

DOLANOG RESIDENTIAL HOME

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: DOLANOG RESIDENTIAL HOME

Provider summary

| | |
|--|--|
| The provider was registered on: | 18/09/2018 |
| 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. | We have had the same training provider for 17 plus years who delivers the mandatory core training and all staff are encouraged to reach their true potential through completing diplomas We paid for a member of staff to qualify as a First Aid trainer, the staff member has since left but continues to come to deliver our annual First Aid training. Fire safety training is provided by an independent trainer. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | Staff are supported by management and an independent 24 hour careline is provided to deal with any problems staff may have. We aim to be competitive and we pay above minimum wage. When recruiting staff we use Indeed. We go through the applications, interview, shortlist, then ask for 2 references and a DBS check. Once we receive clearance, we offer the post to the successful candidate. |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|--------------|-------------------|------------------------|
| Dolanog | Care Home Service | Adults Without Nursing |

Service: Dolanog

Service summary

| | |
|---|---|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 18/09/2018 |
| Maximum number of places | 28 |
| Service Conditions | <ul style="list-style-type: none">The responsible individual for this service is Ruth Irene BlundenA maximum of 28 individuals can be accommodated at this serviceDOLANOG RESIDENTIAL HOME is registered to provide a Care Home Service at DOLANOG DOLANOG RESIDENTIAL HOME, 87 RUSSELL ROAD, RHYL LL18 3DU |
| How many people in total did the service provide care and support to during the last financial year? | 39 |

Service management

| | |
|----------------------------------|-----------------|
| Responsible Individual(s) | Ruth Blunden |
| Manager(s) | Michelle Cotton |

Service contact details

| | |
|--------------------------------------|--|
| Service Telephone Number | 01745353355 |
| Service Contact Email Address | dolanog@btopenworld.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 | <ul style="list-style-type: none">Welsh |
| Non-verbal communication methods used at the service | <ul style="list-style-type: none">Non-formal communication (e.g. body language, facial expressions)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) |

Service facilities and accommodation

| |
|---|
| <ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 3Number of bedrooms with en-suite facilities: 26Number of communal lounges: 3Number of dining rooms: 1Number of shared bedrooms: 2Number of single bedrooms: 24On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointTV pointWheelchair access |
|---|

Engagement with people using the service

| |
|--|
| Residents and families are visited regularly by the trustees and contact details are freely available. Questionnaires were |
|--|

given to visitors this year to record any concerns.

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? | £920.00 |
| The maximum weekly fee payable during the last financial year? | £980.00 |

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) | 19 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 1 | 0 |
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 3 | 0 |
| Care Worker | 11 | 0 |
| Domestic staff | 2 | 0 |
| Catering staff | 3 | 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 | 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 | 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 |
| 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 |
| Domestic staff | All staff have completed | All staff have completed |
| Catering staff | Working towards all staff completing | Working towards all staff completing |
| 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 | Working towards all staff completing | Working towards all staff completing |
| Domestic staff | All staff have completed | All staff have completed |
| 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 |
| 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 |
| Domestic staff | Not relevant to this staff group | All staff have completed |
| Catering staff | Not relevant to this staff group | Working towards all staff completing |
| Other Staff | All staff have completed | All staff have completed |

Positive Behaviour Management and Food Hygiene

| Role type | Positive Behaviour Management | Food Hygiene |
|--------------------|--------------------------------------|--------------------------------------|
| Manager | Working towards all staff completing | Working towards all staff completing |
| Deputy Manager | Working towards all staff completing | Working towards all staff completing |
| Senior Care Worker | Working towards all staff completing | Working towards all staff completing |
| Care Worker | Working towards all staff completing | Not relevant to this staff group |
| Domestic staff | Working towards all staff completing | Not relevant to this staff group |
| Catering staff | Working towards all staff completing | All staff have completed |
| Other Staff | Working towards all staff completing | 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 | 1 | 0 | 0 |
| Senior Care Worker | 3 | 0 | 0 |
| Care Worker | 11 | 0 | 0 |
| Domestic staff | 2 | 0 | 0 |
| Catering staff | 3 | 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 | 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 | 0 |
| Care Worker | 8 | 3 |
| Domestic staff | 2 | 0 |
| Catering staff | 3 | 0 |
| Other Staff | 1 | 1 |

Staff qualifications

| Role type | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager | 1 | 0 |
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 3 | 0 |
| Care Worker | 9 | 2 |
| Domestic staff | 1 | 0 |
| Catering staff | 2 | 0 |
| Other Staff | 1 | 0 |

Typical shift patterns

| Role type | Typical shift patterns |
|--------------------|----------------------------|
| Senior Care Worker | 8am - 8.30pm |
| Care Worker | 8am - 9pm and 8.30pm - 8am |