

Bryn Melyn Care 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.

Contents

[Provider: Bryn Melyn Care Limited](#)

- [Provider summary](#)
- [Training and workforce planning arrangements](#)
- [Regulated services delivered by this provider](#)

[Service: Lychgate](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Service facilities and accommodation](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

[Service: Medway](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Service facilities and accommodation](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

Provider: Bryn Melyn Care Limited

Provider summary

The provider was registered on:	24/10/2018
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.	<p>The company have an online training system and also a series of face to face training sessions that are separated into Mandatory and Extra sessions. These are then reminded of when the expired</p> <p>Managers of homes ensure own training matrix to keep check of peoples progress and dates. We also work with the SCW CPD framework and ensure all staff adhere to keeping their personal training updated.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Manager is Safer Recruitment trained, we have a recruitment team centrally,</p> <p>HR team, the company reviews pay scales yearly inline with cost of living, exit interviews, compliance team, Independent visitors who speak to the team during visits and an Ri who visits and speak to the team also. We hold investors in people Gold award company incentives for staff retention has greatly improved</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Lychgate	Care Home Service	Childrens Home
Medway	Care Home Service	Childrens Home

Service: Lychgate

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/10/2018
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Tracey Jayne EvansA maximum of 3 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Tracey Evans
Manager(s)	Amy Parry

Service contact details

Service Telephone Number	01948800440
Service Contact Email Address	emma.williams@keys-group.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

<ul style="list-style-type: none">Access to minibus or other transportGarden(s)Internet accessNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 6On-site parkingOutdoor play areaOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointTV point
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Engagement with people using the service

<p>We have found that capturing and evidencing the child's voice is hugely beneficial for not only we as a staff team but directly impacts the young people and in turn important for us to get this information across to the right professionals and ensure it is listened to. We have found this difficult at times due to many moving parts and social services being overloaded but we pride ourselves on fighting for the young people in our care and do this consistently. We also complete keyworkers to a high standard, weekly house meetings and record direct and indirect chats for and evidence this in the home. I would like to bring in some fresh ways to do this and share this with other relevant services that is non-intrusive, readily available and consistent for the young people to be able to quickly share concerns or wishes and feelings and be confident that they will be listened and that we are not just box ticking but to help them.</p>
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Compliance and quality statement

Inspected - Areas for Improvement Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to
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strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£4477.00
The maximum weekly fee payable during the last financial year?	£6400.00

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	1
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)	8
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Posts and vacancies

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

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	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
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	3	0
Care Worker	5	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	1	0
Senior Care Worker	3	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	5	5

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 days on 4 days off
Care Worker	2 days on 4 days off

Service: Medway

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/10/2018
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Tracey Jayne EvansA maximum of 2 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Tracey Evans
Manager(s)	Amy Tew, Michelle Adams

Service contact details

Service Telephone Number	01978438081
Service Contact Email Address	manager.medway@keys-group.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

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Internet accessNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 2Number of dining rooms: 0Number of shared bedrooms: 0Number of single bedrooms: 4On-site parkingOutdoor play areaOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointTV point
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Engagement with people using the service

Young people have a voice within the home through keyworker sessions which happen regularly with young people, we also hold regular house meetings to discuss plans within the home when completing any work in the home young people choose furniture and colour schemes to promote ownership. We also have an independent visitor that comes monthly who the young people can talk to.
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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?	£7408
The maximum weekly fee payable during the last financial year?	£7500

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	2	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	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	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	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	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

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	2	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	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	0

Full time v part time information

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

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	2 on 4 off
Care Worker	2 on 4 off