

# Pilipala Care 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>              | 18/07/2022                                         |
| <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> | Staff complete a mix of e-learning, face-to-face and practical training, including safeguarding, medication, moving and handling, first aid and health and safety. A training matrix and audits are used to monitor compliance and identify refresher needs. Training needs are reviewed through supervision and appraisal. Our recent CIMV inspection report stated that "good outcomes are consistently achieved due to the provider's commitment to developing and retaining a skilled and competent workforce" |
| <b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>                        | The service has maintained safe staffing levels through proactive recruitment and retention planning, including recruiting ahead of planned admissions and introducing a Team Leader role to strengthen support within the home. New staff receive a full induction, shadowing and ongoing supervision. We promote retention through payment of the Real Living Wage, enhanced sleep-in payments, training and development opportunities, regular team meetings and a positive, supportive working environment.    |

**Regulated services delivered by this provider**

| <b>Service name</b> | <b>Service type</b> | <b>Type of care</b>    |
|---------------------|---------------------|------------------------|
| 52 Narberth Road    | Care Home Service   | Adults Without Nursing |

**Service summary**

|                                                                                                             |                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Type</b>                                                                                         | Care Home Service                                                                                                                                                                                                                                                                                                                  |
| <b>Type of Care</b>                                                                                         | Adults Without Nursing                                                                                                                                                                                                                                                                                                             |
| <b>Approval Date</b>                                                                                        | 18/07/2022                                                                                                                                                                                                                                                                                                                         |
| <b>Maximum number of places</b>                                                                             | 6                                                                                                                                                                                                                                                                                                                                  |
| <b>Service Conditions</b>                                                                                   | <ul style="list-style-type: none"> <li>• A maximum of 6 individuals can be accommodated at this service.</li> <li>• Pilipala Care Ltd is registered to provide a Care Home Service at 52 Narberth Road 52 Narberth Road, Cardiff, CF5 5EY</li> <li>• The responsible individual for this service is Simon Donald Clarke</li> </ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 5                                                                                                                                                                                                                                                                                                                                  |

**Service management**

|                                  |              |
|----------------------------------|--------------|
| <b>Responsible Individual(s)</b> | Simon Clarke |
| <b>Manager(s)</b>                | Leona Moss   |

**Service contact details**

|                                      |                                                                        |
|--------------------------------------|------------------------------------------------------------------------|
| <b>Service Telephone Number</b>      | <a href="tel:02920202509">02920 202 509</a>                            |
| <b>Service Contact Email Address</b> | <a href="mailto:simon@pilipalacare.co.uk">simon@pilipalacare.co.uk</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>             | There are no other languages used at the service                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"> <li>• Writing (Paper / Whiteboards)</li> <li>• Social Stories</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>• Objects of reference</li> <li>• Picture Exchange Communication System (PECS)</li> <li>• Assistive Technology</li> </ul> |

**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>• Near public transport</li> <li>• Number of bathrooms with assisted bathing facilities: 0</li> <li>• Number of bedrooms with en-suite facilities: 1</li> <li>• Number of communal lounges: 2</li> <li>• Number of dining rooms: 1</li> <li>• Number of shared bedrooms: 0</li> <li>• Number of single bedrooms: 6</li> <li>• On-site parking</li> <li>• Outdoor seating / entertainment area</li> <li>• Pet friendly (or by arrangement)</li> <li>• Quiet areas</li> <li>• Residents' kitchenette / communal kitchen</li> <li>• TV point</li> <li>• Wildlife / domesticated animals</li> </ul> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Engagement with people using the service**

During the last financial year, the service used a range of formal and informal methods to consult with people who use the service about the operation of the home. These included regular house meetings, key worker sessions, care plan reviews, daily discussions, service user questionnaires, and ongoing engagement with relatives and professionals. People were encouraged and supported to express their views about daily routines, meals, activities, personal care and wider service development. Individuals were also involved in reviewing and updating their care plans and in recruitment processes for new staff members. A service user survey completed during 2025 showed that people felt happy, safe, listened to and respected. Feedback from service users, families and professionals was used to help inform service improvements, activity planning and wider development within the home.

## 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? | £1122 |
| The maximum weekly fee payable during the last financial year? | £1560 |

## 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                                           | 1 |
| 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) | 4.10 |
|--------------------------------------------------------------------------------|------|

## Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 1               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 4                    | 0               |

## Training undertaken

### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| 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 |

## 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        |
| Senior Care Worker | All staff have completed           | All staff have completed        |
| Care Worker        | 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 |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | 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 |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | 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 |
| Senior Care Worker | All staff have completed      | All staff have completed |
| Care Worker        | 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                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 4                      | 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                                              |
| Senior Care Worker | 0                        | 0                                              |
| Care Worker        | 0                        | 0                                              |

#### Full time v part time information

| Role type          | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager            | 1                      | 0                      |
| Senior Care Worker | 0                      | 1                      |
| Care Worker        | 0                      | 4                      |

### 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                                                           |
| Senior Care Worker | 0                           | 1                                                           |
| Care Worker        | 3                           | 1                                                           |

#### 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                                   |
| Senior Care Worker | 0                                                       | 0                                   |
| Care Worker        | 0                                                       | 0                                   |

#### Typical shift patterns

| Role type          | Typical shift patterns                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Senior Care Worker | The senior support worker does a mix of support worker shifts and admin hours, to support the running of the home. Admin hours tend to be between 8am and 4pm.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Care Worker        | <p>The service operates a flexible staffing rota designed to meet the needs of the people we support. Typical shift patterns include afternoon shifts (for example 12:00pm–9:30pm) followed by a sleep-in duty and a morning shift the following day, usually finishing between 10:00am and 12:00pm. In addition, staff cover daytime support hours between approximately 8:00am and 6:00pm.</p> <p>The service generally operates with an average of two staff members on shift at any one time, with staffing arrangements adjusted as required to meet individual support needs and ensure the safety and wellbeing of residents.</p> |