

Hebron Hall 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 summary

| | |
|---|--|
| The provider was registered on: | 11/07/2018 |
| 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. | <p>A staff review is held monthly, all care staff have to achieve or begin training for a QCF Level 2 in Health & Social Care. All Team Leaders need to achieve or be in training for QCF Level 3 Health &</p> <p>Social Care Diploma (supervised until they achieve this) All training is provided by instructors who visit on site & staff are paid to attend.</p> <p>Staff supported if they wish to pursue a higher level than the min reqd.</p> <p>All report progress to management weekly, and pay is increased upon qualification</p> |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | <p>We place adds locally for staff when needed, and enjoy a v. high retention level (90%)</p> <p>Staff wages are reviewed constantly with an annual increase level or rewarded with increases for exemplary service. Qualified staff are paid in excess of the Real Living Wage.</p> <p>Equivalent wages in our area are monitored and matched or exceeded.</p> <p>No cost is made for training, which is offered and encouraged & time paid for.</p> <p>Staff are provided with a free meals if working during meal times</p> |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|------------------------|---------------------|------------------------|
| Bethel House Care Home | Care Home Service | Adults Without Nursing |

Service: Bethel House Care Home

Service summary

| | |
|---|--|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 11/07/2018 |
| Maximum number of places | 39 |
| Service Conditions | <ul style="list-style-type: none">• The responsible individual for this service is Colin Howard Jardine• A maximum of 39 individuals can be accommodated at this service• Hebron Hall Limited is registered to provide a Care Home Service at Bethel House Care Home HEBRON HALL CHRISTIAN CENTRE, CROSS COMMON ROAD, DINAS POWYS CF64 4YB |
| How many people in total did the service provide care and support to during the last financial year? | 65 |

Service management

| | |
|----------------------------------|-----------------------|
| Responsible Individual(s) | Colin Jardine |
| Manager(s) | Michaela Westmoreland |

Service contact details

| | |
|--------------------------------------|--|
| Service Telephone Number | 02920513162 |
| Service Contact Email Address | bethelcare@hebronhall.org |

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">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Garden(s)• Gym / sports facilities• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 21• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 2• Number of single bedrooms: 35• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• Stairlift• TV point• Wheelchair access |
|---|

Engagement with people using the service

Residents are spoken to by the RI regularly, and by managers at least once daily to check everything is well. Family members are encouraged to ask about their family members and are engaged in conversation when they visit or by phone if and when necessary

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? | £980.72 |
| The maximum weekly fee payable during the last financial year? | £1141.95 |

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) | 28 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 1 | 0 |
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 2 | 0 |
| Care Worker | 28 | 0 |
| Domestic staff | 11 | 0 |
| Catering staff | 2 | 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 | 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 |

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 |
| Domestic staff | All staff have completed | All staff have completed |
| Catering 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 |
| 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 |

Medicine Management and Dementia

| Role type | Medicine Management | Dementia |
|--------------------|--------------------------------------|--------------------------------------|
| Manager | All staff have completed | Working towards all staff completing |
| Deputy Manager | Working towards all staff completing | Working towards all staff completing |
| Senior Care Worker | All staff have completed | Working towards all staff completing |
| Care Worker | All staff have completed | 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 |

Positive Behaviour Management and Food Hygiene

| Role type | Positive Behaviour Management | Food Hygiene |
|--------------------|----------------------------------|----------------------------------|
| Manager | All staff have completed | Not relevant to this staff group |
| Deputy 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 | 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 |

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 | 2 | 0 | 0 |
| Care Worker | 22 | 0 | 0 |
| Domestic staff | 9 | 0 | 0 |
| Catering staff | 2 | 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 | 6 |
| Domestic staff | 0 | 2 |
| 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 | 0 |
| Care Worker | 4 | 24 |
| Domestic staff | 2 | 9 |
| Catering staff | 2 | 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 | 0 | 1 |
| Senior Care Worker | 2 | 0 |
| Care Worker | 23 | 5 |
| Domestic staff | 0 | 0 |
| Catering staff | 1 | 1 |

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 |
| Domestic staff | 0 | 11 |
| Catering staff | 0 | 0 |

Typical shift patterns

| Role type | Typical shift patterns |
|--------------------|---|
| Senior Care Worker | Normal day shift : 8.30-16.30 but on calls will be around the clock 7 days a week |
| Care Worker | Shifts consist of 7am-14.30/ 14.00-21.30 & Night shift is 21.15-8am. The handover periods ensure a safe transition of shifts. |