

Mountcare Residential 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: Mountcare Residential Limited

Provider summary

The provider was registered on:	19/09/2025
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.	The provider has identified both mandatory and specific training that staff members complete on induction and refresher training that is completed annually. Staff members receive training in Positive Behaviour Management. The provider has also identified clinical training provided by an external provider that staff members attend. The management team attend training in the Trauma Recovery model. The provider keeps provision of training under regular review.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The provider utilises safe and robust recruitment processes for the home. Staff members receive regular supervisions and annual appraisals. Staff members take part in periodic surveys, focused on health, well-being and satisfaction within their roles. This information is used to improve services, from an employment perspective.

Regulated services delivered by this provider

Service name	Service type	Type of care
Ingleside	Care Home Service	Childrens Home

Service: Ingleside

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/09/2025
Maximum number of places	4
Service Conditions	- A maximum of 4 individuals can be accommodated at this service. - The responsible individual for this service is Tom Neil Hutchinson
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Tom Hutchinson
Manager(s)	Helen Rees

Service contact details

Service Telephone Number	01492 530381
Service Contact Email Address	tnhutchinson@rydalpenrhos.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	There are no other languages used at the service
Non-verbal communication methods used at the service	- Writing (Paper / Whiteboards) - Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

- Access to minibuss 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: 0 - Number of communal lounges: 2 - Number of dining rooms: 0 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Quiet areas - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Individual monthly meetings are held with each child where a range of information is discussed related to their care, support and wellbeing. The views of children are also gathered through anonymous questionnaires, which are part of the quality of care review process. Good relationships have been built with the young people and they have input in day to day decisions in the home

Compliance and quality statement

Not Inspected - Improvements Underway We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act.
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We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	8
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	3	0
Care Worker	6	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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

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
Senior Care Worker	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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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

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
Senior Care Worker	3	0	0
Care Worker	5	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
Senior Care Worker	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
Senior Care Worker	3	0
Care Worker	5	1

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
Senior Care Worker	0	3
Care Worker	0	3

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08.00 - 22.30 plus sleep in. There is a senior or person acting in this role on each shift
Care Worker	08.00 - 22.30 plus sleep in. 2 staff on shift but only 1 sleeps in

