

# Thistle Court Ops 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.

## Contents

---

### [Provider: Thistle Court Ops Ltd.](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: Thistle Court Nursing Home](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

## Provider: Thistle Court Ops Ltd.

### Provider summary

The provider was registered on:	28/10/2019
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	mandatory training is managed via a matrix, 12 monthly refreshers expected . induction is the first 12 weeks of employment, this feeds in to social care Wales registration by 6 months for all care staff, clinical training matrix supports clinical training , needs are identified through Page of the day, Accident and incident reviews, supervisions, reflective accounts, themes and trends outside of mandatory training requirements. face to face days 2x yearly to merge homes and share good practices
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	recruitment offering good rates of pay, refer a friend, house hold model, welfare support for staff, family environment, support with external registrations and retention- we have our welfare support services, face to face training days at ECA, leadership training, support with revalidation and SCW registration, ability to work in an environment where individuality is promoted and the team thinks outside the box

### Regulated services delivered by this provider

Service name	Service type	Type of care
Thistle Court Nursing Home	Care Home Service	Adults With Nursing

## Service: Thistle Court Nursing Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	28/10/2019
<b>Maximum number of places</b>	37
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Tracey Greenwood</li><li>• A maximum of 37 individuals can be accommodated at this service</li><li>• Thistle Court Ops Ltd is registered to provide a Care Home Service at Thistle Court Nursing Home, Thistle Court Ty Canol, Cwmbran NP44 6JD</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	35

### Service management

<b>Responsible Individual(s)</b>	Tracey Greenwood
<b>Manager(s)</b>	sarah butfield

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01633877572">01633 877572</a>
<b>Service Contact Email Address</b>	<a href="mailto:info@thistlecourtcarehome.com">info@thistlecourtcarehome.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Writing (Paper / Whiteboards)</li><li>• Objects of reference</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Bar / Café</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 4</li><li>• Number of bedrooms with en-suite facilities: 24</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 0</li><li>• Number of shared bedrooms: 1</li><li>• Number of single bedrooms: 36</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• Sensory areas</li><li>• TV point</li><li>• Wheelchair access</li></ul>
---

## Engagement with people using the service

we implemented quarterly meetings to include relatives and family members and staff these are now booked in every 12 weeks and some additional meetings may happen between., staff had a staff survey in February and we are working on a relative and family member survey to go out newsletter has been started quarterly and is a great feedback and communication tool. regular care plan reviews, FNC reviews and contact made with relatives and those that live at the home

## 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?	£968.76
The maximum weekly fee payable during the last financial year?	£3453.97

## 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)	42.50
--	-------

## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Nursing Assistant / Auxiliary Nurse	3	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	6	0
Care Worker	24	4
Domestic staff	4	0
Catering staff	4	0
Other Staff	4	0

## Training undertaken

## Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Care Worker	Not relevant to this staff group	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

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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

#### 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
Nursing Assistant / Auxiliary Nurse	2	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Care Worker	19	0	0
Domestic staff	4	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
Nursing Assistant / Auxiliary Nurse	0	1
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	2
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
Nursing Assistant / Auxiliary Nurse	2	1
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	2	4
Care Worker	17	7
Domestic staff	0	4
Catering staff	0	4
Other Staff	2	2

#### 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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	8am-8pm + 8pm-8am
Registered Nurse (First Year in Practice)	8am-8pm + 8pm-8am
Registered Nurse (1+ Years in Practice)	8am-8pm + 8pm-8am
Care Worker	8am-8pm + 8pm-8am