

Crystal Care Homes Deeside 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: Crystal Care Homes Deeside Limited

Provider summary

The provider was registered on:	29/10/2025
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.	Crystal Care Collection have a scheduled recruitment, training and induction plan for Estuary Gardens. The plan includes a full 2 week induction that covers all mandatory elements of the care certificate. All regions in the group have a designated trainer to support the teams with any additional training. All mandatory training is refreshed on an annual basis for all staff.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff retention is one of the homes key performance indicators and is reviewed on a weekly Basis. The organisation have a designated requirement team to advertise any key vacancies in a timely manner. A recruitment tracker and staffing ladder is in use and updated when any vacancies are identified. There is also a designated person to review staffing and rota management on a daily basis and highlight and concerns with staffing levels to the Management team. The home also employ bank staff

Regulated services delivered by this provider

Service name	Service type	Type of care
Estuary Gardens	Care Home Service	Adults Without Nursing

Service: Estuary Gardens

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/10/2025
Maximum number of places	66
Service Conditions	<ul style="list-style-type: none">• A maximum of 66 individuals can be accommodated at this service.• The responsible individual for this service is Maria Josephine Taylor
How many people in total did the service provide care and support to during the last financial year?	24

Service management

Responsible Individual(s)	Maria Taylor
Manager(s)	Simon Doherty

Service contact details

Service Telephone Number	01512942618
Service Contact Email Address	estuarygardens.mgr@crystalcarecollection.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	<ul style="list-style-type: none">• Welsh
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">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Cinema• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Library• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 66• Number of communal lounges: 4• Number of dining rooms: 4• Number of shared bedrooms: 0• Number of single bedrooms: 66• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access• Wildlife / domesticated animals

Engagement with people using the service

The service have regular Monthly residents meetings where they discuss any concerns or any other ideas they have to enhance their quality of life while residing in the home. The home has a social committee meeting where one of the
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residents gains feedback and drives any changes they want to happen. Resident surveys are sent out by external company for feedback. Resident of the day also enable the resident to be involved in how the care plans are written and choose their preferences and promote choice.

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?	£1350
The maximum weekly fee payable during the last financial year?	£1650

Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	4

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	38
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	8	1
Care Worker	12	2
Planner	2	0
Domestic staff	5	3
Catering staff	5	1
Other Staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
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	Working towards all staff completing	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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	Working towards all staff completing	Not relevant to this staff group
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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	Not relevant to this staff group	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Planner	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	8	0	0
Care Worker	12	0	0
Planner	2	0	0
Domestic staff	4	0	0
Catering staff	3	0	0
Other Staff	3	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Domestic staff	1	0
Catering staff	2	0
Other Staff	1	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
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	8	0
Care Worker	9	3
Planner	2	0
Domestic staff	4	1
Catering staff	3	2
Other Staff	3	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
Deputy Manager	0	1
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	8	0
Care Worker	6	6
Planner	0	0
Domestic staff	0	0
Catering staff	2	0
Other Staff	0	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	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	42 hrs, 3 on 3 off
Care Worker	42 hrs, 3 on 3 off