BANYAN CARE HOMES 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: BANYAN CARE HOMES LIMITED

Provider summary

The provider was registered on:	29/03/2021
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 complete mandatory e-learning courses through our bespoke training platform All staff then must complete necessary face to face training training including manual handling, emergency first aid...etc. We monitor all staff training through a training matrix. We also discuss training needs in 1-2-1 supervision and staff meetings and access specific courses for staff who need or would like further training. We have in house trained trainers in manual handling, meds and health and safety.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We complete dependency model calculations every 3 months, where we ensure our staffing levels are meeting the needs of our re sidents. We benefit from a stable staffing team, we rarely get vacancies but when we do we advertise on Indeed and Facebook and always attract high volumes of applicants. We pay above market rate and look after our team to have high retention rates.

Regulated services delivered by this provider

Service name	Service type	Type of care
White Rose Care Home	Care Home Service	Adults Without Nursing

Service: White Rose Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/03/2021
Maximum number of places	32
Service Conditions	• A maximum of 32 individuals can be accommodated at this service • BANYAN CARE HOMES LIMITED is registered to provide a Care Home Service at White Rose Care Home White Rose Care Centre, White Rose Way, New Tredegar, NP24 6DF • The responsible individual for this service is Shahnawaz Seehootoorah
How many people in total did the service provide care and support to during the last financial year?	53

Service management

Responsible Individual(s)	Shahnawaz Seehootoorah
Manager(s)	Jayne Coburn

Service contact details

Service Telephone Number	01443837183
Service Contact Email Address	shah@banyancarehomes.net

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	• Writing (Paper / Whiteboards) • Non-formal communication (e.g. body language, facial expressions) • Assistive Technology

Service facilities and accommodation

- Access to minibus or other transport
- Activities room (Art, Music, Games, Computers, etc.)
- Bar / Café
- Close to local shops / amenities
- Garden(s)
- Hairdressing / beauty services
- Internet access
- Laundry service
- Lifts
- Number of bathrooms with assisted bathing facilities: 4
- Number of bedrooms with en-suite facilities: 0
- Number of communal lounges: 4
- Number of dining rooms: 4
- Number of shared bedrooms: 0
- Number of single bedrooms: 32
- 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

Regular quality assurance surveys Regular resident meetings Quarterly care and support plan reviews RI visits residents every week

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?	£957.91
The maximum weekly fee payable during the last financial year?	£1268.69

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)	38

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	8	0
Care Worker	13	0
Domestic staff	5	0
Catering staff	4	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

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	Working towards all staff completing
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
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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
Senior Care Worker	8	0	0
Care Worker	13	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	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	1	0
Deputy Manager	1	0
Senior Care Worker	3	5
Care Worker	4	9
Domestic staff	0	5
Catering staff	0	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	1	0
Deputy Manager	1	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	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
Deputy Manager	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
Senior Care Worker	Days- 1 senior 7am - 7pm Nights - 2 seniors 7pm - 7am
Care Worker	Days - 4 carers 7am - 7pm Nights - 2 carers 7pm-7am