

Mental Health Care (Clwyd) Limited

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: Mental Health Care (Clwyd) Limited

Provider summary

The provider was registered on:	18/04/2019
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.	There are service level and provider level arrangements in place to monitor the frequency and availability of training and development opportunities, this is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. Ongoing professional development is also incorporated into staff supervisions, appraisals and staff meetings, where needs are identified and plans are put into place to ensure training provision is made available.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have a HR Management software in place to manage personnel records and recruitment/selection processes. Recruitment and retention are discussed at a service level and provider level to review and plan strategies to ensure adequate resources are available. This is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. All of these forums regularly review key staffing and resource data to inform decision making.

Regulated services delivered by this provider

Service name	Service type	Type of care
Holland House and Villas	Care Home Service	Adults Without Nursing

Service: Holland House and Villas

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	18/04/2019
Maximum number of places	11
Service Conditions	• The responsible individual for this service is Gemma Kate Jennings • A maximum of 11 individuals can be accommodated at this service • Mental Health Care (Clwyd) Limited is registered to provide a Care Home Service at Holland House and Villas 11-15 Lenten Pool , Denbigh LL16 3LG
How many people in total did the service provide care and support to during the last financial year?	14

Service management

Responsible Individual(s)	Gemma Jennings
Manager(s)	Crystal Pritchard

Service contact details

Service Telephone Number	01824814372
Service Contact Email Address	hello@mhc-uk.com

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	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards) • Assistive Technology • Non-formal communication (e.g. body language, facial expressions) • Social Stories • Total Communication

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Internet access • Near public transport • Number of bathrooms with assisted bathing facilities: 0 • Number of bedrooms with en-suite facilities: 3 • Number of communal lounges: 3 • Number of dining rooms: 2 • Number of shared bedrooms: 0 • Number of single bedrooms: 11 • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Phone point • Quiet areas • Residents' kitchenette / communal kitchen • TV point • Woodland / ponds
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Engagement with people using the service

The Responsible Individual engages with residents during each of her visits to gather their feedback on the Service. In addition to these scheduled visits, she remains accessible to residents outside of these times, providing further opportunities to raise any concerns or share feedback. Resident surveys are distributed periodically throughout the year, and residents are regularly encouraged to voice their opinions and experiences. Residents have regular house meetings, keyworker sessions and review meetings with external stakeholders involved. Views of people using the service are encouraged at every opportunity whether formally or informally.

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?	£2250.00
The maximum weekly fee payable during the last financial year?	£4729.44

Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	1
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	29
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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	4	0
Care Worker	24	1
Planner	1	0
Domestic 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	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Planner	All staff have completed	All staff have completed
Domestic 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
Planner	All staff have completed	All staff have completed
Domestic 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
Planner	All staff have completed	All staff have completed
Domestic staff	All staff have 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
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Planner	Not relevant to this staff group	Not relevant to this staff group
Domestic 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	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
Domestic 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	4	0	0
Care Worker	23	0	0
Planner	1	0	0
Domestic 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	0	1
Planner	0	0
Domestic 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	4	0
Care Worker	21	3
Planner	1	0
Domestic 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	0	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	13	0
Planner	1	0
Domestic 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	1	1
Deputy Manager	0	0
Senior Care Worker	2	2
Care Worker	11	11
Planner	0	0
Domestic staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Staff 07.45 -20.00 1 staff per shift
Care Worker	Day Shift 07.45 - 20.00 minimum 5 staff per shift. Night Shift 19.45 - 08.00 3 staff on per shift