Tan Yr Allt Lodge Ltd

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: Tan Yr Allt Lodge Ltd

Provider summary

The provider was registered on:	23/04/2019
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.	TANL has dedicated L+D Team (Manager and trainers) one is dedicated to TANL. All new staff get 5-days induction prior to starting. Manual Handling (MH), Positive Behavioural Support/Positive Behavioural Management (PBS/PBM) and first aid are also included and refreshed annually. A suite of e-learning suite is completed during probation and refreshed annually. The L+D Manager contributes to the weekly Senior Leadership Team (SLT) and quarterly training meeting (including RI
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	TANL has a dedicated P+C 'Business Partner.' All new staff are interviewed and do a trial shift. This is followed by a 5-day induction + 24-week induction period with an 'induction' booklet of learning outcomes + supervisions. There is a weekly review of staffing with P+C and Managers. The weekly SLT includes P+C. P+C have their own weekly review meeting. TANL's RI attends a monthly business review which inc P+C issues. The RI also has a weekly 1 to 1 with the Managing Director to discuss this.

Regulated services delivered by this provider

Service name	Service type	Type of care
Tan Yr Allt Lodge Ltd	Care Home Service	Adults With Nursing
Mill Row	Care Home Service	Adults Without Nursing

Service: Tan Yr Allt Lodge Ltd

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	23/04/2019
Maximum number of places	26
Service Conditions	• The responsible individual for this service is Aldo Zacary Picek • A maximum of 26 individuals can be accommodated at this service • Tan Yr Allt Lodge Ltd is registered to provide a Care Home Service at Tan Yr Allt Lodge Ltd TAN YR ALLT LODGE, 14 ALLTWEN HILL PONTARDAWE, SWANSEA SA8 3AB
How many people in total did the service provide care and support to during the last financial year?	31

Service management

Responsible Individual(s)	Aldo Picek
Manager(s)	Victoria Hawkins

Service contact details

Service Telephone Number	01792869374
Service Contact Email Address	victoria.hole@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	• Signalong • Objects of reference • Assistive Technology • Non-formal communication (e.g. body language, facial expressions) • Writing (Paper / Whiteboards) • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Social Stories

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
- Gym / sports facilities
- Hairdressing / beauty services
- Internet access
- Laundry service
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 3
- Number of bedrooms with en-suite facilities: 26
- Number of communal lounges: 2
- Number of dining rooms: 2
- Number of shared bedrooms: 0
- Number of single bedrooms: 26
- On-site parking
- Outdoor seating / entertainment area

- Pet friendly (or by arrangement)
- Phone point
- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- Stairlift
- TV point
- Wildlife / domesticated animals

Engagement with people using the service

The Managers of TANL hold service user meetings to find the views of the people we support. Where the person has an advocate, their views will be sought. Where the person lacks the capacity to tell us their views we will seek the advice of their family to find what the service user would have felt/thought. The Named Nurses will seek their views about their satisfaction with care in monthly support plan reviews. Views of their external MDT including best interests assessors in the DoLS process will also be sought regarding the persons satisfaction with their care. Care staff will on an ad-hoc basis work to find their satisfaction with the service we provide through daily interactions/activities/excursions. The RI visits TANL regularly on an informal basis, and will talk with people in TANL about their satisfaction with the care/support they receive. Where the person lacks the capacity to do so, they seek other sources for this information.

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?	£1777.10
The maximum weekly fee payable during the last financial year?	£3555.60

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	1
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)	76

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	9	0
Care Worker	45	0
Domestic staff	8	0
Catering staff	5	0
Other Staff	7	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
Registered Nurse (1+ Years in Practice)	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
Registered Nurse (1+ Years in Practice)	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
Registered Nurse (1+ Years in Practice)	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
Registered Nurse (1+ Years in Practice)	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	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	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	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

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
Registered Nurse (1+ Years in Practice)	8	0	0
Care Worker	33	7	0
Domestic staff	8	0	0
Catering staff	5	0	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
Registered Nurse (1+ Years in Practice)	0	1
Care Worker	0	5
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
Registered Nurse (1+ Years in Practice)	8	1
Care Worker	29	16
Domestic staff	3	5
Catering staff	4	1
Other Staff	7	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
Registered Nurse (1+ Years in Practice)	9	0
Care Worker	44	1
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
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0
Domestic staff	0	8
Catering staff	0	5
Other Staff	0	7

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	0830-1330 E 1330 2030 L 0830-2030 LD 2030-0830 N Day (Other staff) 0900-1700
Care Worker	0830-1330 E 1330 2030 L 0830-2030 LD 2030-0830 N Day (Other staff) 0900-1700

Service: Mill Row

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/04/2019
Maximum number of places	4
Service Conditions	• A maximum of 4 individuals can be accommodated at this service • Tan Yr Allt Lodge Ltd is registered to provide a Care Home Service at Mill Row 7 MILL ROW, PONTARDAWE, SWANSEA SA8 3AD • The responsible individual for this service is Jessica Lucy Hearne
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Jessica Hearne
Manager(s)	Rhian Jones

Service contact details

Service Telephone Number	01792832307
Service Contact Email Address	rhian.jones@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	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
- Hairdressing / beauty services
- Laundry service
- Near public transport
- Number of bathrooms with assisted bathing facilities: 1
- Number of bedrooms with en-suite facilities: 4
- Number of communal lounges: 0
- Number of dining rooms: 1
- Number of shared bedrooms: 0
- Number of single bedrooms: 4
- On-site parking
- Outdoor seating / entertainment area
- Quiet areas
- Residents' kitchenette / communal kitchen
- Semi-independent flat
- Stairlift
- Wheelchair access

Engagement with people using the service

The Manager of 7 Mill Row hold service user meetings to find the views of the people we support. Where the person has an advocate, their views will be sought. Where the person lacks the capacity to tell us their views we will seek the advice of their family to find what the service user would have felt/thought. The Key Workers will seek their views about their satisfaction with care in monthly support plan reviews. Views of their external MDT including best interests assessors in the DoLS process will also be sought regarding the persons satisfaction with their care. Care staff will on an ad-hoc basis work to find their satisfaction with the service we provide through daily interactions/activities/excursions. The RI visits 7MR regularly on an informal basis, and will talk with people in 7MR about their satisfaction with the care/support they receive.

Where the person lacks the capacity to do so, they seek other sources for this information.

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?	£2281.10
The maximum weekly fee payable during the last financial year?	£3114.90

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)	12

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	11	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	9	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
Care Worker	1	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	3	8

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
Care Worker	11	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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	AM 0800-1500 PM1500-2030 Night 2030-0800