

# Principality Care Ltd

## 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.

## Contents

---

### [Provider: Principality Care Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: 102 Cefn Road](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[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](#)

### [Service: 106 Thompson Avenue](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[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: Principality Care Ltd

### Provider summary

The provider was registered on:	19/08/2025
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>	<p>We are a new provider and will provide training around needs of the service users. Our planned list of training includes:</p> <p>All-Wales Induction Framework for Health and Social Care (AWIF), Safeguarding, Manual Handling, Food Hygiene, First Aid, Health &amp; Safety, Fire Safety, Medication, Epilepsy, Equality &amp; Diversity, Values &amp; attitudes, GDPR, PBS (Positive Behaviour Support), Active Support (Increasing skills), Autism, Managing Challenging Behaviour (BILD accredited), Trauma-informed Care.</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>We are a new provider and will recruit staff when service users move to the service. We have a number of trusted colleagues who are waiting to work for us when we have placements.</p> <p>Staff recruitment will take place through advertising, social media, local connections and we have a proven track record of recruiting, training and retaining staff to a high level. We invest in staff and are looking to build a stable and loyal staff base for our service users.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
102 Cefn Road	Care Home Service	Adults Without Nursing
106 Thompson Avenue	Care Home Service	Adults Without Nursing

## Service: 102 Cefn Road

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	19/08/2025
<b>Maximum number of places</b>	4
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 3 individuals can be accommodated at this service.</li><li>• Principality Care Ltd is registered to provide a Care Home Service at 102 Cefn Road 102 Cefn Road, Rogerstone, Newport, NP10 9AS</li><li>• The responsible individual for this service is Alun William Phillips</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	0

### Service management

<b>Responsible Individual(s)</b>	Alun Phillips
<b>Manager(s)</b>	There are no Managers at the service

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:07884218744">07884218744</a>
<b>Service Contact Email Address</b>	<a href="mailto:enquiries@principalitycare.com">enquiries@principalitycare.com</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>	There are no non verbal communication methods used at the service

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 0</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: 3</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li></ul>
--

### Engagement with people using the service

We are a new service and have not placements yet
--

### Compliance and quality statement

<b>Not Inspected - Strong Internal Checks</b> 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?	£0
The maximum weekly fee payable during the last financial year?	£0

### 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)	1
--	---

#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0

#### Training undertaken

##### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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

##### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed

##### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	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

#### 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

##### 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

**Full time v part time information**

Role type	No. of full time staff	No. of part time staff
Manager	0	1

**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

**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

## Service: 106 Thompson Avenue

### Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	12/03/2026
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none"><li>A maximum of 3 individuals can be accommodated at this service.</li><li>Principality Care Ltd is registered to provide a Care Home Service at 106 Thompson Avenue 106 Thompson Avenue, Newport, NP19 4LX</li><li>The responsible individual for this service is Alun William Phillips</li></ul>
How many people in total did the service provide care and support to during the last financial year?	0

### Service management

Responsible Individual(s)	Alun Phillips
Manager(s)	Ritchie Wood

### Service contact details

Service Telephone Number	<a href="tel:07884218744">07884218744</a>
Service Contact Email Address	<a href="mailto:enquiries@principalitycare.com">enquiries@principalitycare.com</a>

### 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	There are no non verbal communication methods used at the service

### Service facilities and accommodation

<ul style="list-style-type: none"><li>Access to minibus or other transport</li><li>Activities room (Art, Music, Games, Computers, etc.)</li><li>Close to local shops / amenities</li><li>Garden(s)</li><li>Internet access</li><li>Laundry service</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 0</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: 3</li><li>On-site parking</li><li>Outdoor seating / entertainment area</li><li>Quiet areas</li><li>Residents' kitchenette / communal kitchen</li></ul>
--

### Engagement with people using the service

As we are a new service we are now looking for service users, we have systems in place to consult people using the service and to get their views and opinions.
---

### Compliance and quality statement

<b>Not Inspected - Strong Internal Checks</b> 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?	£0
The maximum weekly fee payable during the last financial year?	£0

### **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)	1
--	---

#### **Posts and vacancies**

Role type	No. of staff in post	Total vacancies
Manager	1	0

#### **Training undertaken**

##### **Induction and Health & Safety**

Role type	Induction	Health & Safety
Manager	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

##### **Manual Handling and Safeguarding**

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed

##### **Medicine Management and Dementia**

Role type	Medicine Management	Dementia
Manager	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

#### **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

##### **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

**Full time v part time information**

Role type	No. of full time staff	No. of part time staff
Manager	0	1

**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

**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