

Amethyst Healthcare 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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Fees charged by the service
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Provider: Amethyst Healthcare Ltd

Provider summary

The provider was registered on:	09/04/2019
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.	Governance Meetings Weekly 1:1 RI and Managers RI visits Training Matrix Online and face to face induction Two Managers hold Train the Trainer Certificate External trainer for identified face to face and bespoke training Online Training for mandatory and specific training Provider for H&S Care qualification Discussed at supervisions and appraisals Suggestion boxes Confidential questionnaires 6 monthly Training statistics analysed monthly Preadmissions assessments Local Authority and SCW
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Jobs Fayres & Job Centres Independent Recruitment Manager Glass Door, Indeed, Total Jobs Robust induction & probation Monthly supervisions for the first 3 months of employment RI & Managers are Ambassadors for WeCare Wales Supervisions Appraisals Team meetings Exit interview Word of mouth Staff recommendation Staff Incentives • Staff Extra Mile Award • Long Service Award • Free meals and drinks for staff • Discount card from a contracted supplier • SCW Care Worker Card • Blue Light card

Regulated services delivered by this provider

Service name	Service type	Type of care
Primrose Cottage	Care Home Service	Adults Without Nursing
Pear Tree Cottage	Care Home Service	Adults With Nursing
The Willows	Care Home Service	Adults Without Nursing
Hillstone House	Care Home Service	Adults Without Nursing
Bluebell House	Care Home Service	Adults Without Nursing

Service: The Willows

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/04/2019
Maximum number of places	4
Service Conditions	• The responsible individual for this service is Helen Maria Randall • A maximum of 4 individuals can be accommodated at this service • Amethyst Healthcare Ltd is registered to provide a Care Home Service at The Willows
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Helen Randall
Manager(s)	Tom Nation

Service contact details

Service Telephone Number	01656659933
Service Contact Email Address	tom@ahcare.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	• Welsh
Non-verbal communication methods used at the service	• Non-formal communication (e.g. body language, facial expressions) • Signalong • Social Stories • Lipreading

Service facilities and accommodation

• Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Internet access • Laundry service • Near public transport • Number of bathrooms with assisted bathing facilities: 0 • Number of bedrooms with en-suite facilities: 3 • Number of communal lounges: 1 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 4 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Phone point • Quiet areas • Residents' kitchenette / communal kitchen • Sensory areas • TV point • Wheelchair access • Wildlife / domesticated animals

Engagement with people using the service

Daily interaction between Manager and staff discussing individual choices and concerns, building an open, transparent and trusting relationship Six monthly questionnaires to improve current practice Keyworker system to build closer connections between staff and Residents Resident weekly activity and outing planning meeting to provide choice. Residents are involved their own food shopping and preparation Residents are encouraged to help with housework and laundry depending on their ability and choice Weekly "House Meetings" Residents choose their own menu A Resident Workshop is in place to produce a 3 monthly newsletter which is distributed to to loved ones and stakeholders. Residents are encouraged to attend interviews for new staff members and have also provided questions to be asked RI three monthly Reg 73 visits where 1:1 time is spent with a resident encouraging feedback Unannounced RI visits where 1:1 time is spent with a resident encouraging feedback Use of DoLS Advocate

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?	£2683.54
The maximum weekly fee payable during the last financial year?	£5676.04

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)	6
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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	5	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

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	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
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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Senior Care Worker	1	0	0
Care Worker	5	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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	1	0
Care Worker	4	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	4	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 08:00-20:00 1 staff
Care Worker	1 sleep shift 22:00-10:00 1 day shift 10:00-22:00 1 day shift 08:00-20:00

Service: Hillstone House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/04/2019
Maximum number of places	8
Service Conditions	- The responsible individual for this service is Helen Maria Randall - A maximum of 8 individuals can be accommodated at this service - Amethyst Healthcare Ltd is registered to provide a Care Home Service at Hillstone House
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Helen Randall
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01446742281
Service Contact Email Address	office@ahcare.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	Welsh
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) - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 8 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 8 - On-site parking - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen - Stairlift - TV point - Wheelchair access - Wildlife / domesticated animals

Engagement with people using the service

NA. House closed for refurbishment and all residents moved permanently to Primrose Cottage
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Compliance and quality statement

Not Inspected - Strong Internal Checks
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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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	0
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Service: Bluebell House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/04/2019
Maximum number of places	3
Service Conditions	• The responsible individual for this service is Helen Maria Randall • A maximum of 3 individuals can be accommodated at this service • Amethyst Healthcare Ltd is registered to provide a Care Home Service at Bluebell House
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Helen Randall
Manager(s)	Sian elizabeth Kedward

Service contact details

Service Telephone Number	01446730214
Service Contact Email Address	sian@ahcare.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	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards) • Non-formal communication (e.g. body language, facial expressions) • Signalong • Social Stories

Service facilities and accommodation

• Access to minibus or other transport • 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: 0 • Number of communal lounges: 1 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 3 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • TV point • Wheelchair access • Wildlife / domesticated animals

Engagement with people using the service

Daily interaction between Manager and staff discussing individual choices and concerns, building an open, transparent and trusting relationship Six monthly questionnaires to improve current practice Keyworker system to build closer connections between staff and Residents Resident weekly activity and outing planning meeting to provide choice. Residents are involved their own food shopping and preparation Residents are encouraged to help with housework and laundry depending on their ability and choice Weekly "House Meetings" Residents choose their own menu A Resident Workshop is in place to produce a 3 monthly newsletter which is distributed to to loved ones and stakeholders. Residents are encouraged to attend interviews for new staff members and have also provided questions to be asked RI three monthly Reg 73 visits where 1:1 time is spent with a resident encouraging feedback Unannounced RI visits where 1:1 time is spent with a resident encouraging feedback Use of DoLS Advocate

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?	£2715.90
The maximum weekly fee payable during the last financial year?	£5180.54

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)	4
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	3	0
Care Worker	5	2

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

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

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	3	0	0
Care Worker	5	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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	2	1
Care Worker	2	3

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	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 day shift 08:00-20:00
Care Worker	1 day shift 10:00-22:00 1 day shift 08:00-20:00 1 sleep shift 22:00-10:00 1 night shift 08:00-20:00

Service: Primrose Cottage

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/09/2023
Maximum number of places	3
Service Conditions	- The responsible individual for this service is Helen Maria Randall - A maximum of 3 individuals can be accommodated at this service. - Amethyst Healthcare Ltd is registered to provide a Care Home Service at Primrose Cottage 27 Pencoedtre Road, Barry, CF63 1SD
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Helen Randall
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01446 502551
Service Contact Email Address	sian@ahcare.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	- Non-formal communication (e.g. body language, facial expressions) - Signalong - Social Stories - Writing (Paper / Whiteboards)

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - 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: 0 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 3 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Quiet areas - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Daily interaction between Manager and staff discussing individual choices and concerns, building an open, transparent and trusting relationship Six monthly questionnaires to improve current practice Keyworker system to build closer connections between staff and Residents Resident weekly activity and outing planning meeting to provide choice.

Residents are involved their own food shopping and preparation Residents are encouraged to help with housework and laundry depending on their ability and choice Weekly "House Meetings" Residents choose their own menu A Resident Workshop is in place to produce a 3 monthly newsletter which is distributed to to loved ones and stakeholders. Residents are encouraged to attend interviews for new staff members and have also provided questions to be asked RI three monthly Reg 73 visits where 1:1 time is spent with a resident encouraging feedback Unannounced RI visits where 1:1 time is spent with a resident encouraging feedback Use of DoLS Advocate

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?	£3453.07
The maximum weekly fee payable during the last financial year?	£3939.17

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)	3
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	5	2

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	Working towards all staff completing

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	Working towards all staff completing	Working towards all staff completing

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

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

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	Working towards all staff completing	Working towards all staff completing

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	2	0	0
Care Worker	5	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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	2	0
Care Worker	1	4

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	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 day shift 08:00-20:00 1 day shift 10:00-22:00
Care Worker	1 night shift 22:00-10:00 1 sleep shift 8:00-20:00 1 dayshift 08:00-14:00 1 day shift 14:00-20:00 1 day shift 0:08-20:00

Service: Pear Tree Cottage

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	25/07/2025
Maximum number of places	4
Service Conditions	• The responsible individual for this service is Helen Maria Randall • A maximum of 4 individuals can be accommodated at this service. • Amethyst Healthcare Ltd is registered to provide a Care Home Service at Pear Tree Cottage 19 Ewenny Close, Barry, CF63 1QN
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Helen Randall
Manager(s)	Tom Nation

Service contact details

Service Telephone Number	01446 500990
Service Contact Email Address	tom@ahcare.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	• Lipreading • Non-formal communication (e.g. body language, facial expressions) • Signalong • Social Stories • Writing (Paper / Whiteboards)

Service facilities and accommodation

• 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: 0 • Number of communal lounges: 1 • Number of dining rooms: 0 • Number of shared bedrooms: 0 • Number of single bedrooms: 4 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • TV point • Wheelchair access • Wildlife / domesticated animals
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Engagement with people using the service

Pear Tree was not open for the period April 2025 - March 31st 2026

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?	£0
The maximum weekly fee payable during the last financial year?	£0

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)	0
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