

Denbigh Care Group 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: Denbigh Care Group Limited

Provider summary

The provider was registered on:	06/09/2023
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.	As staff are recruited they are required to meet our minimal standard of training - the majority of this is completed on line. Dependent on their role they will then be required to be trained to the required level. Training requirements are linked to specific needs of residents which is reviewed quarterly and as residents are admitted. Annually through supervision and appraisal all existing staff are re quired to keep refresher training up to date - this is recorded on an excel matrix.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff are recruited generally by good reputation and networks with in the existing staff team. Retention is managed by ensuring good supervision, support and flexibility of rotas and shift delivery. The Registered Manager and Operations Manager have excellent relationships in the local area and attract staff easily. We pay competitive rates above the NLW and ensure staff are supported well at each shift.

Regulated services delivered by this provider

Service name	Service type	Type of care
Plas Eleri Nursing Home Denbigh Care Group Ltd	Care Home Service	Adults With Nursing

Service: Plas Eleri Nursing Home Denbigh Care Group Ltd

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	06/09/2023
Maximum number of places	34
Service Conditions	- A maximum of 34 individuals can be accommodated at this service. - Denbigh Care Group Limited is registered to provide a Care Home Service at Plas Eleri Nursing Home Denbigh Care Group Ltd Plas Eleri Care Home , Rhyl Road , Denbigh , LL16 5SU - The responsible individual for this service is Jeanette Willis
How many people in total did the service provide care and support to during the last financial year?	45

Service management

Responsible Individual(s)	Jeanette Willis
Manager(s)	Karen Clarke

Service contact details

Service Telephone Number	01745814613
Service Contact Email Address	manager@plaseleri.co.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	- Intensive interaction - Non-formal communication (e.g. body language, facial expressions) - Objects of reference - Signalong - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards)

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.) - Garden(s) - Hairdressing / beauty services - Internet access - Laundry service - Lifts - Near public transport - Number of bathrooms with assisted bathing facilities: 3 - Number of bedrooms with en-suite facilities: 4 - Number of communal lounges: 3 - Number of dining rooms: 1 - Number of shared bedrooms: 2 - Number of single bedrooms: 30 - On-site parking - Outdoor seating / entertainment area - Quiet areas - TV point - Wheelchair access

Engagement with people using the service

The RI visits the home regularly and speaks to residents who have capacity on each visit. Where residents do not have capacity, the RI communicates directly with family members if they are at the home or via email/telephone should they need to discuss issues in detail. Feedback from residents and family members is always positive, the home has made significant progress to refurbish. Family members have appreciated the improvements; they are clear that the fabric and look of the home is important, they have been complimentary about the operation of the home in particular the family feel of the home and that they are made to feel welcome. When a new resident or their family choose the home the chef speaks to the residents personally to discuss their preferences. There is a suggestion box which can be used by both families and staff. Suggestions are regularly reviewed and implemented. Family members and clients comment that the RI and management team are approachable and responsive.

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?	£1139.41
The maximum weekly fee payable during the last financial year?	£2896.45

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)	69
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	19	0
Senior Care Worker	4	0
Care Worker	30	0
Domestic staff	5	0
Catering staff	5	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other 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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	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
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (1+ Years in Practice)	6	0	0
Senior Care Worker	4	0	0
Care Worker	16	0	0
Domestic staff	5	0	0
Catering staff	4	0	0
Other Staff	3	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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	13	0
Senior Care Worker	0	0
Care Worker	14	0
Domestic staff	0	0
Catering staff	1	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
Supervisory Staff (not providing direct care)	0	1
Registered Nurse (1+ Years in Practice)	4	15
Senior Care Worker	4	0
Care Worker	5	25
Domestic staff	2	3
Catering staff	1	4
Other Staff	0	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	19	0
Senior Care Worker	4	0
Care Worker	13	17
Domestic staff	0	0
Catering staff	5	0
Other Staff	3	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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	8am-8:00pm 8pm-8:00am
Senior Care Worker	8am -2pm, 2pm-8pm 8am-8pm, 8am-10pm 2pm-10pm
Care Worker	8am -2pm, 2pm-8pm 8am-8pm, 8am-10pm 2pm-10pm