

# Pinefold 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: Pinefold Limited

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### Provider summary

The provider was registered on:	17/07/2018
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>	The home has a fairly stable workforce with the great majority of the carers qualified to at least QCF level 2, and four new carers waiting to start. Two have almost completed level 3 with one waiting to start and one is waiting to start level 4.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	The year began with a shortage of a few carers due to retirement of some older members of staff but the situation has steadily improved to the point where there are now no significant shortages except on the odd occasion where holiday or sickness cover is required.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Emral House Nursing Home	Care Home Service	Adults With Nursing

## Service: Emral House Nursing Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	26/07/2018
<b>Maximum number of places</b>	45
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 45 individuals can be accommodated at this service</li><li>• Pinefold Limited is registered to provide a Care Home Service at EMRAL HOUSE NURSING HOME, 11 CHESTER ROAD, WREXHAM, LL11 2SA</li><li>• The responsible individual for this service is Richard Anthony Nicholas</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	104

### Service management

<b>Responsible Individual(s)</b>	Richard Nicholas
<b>Manager(s)</b>	Beverley Hughes

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01978361442">01978361442</a>
<b>Service Contact Email Address</b>	<a href="mailto:richard@emralhouse.co.uk">richard@emralhouse.co.uk</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>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<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>• Education facility</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: 5</li><li>• Number of bedrooms with en-suite facilities: 37</li><li>• Number of communal lounges: 5</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 3</li><li>• Number of single bedrooms: 39</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</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

Apart from regular daily interaction between the RI, the manager and resident's relatives and representatives, comprehensive quality assurance reviews are carried out each spring and autumn.

### 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?	£1198.19
The maximum weekly fee payable during the last financial year?	£1314.40

### 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)	38
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	24	0
Care Worker	18	0
Domestic staff	5	0
Catering staff	4	0

### Training undertaken

### Induction and Health & Safety

<b>Role type</b>	<b>Induction</b>	<b>Health &amp; Safety</b>
<b>Manager</b>	All staff have completed	All staff have completed
<b>Deputy Manager</b>	All staff have completed	All staff have completed
<b>Supervisory Staff (not providing direct care)</b>	All staff have completed	All staff have completed
<b>Registered Nurse (1+ Years in Practice)</b>	All staff have completed	All staff have completed
<b>Senior Care Worker</b>	All staff have completed	All staff have completed
<b>Care Worker</b>	All staff have completed	All staff have completed
<b>Domestic staff</b>	All staff have completed	All staff have completed
<b>Catering staff</b>	All staff have completed	All staff have completed

#### **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>
<b>Manager</b>	Working towards all staff completing	All staff have completed
<b>Deputy Manager</b>	Working towards all staff completing	All staff have completed
<b>Supervisory Staff (not providing direct care)</b>	Working towards all staff completing	All staff have completed
<b>Registered Nurse (1+ Years in Practice)</b>	Working towards all staff completing	All staff have completed
<b>Senior Care Worker</b>	Working towards all staff completing	All staff have completed
<b>Care Worker</b>	Working towards all staff completing	All staff have completed
<b>Domestic staff</b>	Working towards all staff completing	All staff have completed
<b>Catering staff</b>	Working towards all staff completing	All staff have completed

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

<b>Role type</b>	<b>Manual Handling</b>	<b>Safeguarding</b>
<b>Manager</b>	All staff have completed	All staff have completed
<b>Deputy Manager</b>	All staff have completed	All staff have completed
<b>Supervisory Staff (not providing direct care)</b>	All staff have completed	All staff have completed
<b>Registered Nurse (1+ Years in Practice)</b>	All staff have completed	All staff have completed
<b>Senior Care Worker</b>	All staff have completed	All staff have completed
<b>Care Worker</b>	All staff have completed	All staff have completed
<b>Domestic staff</b>	All staff have completed	All staff have completed
<b>Catering staff</b>	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
Supervisory Staff (not providing direct care)	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	All staff have completed	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

#### **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	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	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	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

#### **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
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (1+ Years in Practice)	8	0	0
Senior Care Worker	24	0	0
Care Worker	18	0	0
Domestic staff	5	0	0
Catering staff	4	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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering 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
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	24	0
Care Worker	18	0
Domestic staff	1	4
Catering staff	4	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	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	21	3
Care Worker	15	3
Domestic staff	5	0
Catering staff	4	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
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Dayshift 7.15-7.45 x 2 Nightshift 7.15-7.45 x 2
Senior Care Worker	Dayshift 7.30-7.30 x 9 Nightshift 7.30-7.30 x 4
Care Worker	0