

# Tyddyn Mon

## 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.

## Contents

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### [Provider: Tyddyn Mon](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: Tyddyn Mon](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[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: Tyddyn Mon

### Provider summary

The provider was registered on:	23/01/2019
The following lists the provider conditions:	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>	Staff complete mandatory and role-specific training and, where not already attained, a recognised Health and Social Care qualification. Training priorities are based on service objectives, the needs of the people being supported, feedback received, incident reviews, skill mix requirements and local and national legislation. Staff are encouraged to take courses for career progression and to enhance knowledge. Goals and objectives are agreed jointly between staff, team leaders and the RM.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	The company has clear adverts and job descriptions for every role. A Refer a Friend scheme is in place. People receiving support are encouraged to be involved in recruitment. For successful candidates, two references are taken up, employment gaps queried and an Enhanced with Barred list DBS check completed. Regular supervisions and appraisals take place. The company has good employee terms and conditions. All staff have access to a confidential external Employee Assistance Programme.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Tyddyn Mon	Domiciliary Support Service	None

## Service: Tyddyn Mon

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/01/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none"><li>Tyddyn Mon is registered to provide a domiciliary support service in North Wales regional partnership area</li><li>The responsible individual for this service is Michelle Freeman</li></ul>
How many people in total did the service provide care and support to during the last financial year?	23

### Service management

Responsible Individual(s)	Michelle Freeman
Manager(s)	Tracy Davies

### Service contact details

Service Telephone Number	<a href="tel:01248410580">01248410580</a>
Service Contact Email Address	<a href="mailto:ceo@tyddynmon.co.uk">ceo@tyddynmon.co.uk</a>

### 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	<ul style="list-style-type: none"><li>Objects of reference</li><li>Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>Makaton</li><li>Non-formal communication (e.g. body language, facial expressions)</li><li>Lipreading</li></ul>

### Engagement with people using the service

<p>Feedback is gathered from people and their representatives through a range of methods to assess the quality of services. Regular conversations take place about what matters to people. Staff listen to the people they support and their representatives to develop personalised services that enhance quality of life and create new opportunities. The Shaping Our Services group comprises people who live in supported living. They meet with people receiving support to gather feedback and the outcomes of their work are discussed at Board level. The Responsible Individual speaks to people during house visits at least every three months. People also have opportunities to speak with trustees during the charity festival. Bilingual and easy read quality assurance questionnaires are distributed every six months to people who use the service, their representatives, stakeholders and staff. Team Leaders, supported by the Registered Manager, respond promptly to any issues identified.</p>
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### Compliance and quality statement

<p><b>Not Inspected - Strong Internal Checks</b></p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.08
The maximum hourly rate payable during the last financial year?	£23.39

#### 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)	39.73
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	5	1
Care Worker	42	2

#### 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

##### 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	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	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	Working towards all staff completing	Working towards all staff completing
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
Deputy Manager	2	0	0
Senior Care Worker	5	0	0
Care Worker	32	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	10

#### **Full time v part time information**

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	0	2
Senior Care Worker	5	0
Care Worker	14	28

#### **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	1
Senior Care Worker	5	0
Care Worker	33	5

##### **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	Day shifts 7am to 3pm - 5, 3pm to 11pm - 5. sleep-in 5
Care Worker	Day shifts 7am to 3pm - 15, 3pm to 11pm - 12. sleep-in 7