

Eriskay residential Care 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: Eriskay residential Care LTD

Provider summary

The provider was registered on:	01/10/2018
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.	All staff have been required to remain compliant with the mandatory online training, this ensures the basic and specific training of care for our residents are covered. Refreshers are required and management ensure compliance is high. Senior staff members have also completed 'train the trainer' courses. There have been no significant changes with resident group that has required training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	During the last financial year, the service maintained a stable and consistent staff team, which has supported continuity of care and positive outcomes for individuals. To strengthen staffing capacity, the service successfully sponsored two additional staff members who have since joined in full-time employment as well as a new manager. All appropriate recruitment procedures and pre-employment checks were completed for new staff, ensuring compliance with regulatory requirements and safeguarding.

Regulated services delivered by this provider

Service name	Service type	Type of care
Eriskay	Care Home Service	Adults Without Nursing

Service: Eriskay

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Maximum number of places	6
Service Conditions	- The responsible individual for this service is Rhiannon Bailey - A maximum of 6 individuals can be accommodated at this service - Eriskay residential Care LTD is registered to provide a Care Home Service at ERISKAY, CHEPSTOW NP16 6ND
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Rhiannon Bailey
Manager(s)	Joanna Perkins

Service contact details

Service Telephone Number	01600860452
Service Contact Email Address	joanna@eriskaycare.co.uk

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

- 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 - Number of bathrooms with assisted bathing facilities: 3 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 6 - On-site parking - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - Sensory areas - TV point

Engagement with people using the service

People who use the service are consulted through a person-centred and observational approach, as they do not have the capacity to formally provide feedback. Staff closely monitor individuals' behaviours, emotional wellbeing, and responses to their environment, activities, and daily interactions to understand their preferences, comfort, and any areas for improvement. These observations are recorded and reviewed regularly to inform care planning and service development. In addition, the service completes regular audits and quality of care reviews to assess standards and identify opportunities for improvement. Feedback is actively sought from families, advocates, and external professionals through ongoing communication, meetings, and reviews. Staff input is also valued through team discussions and supervision. This combined approach ensures continuous improvement while maintaining safe, responsive, and person-centred care.
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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?	£2384.52
The maximum weekly fee payable during the last financial year?	£2716.62

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)	11
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	10	0
Other Staff	1	0

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
Other Staff	All staff have completed	Not relevant to this staff group

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
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
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
Other 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Other 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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	1	0	0
Care Worker	10	0	0
Other 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
Senior Care Worker	0	0
Care Worker	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
Senior Care Worker	0	1
Care Worker	8	2
Other Staff	0	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	1	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	mix of same as support workers and 09:00-17:00
Care Worker	day shift 08:00-21:00 and night shift 21:00 - 08:00 as well as a sleep-in shift for night. And 08:00-16:00