

Grangelodge Residential Home 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: Grangelodge Residential Home Ltd

Provider summary

The provider was registered on:	08/11/2018
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.	Training needs have been both online via e-learning and CPD certified and face to face training, most training is done on an annual basis, but others are done as required or 3 yearly. All training in the home is provided by MIND Consultancy, Acute Training, and CareSkills Academy any QCF/NVQ are provided by Cardiff Itec. Staff training is always under review and we are able to manage who and what training needs are required via our training matrix by CareSkills Academy
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	During the last financial year we have not employed any new staff as we are fully staffed. We are very fortunate to have a brilliant staff team, most of whom are family members, we also Pay above the national minimum and living wage.

Regulated services delivered by this provider

Service name	Service type	Type of care
61 Clive Street	Care Home Service	Adults Without Nursing
Grangelodge Residential Home Ltd	Care Home Service	Adults Without Nursing

Service: Grangelodge Residential Home Ltd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	08/11/2018
Maximum number of places	32
Service Conditions	• A maximum of 32 individuals can be accommodated at this service • Grangelodge Residential Home Ltd is registered to provide a Care Home Service at Grangelodge Residential Home Ltd 49-57, Clive Street, Cardiff, CF11 7HL • The responsible individual for this service is Ibrahim Yahia
How many people in total did the service provide care and support to during the last financial year?	28

Service management

Responsible Individual(s)	Ibrahim Yahia
Manager(s)	Ibrahim Yahia

Service contact details

Service Telephone Number	02920235414
Service Contact Email Address	grangelodge ltd@outlook.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	• Panjabi • Urdu • Hindi • Pakistani Pahari • Arabic • Gujarati • Igbo • Somali • Swahili
Non-verbal communication methods used at the service	• Objects of reference • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Social Stories • Writing (Paper / Whiteboards)

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Internet access • Laundry service • Near public transport • Number of bathrooms with assisted bathing facilities: 2 • Number of bedrooms with en-suite facilities: 0 • Number of communal lounges: 2 • Number of dining rooms: 1 • Number of shared bedrooms: 2 • Number of single bedrooms: 28 • On-site parking
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- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- TV point
- Wheelchair access

Engagement with people using the service

Monthly Service User Meetings, Individual & Small Group Weekly Meetings weekly Meetings with Service Users, Handouts, Notice Boards and a Suggestions Box

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?	£1100.00
The maximum weekly fee payable during the last financial year?	£1500.00

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)	1
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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	6	0
Care Worker	7	0
Domestic staff	8	0
Catering 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

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

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

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	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

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

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	6	0	0
Care Worker	7	0	0
Domestic staff	8	0	0
Catering 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

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	6	0
Care Worker	4	3
Domestic staff	0	8
Catering 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	1	0
Deputy Manager	1	0
Senior Care Worker	6	0
Care Worker	4	3
Domestic staff	8	0
Catering 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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08:00am to 17:00pm & 08:00am to 22:00pm & 14:00pm to 22:00pm & 22:00pm to 08:00am
Care Worker	08:00am to 17:00pm & 14:00pm to 22:00pm & 08:00am to 22:00pm & 17:00pm to 22:00pm

Service: 61 Clive Street

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	08/11/2018
Maximum number of places	6
Service Conditions	• A maximum of 6 individuals can be accommodated at this service • Grangelodge Residential Home Ltd is registered to provide a Care Home Service at 61 Clive Street 61 CLIVE STREET, CARDIFF CF11 7HL • The responsible individual for this service is Ibrahim Yahia
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Ibrahim Yahia
Manager(s)	Ibrahim Yahia

Service contact details

Service Telephone Number	02920228143
Service Contact Email Address	grangelodge1td@outlook.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	• Arabic • Igbo • Urdu • Pakistani Pahari • Panjabi • Hindi • Somali • Swahili
Non-verbal communication methods used at the service	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards) • Objects of reference

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Internet access • Laundry service • Near public transport • Number of bathrooms with assisted bathing facilities: 2 • Number of bedrooms with en-suite facilities: 1 • Number of communal lounges: 1 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 6 • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Phone point • Quiet areas • Sensory areas • TV point
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- Wheelchair access

Engagement with people using the service

A robust complaints policy and procedure is in-place as required.

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?	£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)	2
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Posts and vacancies

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

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

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

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

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

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

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

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

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
Deputy 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
Deputy Manager	0	0