

# Brondesbury Lodge 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: Brondesbury Lodge Limited

### Provider summary

|                                              |                                                    |
|----------------------------------------------|----------------------------------------------------|
| The provider was registered on:              | 28/08/2018                                         |
| 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. | Brondesbury Lodge ensures all staff possess the knowledge and skills necessary to perform their roles to a high standard. Staff are appropriately experienced and qualified for their positions, or are supported to work towards an accredited qualification. Mandatory training is completed regularly, supported by an up to date training matrix. Management review training and gather staff feedback to assess effectiveness and identify further needs.                                                      |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.                        | The service provider is committed to promoting a happy working environment where the staff feel valued, empowered & invested in. Senior staff lead by example by being visible, approachable & can adopt a mentoring style of leadership as a means of promoting staff retention. The home seeks to recruit staff from the local community wherever possible & also holds a Sponsorship Licence to employ skilled overseas workers when required. A recruitment & succession plan is in place to ensure continuity. |

### Regulated services delivered by this provider

| Service name      | Service type      | Type of care        |
|-------------------|-------------------|---------------------|
| Brondesbury Lodge | Care Home Service | Adults With Nursing |

## Service: Brondesbury Lodge

### Service summary

|                                                                                                      |                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Type                                                                                         | Care Home Service                                                                                                                                                                                                                                                                                                                                   |
| Type of Care                                                                                         | Adults With Nursing                                                                                                                                                                                                                                                                                                                                 |
| Approval Date                                                                                        | 28/08/2018                                                                                                                                                                                                                                                                                                                                          |
| Maximum number of places                                                                             | 32                                                                                                                                                                                                                                                                                                                                                  |
| Service Conditions                                                                                   | <ul style="list-style-type: none"><li>• The responsible individual for this service is Jagdip Singh Guram</li><li>• A maximum of 32 individuals can be accommodated at this service</li><li>• Brondesbury Lodge Limited is registered to provide a Care Home Service at Brondesbury Lodge BRONDESBURY LODGE, HEOL DERW, CARDIGAN SA43 1NH</li></ul> |
| How many people in total did the service provide care and support to during the last financial year? | 54                                                                                                                                                                                                                                                                                                                                                  |

### Service management

|                           |              |
|---------------------------|--------------|
| Responsible Individual(s) | Jagdip Guram |
| Manager(s)                | Jolly Joseph |

### Service contact details

|                               |                                                                  |
|-------------------------------|------------------------------------------------------------------|
| Service Telephone Number      | <a href="tel:01239615427">01239615427</a>                        |
| Service Contact Email Address | <a href="mailto:bronlodge@yahoo.co.uk">bronlodge@yahoo.co.uk</a> |

### 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             | <ul style="list-style-type: none"><li>• Polish</li><li>• Malayalam</li><li>• Hindi</li><li>• Nigerian</li><li>• Welsh</li></ul>                                                                                                                                                                                                                                                                       |
| Non-verbal communication methods used at the service             | <ul style="list-style-type: none"><li>• Objects of reference</li><li>• Picture Exchange Communication System (PECS)</li><li>• Assistive Technology</li><li>• Lipreading</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</li></ul> |

### Service facilities and accommodation

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 3</li><li>• Number of bedrooms with en-suite facilities: 9</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 2</li><li>• Number of single bedrooms: 28</li></ul> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Quiet areas
- Spa / hot tub
- TV point
- Wheelchair access
- Wildlife / domesticated animals
- Woodland / ponds

## Engagement with people using the service

Quality assurance surveys are completed bi-annually consulting service users, families and professionals regarding the quality of service provided. Participants are invited to comment on a number of areas including the homes commitment to supporting well-being & good health outcomes, choices are given and voices are heard, providing an environment that protects service users from neglect & abuse and supporting people to achieve personal outcomes. Results are analysed and action plans produced accordingly. In addition, regular meetings are held with residents, giving them the opportunity to express their views, raise any issues and share general feedback about the home the home in which they live.

## 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? | £957     |
| The maximum weekly fee payable during the last financial year? | £1363.46 |

## 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) | 34 |
|--------------------------------------------------------------------------------|----|

## 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) | 4                    | 1               |
| Senior Care Worker                      | 6                    | 0               |
| Care Worker                             | 16                   | 0               |
| Domestic staff                          | 2                    | 0               |
| Catering staff                          | 4                    | 0               |
| Other Staff                             | 5                    | 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 |
| 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        |
| 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                          | 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 |
| 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                          | Not relevant to this staff group | All staff have completed |
| Other Staff                             | Not relevant to this staff group | 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         | Working towards all staff completing |
| Senior Care Worker                      | Not relevant to this staff group | Working towards all staff completing |
| Care Worker                             | Not relevant to this staff group | 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             | All staff have completed         |
| Deputy Manager                          | 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                          | Not relevant to this staff group     | All staff have completed         |
| 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                 |
| Registered Nurse (1+ Years in Practice) | 4                      | 0                                  | 0                 |
| Senior Care Worker                      | 6                      | 0                                  | 0                 |
| Care Worker                             | 16                     | 0                                  | 0                 |
| Domestic staff                          | 2                      | 0                                  | 0                 |
| Catering staff                          | 4                      | 0                                  | 0                 |
| Other 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                                              |
| 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                                              |
| Other Staff                             | 0                        | 1                                              |

### 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) | 4                      | 0                      |
| Senior Care Worker                      | 5                      | 1                      |
| Care Worker                             | 15                     | 1                      |
| Domestic staff                          | 1                      | 1                      |
| Catering staff                          | 2                      | 2                      |
| Other Staff                             | 1                      | 4                      |

#### Staff qualifications

| Role type                               | Hold required qualification | Working towards required qualification - not apprenticeship |
|-----------------------------------------|-----------------------------|-------------------------------------------------------------|
| Manager                                 | 1                           | 0                                                           |
| Deputy Manager                          | 1                           | 0                                                           |
| Registered Nurse (1+ Years in Practice) | 4                           | 0                                                           |
| Senior Care Worker                      | 5                           | 1                                                           |
| Care Worker                             | 6                           | 4                                                           |
| Domestic staff                          | 0                           | 0                                                           |
| Catering staff                          | 3                           | 0                                                           |
| Other Staff                             | 4                           | 0                                                           |

#### Typical shift patterns

| Role type                               | Typical shift patterns                                                                                                                          |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Registered Nurse (1+ Years in Practice) | Early Shift 07.00 - 14.30 1-2 staff, Late Shift 13.45 - 21.15 1-2 staff, Night Shift 20.30 - 07.30 1 staff                                      |
| Senior Care Worker                      | Early Shift 07.00 - 14.00 1-2 staff, Late Shift 13.45 - 20.45 1-2 staff, Long Day 07.30 - 20.45 1-2 staff, Night Shift 20.30 - 07.30 1-2 staff. |
| Care Worker                             | Early Shift 07.00 - 14.00 1-2 staff, Late Shift 13.45 - 20.45 1-2 staff, Long Day 07.30 - 20.45 2-4 staff, Night Shift 20.30 - 07.30 2-3 staff. |