

ALASTAIR HOUSE 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: ALASTAIR HOUSE LIMITED

Provider summary

The provider was registered on:	23/05/2018
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.	The Registered Manager is responsible for allocating all necessary training to staff based on current needs. A training matrix is created for each employee and is reviewed every month to ensure that training requirements are met. Staff are required to complete their mandatory training during their induction period. If additional training is identified, the Manager ensures it is implemented. Staff have access to two training platforms—Bright Safe and Social Care TV.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff recruitment is conducted through Indeed and Oromah International Agencies to attract both local and overseas candidates. To support staff retention, employees are offered contracted hours alongside flexible shift patterns, promoting a healthy work-life balance. Ongoing support is provided through structured three-monthly supervisions and annual appraisals. These supervisions are designed not only to monitor performance but also to support staff with training opportunities.

Regulated services delivered by this provider

Service name	Service type	Type of care
Alastair House	Care Home Service	Adults Without Nursing

Service: Alastair House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/05/2018
Maximum number of places	15
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Adeel Khalid• A maximum of 15 individuals can be accommodated at this service• ALASTAIR HOUSE LIMITED is registered to provide a Care Home Service at ALASTAIR HOUSE ALASTAIR NURSING HOME, 13-15, FORYD ROAD, RHYL LL18 5BA
How many people in total did the service provide care and support to during the last financial year?	14

Service management

Responsible Individual(s)	Adeel Khalid
Manager(s)	Karen Chester King

Service contact details

Service Telephone Number	01745334560
Service Contact Email Address	mrk@alastairhouse.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	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 1• Number of single bedrooms: 14• On-site parking• Outdoor seating / entertainment area• Residents' kitchenette / communal kitchen• Stairlift• TV point• Wheelchair access
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Engagement with people using the service

<p>The service actively uses Facebook to promote its offerings and share special moments with families and relatives. With full consent from service users and their families, photos and videos are uploaded to social media to highlight daily life and events within the home. Special occasions such as public holidays are celebrated with pride through organised parties and themed events, creating memorable experiences for all. Additionally, service users' birthdays are joyfully marked, with pictures and videos capturing these cherished celebrations. There is now new brochures and leaflets for families and the community.</p>

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?	£995.33
The maximum weekly fee payable during the last financial year?	£995.33

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)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	7	0
Domestic staff	2	0
Catering staff	1	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
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

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Not relevant to this staff group	Working towards all staff completing

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	Not relevant to this staff group	Not relevant to this staff group

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering 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
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

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
Senior Care Worker	0	2	0
Care Worker	0	7	0
Domestic staff	2	0	0
Catering staff	1	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
Senior Care Worker	0	1
Care Worker	0	0
Domestic staff	0	0
Catering 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
Senior Care Worker	2	1
Care Worker	5	2
Domestic staff	0	2
Catering staff	0	1

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	3	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	1	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 staff Day shift 8am-8pm. 1 staff Night Shift 8pm-8am
Care Worker	2 staff 8am-8pm 1 staff 8pm-8am