

# Sure Care (UK) Ltd

## Annual Return 2025/2026

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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**

<b>The provider was registered on:</b>	15/10/2018
<b>The following lists the provider conditions:</b>	There are no conditions associated to the provider

**Training and workforce planning arrangements**

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	<p>Main use of e-learning composed of mandatory and required training. Also staff are able to complete other training for professional development.</p> <p>Face to face training is provided for mandatory training such as Moving and handling, First aid, local area safeguarding.</p> <p>Additional professional development training is booked as and when needed via a variety of external training providers.</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>Positions available are advertised on Indeed and Facebook. Staff are provided with an induction tailored to the needs of the home.</p> <p>Skills Competencies are completed and professional development is offered to all staff. Recruitment is set at 5% over the staff level.</p> <p>Incentive is also offered such as paid break, extra pay for staff who are working extra hours.</p> <p>Care Agencies are used to maintain the correct level of staff as per dependency score of the home.</p>

**Regulated services delivered by this provider**

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Vyrnwy Nursing Home	Care Home Service	Adults With Nursing
Hafod House Rest Home	Care Home Service	Adults Without Nursing

## Service: Vyrnwy Nursing Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	15/10/2018
<b>Maximum number of places</b>	39
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 39 individuals can be accommodated at this service</li><li>• Sure Care (UK) Ltd is registered to provide a Care Home Service at Vyrnwy Nursing Home</li><li>• The responsible individual for this service is Sarbjit Singh Bedi</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	67

### Service management

<b>Responsible Individual(s)</b>	Sarbjit Bedi
<b>Manager(s)</b>	Jennifer Greenwood

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01691828626">01691828626</a>
<b>Service Contact Email Address</b>	<a href="mailto:vyrnwy.manager@surecaregroup.com">vyrnwy.manager@surecaregroup.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	There are no non verbal communication methods used at the service

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 2</li><li>• Number of bedrooms with en-suite facilities: 17</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 39</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

quality assurance questionnaires used with Residents and relatives, regular residents and relatives meetings. Feedback left on our E-reception, care plan reviews.
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### Compliance and quality statement

<b>Inspected - Delivering Quality Care</b> 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
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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?	£925
The maximum weekly fee payable during the last financial year?	£1485

### Complaints processed by the service

Total number of formal complaints made during the last financial year	7
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	7
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)	38
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	1
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	3	0
Care Worker	28	0
Domestic staff	6	0
Catering staff	5	0
Other Staff	4	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
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
Deputy 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	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
Other 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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
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
Deputy 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	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	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
Other Staff	Not relevant to this staff group	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
Deputy 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	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
Other Staff	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
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	3	0	0
Care Worker	24	0	0
Domestic staff	6	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	0	0
Care Worker	4	0
Domestic staff	0	0
Catering staff	0	1
Other Staff	0	1

### 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
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	4	1
Senior Care Worker	3	0
Care Worker	22	6
Domestic staff	5	1
Catering staff	4	1
Other Staff	3	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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	3	0
Care Worker	28	0
Domestic staff	0	0
Catering staff	2	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
Deputy 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	6
Catering staff	0	3
Other Staff	0	4

### Typical shift patterns

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Registered Nurse (1+ Years in Practice)</b>	12 hour shift 8am to 8pm day shift or 8pm to 8am night shift
<b>Senior Care Worker</b>	8am to 8pm day shift or 8pm to 8am night shift
<b>Care Worker</b>	8pm to 2pm or 8am to 8pm day shifts. 8pm to 8am night shift

## Service: Hafod House Rest Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	15/10/2018
<b>Maximum number of places</b>	25
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 25 individuals can be accommodated at this service</li><li>• Sure Care (UK) Ltd is registered to provide a Care Home Service at Hafod House Rest Home Hafod House Rest Home, Hafod , Ruabon, Wrexham LL14 6hf</li><li>• The responsible individual for this service is Sarbjit Singh Bedi</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	29

### Service management

<b>Responsible Individual(s)</b>	Sarbjit Bedi
<b>Manager(s)</b>	Armani Hammonds

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01978845442">01978845442</a>
<b>Service Contact Email Address</b>	<a href="mailto:hafod.manager@surecaregroup.com">hafod.manager@surecaregroup.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	There are no non verbal communication methods used at the service

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 4</li><li>• Number of bedrooms with en-suite facilities: 8</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 1</li><li>• Number of single bedrooms: 23</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Stairlift</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

<ul style="list-style-type: none"><li>- Quality Assurance Questionnaire's are provided to Residents, Family, Staff, Visitors and Professionals 6 monthly. -3</li><li>Monthly Resident and Relatives Meetings. -Regular communication with those using the service or involved. -</li><li>Carehome.co.uk and Google Reviews. -Relevant Policies and Posters displayed. -Care Plan review involvement.</li></ul>
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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?	£804.67
The maximum weekly fee payable during the last financial year?	£1540

## 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	0
Number of complaints not upheld	1

## Staff working at the service

### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	12
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## Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	0	1
Deputy Manager	0	1
Senior Care Worker	2	0
Care Worker	18	0
Domestic staff	3	0
Catering staff	2	0
Other 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	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
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
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
Other 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
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
Deputy 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
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
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	Not relevant to this staff group
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	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	0	0	0
Deputy Manager	0	0	0
Senior Care Worker	2	0	0
Care Worker	14	0	0
Domestic staff	3	0	0
Catering staff	2	0	0
Other 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	4	0
Domestic staff	0	0
Catering staff	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	0	0
Deputy Manager	0	0
Senior Care Worker	2	0
Care Worker	12	6
Domestic staff	0	3
Catering staff	2	0
Other 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	0	0
Deputy Manager	0	0
Senior Care Worker	1	1
Care Worker	8	10
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

##### Working towards required qualification - apprenticeship & Qualification not required for role

<b>Role type</b>	<b>Working towards required qualification - apprenticeship</b>	<b>Qualification not required for role</b>
<b>Manager</b>	0	0
<b>Deputy Manager</b>	0	0
<b>Senior Care Worker</b>	0	0
<b>Care Worker</b>	0	0
<b>Domestic staff</b>	0	0
<b>Catering staff</b>	0	0
<b>Other Staff</b>	0	0

#### **Typical shift patterns**

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Senior Care Worker</b>	07:00-19:00 - 1 per shift
<b>Care Worker</b>	07:00-19:00 - 4 per shift