Heathfield Lodge 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: Heathfield Lodge Limited

Provider summary

The provider was registered on:	24/04/2019
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.	Ivolve has dedicated Learning and Development team, we have a training partner who supports staff and the service to identify training needs and roll out any training deemed necessary. Ivolve offers a comprehensive electronic learning management system, Learning Hub for e-learning, and an array of mandatory and developmental courses. In-house practical refreshers for Manual Handling, Positive Behavioural Support and Basic Life Support are completed and five day induction for new starters.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Ivolve has a dedicated People and Culture team, the service has a P&C partner who supports with all things personnel. The People and Culture team have a robust recruitment process in place to ensure safe recruitment, people must have a full employment history, an up-to-date DBS and references before they can be employed in the service. Each staff member has a 6 month induction booklet and staff have access to well-being initiatives which supports retention in the services.

Regulated services delivered by this provider

Service name	Service type	Type of care
Heathfield Lodge Ltd	Care Home Service	Adults Without Nursing

Service: Heathfield Lodge Ltd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/04/2019
Maximum number of places	16
Service Conditions	• A maximum of 16 individuals can be accommodated at this service • Heathfield Lodge Limited is registered to provide a Care Home Service at Heathfield Lodge Ltd HEATHFIELD LODGE, 35 HEATHFIELD, SWANSEA SA1 6EJ
How many people in total did the service provide care and support to during the last financial year?	16

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Heather Carr

Service contact details

Service Telephone Number	01792646840
Service Contact Email Address	Heather.Carr@ivolve.care

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	• Non-formal communication (e.g. body language, facial expressions) • Writing (Paper / Whiteboards)

Service facilities and accommodation

- Access to minibus or other transport
- Close to local shops / amenities
- Garden(s)
- Internet access
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 2
- Number of bedrooms with en-suite facilities: 16
- Number of communal lounges: 4
- Number of dining rooms: 1
- Number of shared bedrooms: 0
- Number of single bedrooms: 16
- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- TV point
- Wheelchair access
- Wildlife / domesticated animals

Engagement with people using the service

We have an ongoing survey 'How are you?' undertaken during the last financial year which gave people living at the service, families and external professionals the opportunity to express their views about the operation of the service. Also the RI talks to the people living at the service as part of the reg 73 visits which gives people an opportunity to comment on the service and suggest ideas for improvement etc. Finally My Meetings are held monthly with the people being supported

which gives them an opportunity to express their views about the service and encourages people to discuss ideas for change and development of the service. Their views are also taken into account by the input of our therapies team alongside the activities co-ordinator who organises their activities around the person's likes, dislikes and interests.

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?	£2597
The maximum weekly fee payable during the last financial year?	£4242

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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)	41

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Care Worker	34	0
Domestic staff	4	0
Catering staff	5	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	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
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
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
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	All staff have completed	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	Not relevant to this staff group
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	Not relevant to this staff group
Domestic staff	All staff have completed	Not relevant to this staff group
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	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
Care Worker	26	2	0
Domestic staff	4	0	0
Catering staff	5	0	0
Other Staff	3	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
Care Worker	0	6
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
Care Worker	21	13
Domestic staff	3	1
Catering staff	5	0
Other Staff	3	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
Care Worker	33	0
Domestic staff	0	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
Care Worker	1	1
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	8am - 21pm, 8am - 15pm, 15pm - 21pm, 21pm - 8am