

Cathedral Care Limited

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: Cathedral Care Limited

Provider summary

The provider was registered on:	16/11/2018
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.	Staff have attended in house training and training via external providers.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have an account with indeed and we employ most of our staff through this website, we are also able to advertise jobs via the job centre and via Gower college our college provider

Regulated services delivered by this provider

Service name	Service type	Type of care
Llandaff House Care Home	Care Home Service	Adults Without Nursing

Service: Llandaff House Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/11/2018
Maximum number of places	21
Service Conditions	- A maximum of 21 individuals can be accommodated at this service - Cathedral Care Limited is registered to provide a Care Home Service at Llandaff House Care Home - The responsible individual for this service is John Woolford
How many people in total did the service provide care and support to during the last financial year?	21

Service management

Responsible Individual(s)	John Woolford
Manager(s)	Rhian Siddell-Owen

Service contact details

Service Telephone Number	01554821689
Service Contact Email Address	llandaffhousemanager@aol.com

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	There are no non verbal communication methods used at the service

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Hairdressing / beauty services - Laundry service - Lifts - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 8 - Number of communal lounges: 3 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 21 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Quiet areas - Stairlift - TV point - Wheelchair access

Engagement with people using the service

We have a social media account, we also send out questionnaire to family, friends and the residents to get their opinions and to see if we could be doing something different or better, we also sent out separate questionnaires in regards to the activities that are happening here, to see if there were any suggestions on what we could do differently or better.

Compliance and quality statement

Not Inspected - Improvements Underway

We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£913.66
The maximum weekly fee payable during the last financial year?	£976.36

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)	16
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	8	1
Planner	1	0
Domestic staff	2	0
Catering staff	5	0

Training undertaken**Induction and Health & Safety**

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Planner	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	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	Working towards all staff completing	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
Planner	Working towards all staff completing	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	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
Planner	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering 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
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
Planner	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	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
Planner	Working towards all staff completing	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	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	2	0	0
Care Worker	8	0	0
Planner	1	0	0
Domestic staff	2	0	0
Catering staff	5	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
Planner	0	0
Domestic staff	0	0
Catering staff	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	2	0
Care Worker	8	0
Planner	1	0
Domestic staff	1	1
Catering staff	3	2

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	1	1
Care Worker	4	0
Planner	1	0
Domestic staff	0	0
Catering staff	5	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
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Domestic staff	0	2
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7.30- 8PM 3 STAFF 8PM - 7.30AM 2 STAFF
Care Worker	7.30- 8PM 3 STAFF 8PM - 7.30AM 2 STAFF