

LINDAN HOUSE 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.

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Provider summary

The provider was registered on:	03/09/2018
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.	Lindan House employs a training coordinator who works closely with the Manager to identify and implement all necessary training. A training matrix is in place which shows at a glance any training that needs updating for each staff member. Staff use Social Care TV to complete e-learning in both mandatory and service specific requirements. External training is sourced as and when necessary
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Lindan House continues to liaise with DWP who contact us when they have potential candidates for employment. The College place students in work placement, this has proved very successful and we have a number of staff who have gone on to be full time employees. We actively target the local area through relevant advertising and networking

Regulated services delivered by this provider

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

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	03/09/2018
Maximum number of places	21
Service Conditions	• A maximum of 21 individuals can be accommodated at this service • LINDAN HOUSE LTD is registered to provide a Care Home Service at Lindan House Care Home Ltd LINDAN HOUSE RESIDENTIAL HOME, PERCY ROAD, WREXHAM LL13 7EA • The responsible individual for this service is Janet Bailey
How many people in total did the service provide care and support to during the last financial year?	21

Service management

Responsible Individual(s)	Janet Bailey
Manager(s)	Sandra Matthias

Service contact details

Service Telephone Number	01978361883
Service Contact Email Address	sandramatthias@lindanhousewrexham.co.uk

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	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Picture Exchange Communication System (PECS) • Writing (Paper / Whiteboards) • Assistive Technology

Service facilities and accommodation

• Access to minibus or other transport • Close to local shops / amenities • Garden(s) • Laundry service • Library • Lifts • Number of bathrooms with assisted bathing facilities: 3 • Number of bedrooms with en-suite facilities: 15 • Number of communal lounges: 3 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 21 • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • Stairlift • TV point • Wheelchair access

Engagement with people using the service

Residents are consulted on a regular basis by the manager and staff in relation to all aspects of care and daily life in Lindan House. Regular resident meetings take place and those who wish to attend do so. All contributions to the meetings

are respected and any suggestions are considered, and where possible, implemented.

Compliance and quality statement

Not Inspected - Strong Internal Checks

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?	£1150
The maximum weekly fee payable during the last financial year?	£1150

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)	0
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	0
Care Worker	18	1
Domestic staff	3	0
Catering staff	2	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
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	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
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	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
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	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
Other Staff	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
Deputy 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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Deputy Manager	1	0	0
Senior Care Worker	4	0	0
Care Worker	18	0	0
Domestic staff	3	0	0
Catering staff	2	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
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	4	0
Care Worker	11	7
Domestic staff	1	2
Catering staff	2	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	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	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8 am - 8pm
Care Worker	8-4 8-2 2-8 4-8 8-8