-to-day life within the service. In addition, the service hosts family events, such as coffee afternoons, which provide further opportunities for consultation and engagement. Families report positive and open relationships with staff and feel able to raise matters both informally as they arise and formally when required. Feedback gathered through these methods is used to inform service development and ongoing improvements.

Compliance and quality statement

Not Inspected - Strong Internal Checks

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?	£0
The maximum weekly fee payable during the last financial year?	£1026.13

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)	30
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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	22	0
Domestic staff	5	0
Catering staff	6	0
Other Staff	2	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	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	Not relevant to this staff group

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	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	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	All staff have completed	All staff have completed
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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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	21	0	0
Domestic staff	5	0	0
Catering staff	6	0	0
Other Staff	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	1
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	5
Care Worker	4	18
Domestic staff	0	5
Catering staff	0	6
Other Staff	0	2

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	7	0
Care Worker	22	0
Domestic staff	0	0
Catering staff	4	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	5
Catering staff	0	2
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08.00-14.30x1 14.30-21.00x1 21.00-08.00x1
Care Worker	08.0-14.30x6 1430-21.00x5 21.00-08.00x2