

Claremont Partnership

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: Claremont Partnership

Provider summary

The provider was registered on:	01/10/2018
The following lists the provider conditions:	<ul style="list-style-type: none">• Lowri Haf George is a partner• Samantha George is a partner• Joanne George is a partner• Liam George is a partner

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.	On employment, staff at the home undertake a robust system of induction training, that includes 1-1 mentoring/instruction by experienced staff employed by the home. Direct observation, mentoring and supervision can identify gaps in training and development.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The home continues to utilise internet recruitment services, for example, 'Indeed' and the government site, 'Find a Job'. Staff recruitment continues to be a challenging undertaking for the home. The home continues to maintain a core staff team and has retained this core through, increased wages, pay incentives and social support.

Regulated services delivered by this provider

Service name	Service type	Type of care
Claremont Care Home	Care Home Service	Adults Without Nursing

Service: Claremont Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Maximum number of places	21
Service Conditions	<ul style="list-style-type: none">• A maximum of 21 individuals can be accommodated at this service• Claremont Partnership is registered to provide a Care Home Service at Claremont Care Home 30 EWENNY ROAD, BRIDGEND CF31 3HR• The responsible individual for this service is Liam George
How many people in total did the service provide care and support to during the last financial year?	20

Service management

Responsible Individual(s)	Liam George
Manager(s)	Liam George

Service contact details

Service Telephone Number	01656766495
Service Contact Email Address	liamgeorge23@aol.com

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	<ul style="list-style-type: none">• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Social Stories

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 10• Number of communal lounges: 4• Number of dining rooms: 3• Number of shared bedrooms: 0• Number of single bedrooms: 21• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas• TV point
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Engagement with people using the service

Resident questionnaires Resident meetings. Internal care planning and review. Daily conversations with residents. An RI/Manager who is actively involved in the daily running of the home.
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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?	£896
The maximum weekly fee payable during the last financial year?	£896

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)	15
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Care Worker	11	0
Other Staff	1	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
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Care Worker	All staff have completed	Not relevant to this staff group
Other Staff	Not relevant to this staff group	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
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	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	1	0	0
Deputy Manager	2	0	0
Care Worker	11	0	0
Other Staff	1	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
Care Worker	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	2	0
Care Worker	11	0
Other Staff	1	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	2	0
Care Worker	7	4
Other Staff	1	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
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day Shift 3 staff 8am to 8pm Night Shift 2 staff 8pm to 8am