

Amman Care Services 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: Amman Care Services Ltd

Provider summary

The provider was registered on:	29/11/2018
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.	Organisational oversight and review, quality management systems for the purposes of recording and reviewing Staff training needs .Key personnel, and policies and procedures are in place to ensure that our staff training programme complies with all Social Care Wales Registration and Qualifications requirements, including the All-Wales Induction Framework (AWIF) training and competency requirements. This is regularly reviewed by senior managers and programmes are established with key stakeholder.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Organisational oversight ,review and partnership working with local recruitment agents. Designated staff, bespoke policies and procedures to facilitate the effective management of staffing needs. Systems of review to ensure the quality and continuity of staffing. Key stakeholder engagement in the running of the service. Competitive rates of pay. Staff benefit programs, health insurance, physical and mental health support by inhouse Wellbeing officers and external specialist providers, BUPA.

Regulated services delivered by this provider

Service name	Service type	Type of care
Carenydd Support Services	Domiciliary Support Service	None
The Lodge	Care Home Service	Adults Without Nursing

Service: The Lodge

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/11/2018
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• A maximum of 6 individuals can be accommodated at this service• Amman Care Services Ltd is registered to provide a Care Home Service at The Lodge 10 STATION ROAD, GLANAMMAN, AMMANFORD SA18 1LQ• The responsible individual for this service is Alun Stefan Nurse
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Alun Nurse
Manager(s)	Elizabeth Rees

Service contact details

Service Telephone Number	01269 822390
Service Contact Email Address	stefan.nurse@ammancare.org.uk

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

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 6• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 6• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access

Engagement with people using the service

<p>The service endeavours to facilitate communication with service users, and foster an environment and relationships where communication flourishes. Communication happens organically and arrangements are made for more formal communication, enabling access to a wide array of individuals from support workers, managers, consultants, professionals and advocates. Individuals are encouraged to participate fully in reviews and our wellbeing officer visits premises regularly and engages with service users on matters that have meaning to them. This information feeds back</p>

into care management and Quality Management systems to ensure that matters are acted upon in a timely manner and service improvement is facilitated. Forums are established and maintained like house meetings and facilitated gatherings. Communication is a two-way process and information is delivered in an understandable way for the particular recipient. Time and effort are taken to ensure that information is understood.

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?	£957.35
The maximum weekly fee payable during the last financial year?	£2247.12

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)	15.50
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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	5	0
Care Worker	9	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

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	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
Senior Care Worker	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
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

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

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	5	0	0
Care Worker	9	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	0
Care Worker	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	5	0
Care Worker	7	2

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
Senior Care Worker	0	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	A 'day Shift' comprises the hours of work between -7:00 and 22:00hrs, there are 5-6 members of staff employed during the day and is dependent upon service needs, appointments, activities etc. The service operates a waking night one member of staff, and two sleeping night staff.(22:00-07:00)
Care Worker	A 'day Shift' comprises the hours of work between -7:00 and 22:00hrs, there are 5-6 members of staff employed during the day and is dependent upon service needs, appointments, activities etc. The service operates a waking night one member of staff, and two sleeping night staff.(22:00-07:00)

Service: Carenydd Support Services

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/12/2018
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">Amman Care Services Ltd is registered to provide a domiciliary support service in West Wales regional partnership areaThe responsible individual for this service is Alun Stefan Nurse
How many people in total did the service provide care and support to during the last financial year?	25

Service management

Responsible Individual(s)	Alun Nurse
Manager(s)	Elizabeth Rees

Service contact details

Service Telephone Number	01269822390
Service Contact Email Address	info@ammancare.org.uk

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

Engagement with people using the service

<p>The service endeavours to promote open communication with stakeholders and cultivate relationships where meaningful dialogue can thrive. Informal communication is fostered and can occur naturally, while formal arrangements ensure access to support workers, managers, professionals and advocates. Individuals are encouraged to take an active part in reviews; service officers and staff visit regularly and engage with service users on what matters to them. Feedback is recorded and fed into a care and quality systems, acted on promptly to support individual needs and assist in service improvement. Regular forums, such as house meetings and facilitated gatherings occur and are scheduled. Communication is seen as two way and information is provided in an easy to understand formats with time taken to confirm individual comprehension; independent advocacy is offered and encouraged where needed/wanted.</p>

Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22
The maximum hourly rate payable during the last financial year?	£23.15

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	12	0
Care Worker	39	0
Planner	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	Working towards all staff completing	Working towards all staff completing
Planner	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	Working towards all staff completing	Working towards all staff completing
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	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
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
Planner	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
Deputy Manager	2	0	0
Senior Care Worker	12	0	0
Care Worker	39	0	0
Planner	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	0
Care Worker	0	0
Planner	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	2	0
Senior Care Worker	12	0
Care Worker	29	10
Planner	1	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	2	0
Senior Care Worker	12	0
Care Worker	39	0
Planner	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
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	The service supports several supported living services, ranging from small to large premises, and varying needs and individual complexities. Shift patterns and staffing levels, as a consequence, are tailored to individual needs. Some services require waking night staff, others sleeping night staff, or a combination. Day shifts typically run 08:00–20:00 and night shifts 22:00–07:00, though times may vary to meet specific needs and cover peak activity. Daytime staffing averages four people; all services have at least one sleeping night staff, with more complex services also providing waking night staff.
Care Worker	The service supports several supported living services, ranging from small to large premises, and varying needs and individual complexities. Shift patterns and staffing levels, as a consequence, are tailored to individual needs. Some services require waking night staff, others sleeping night staff, or a combination. Day shifts typically run 08:00–20:00 and night shifts 22:00–07:00, though times may vary to meet specific needs and cover peak activity. Daytime staffing averages four people; all services have at least one sleeping night staff, with more complex services also providing waking night staff.