

PEMBROKE NURSING HOMES 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: PEMBROKE NURSING HOMES LTD

Provider summary

The provider was registered on:	21/12/2018
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.	We have implemented strong systems to identify, organise, and fulfil the training needs of staff across all our homes. Our training matrix helps ensure that all staff maintain up-to-date training throughout the year. We offer a combination of online and face-to-face training delivered by both external professionals and internal trainers. Regular supervision sessions and appraisals are also conducted to promptly identify and address any areas requiring development or improvement.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We handle our staff recruitment through online platforms such as Indeed and a variety of recruitment agencies. Our retention strategy focuses on showing appreciation, supporting career growth, and offering wages that align with the living standards established by the Welsh government.

Regulated services delivered by this provider

Service name	Service type	Type of care
Pembroke House Nursing Home	Care Home Service	Adults With Nursing
Pembroke Lodge Nursing Home	Care Home Service	Adults With Nursing

Service: Pembroke Lodge Nursing Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	21/12/2018
Maximum number of places	21
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Harikaran ShanmugarajahA maximum of 21 individuals can be accommodated at this servicePEMBROKE NURSING HOMES LTD is registered to provide a Care Home Service at PEMBROKE LODGE NURSING HOME Pembroke Lodge, 3 Pwllcrochan Avenue, Colwyn Bay LL29 7DA
How many people in total did the service provide care and support to during the last financial year?	25

Service management

Responsible Individual(s)	Harikaran Shanmugarajah
Manager(s)	Claudia Ontanu

Service contact details

Service Telephone Number	01492533805
Service Contact Email Address	pembrokehouseandlodge@aol.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	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Garden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNumber of bathrooms with assisted bathing facilities: 2Number of bedrooms with en-suite facilities: 9Number of communal lounges: 3Number of dining rooms: 1Number of shared bedrooms: 1Number of single bedrooms: 20On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasTV pointWheelchair access
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Engagement with people using the service

We use quality assurance surveys and regularly meet with residents and their families to ensure continued satisfaction and address any concerns.
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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?	£1355.60
The maximum weekly fee payable during the last financial year?	£1429.26

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	2	0
Care Worker	14	0
Domestic staff	2	1
Catering staff	2	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	1	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	2	0	0
Care Worker	14	0	0
Domestic staff	2	0	0
Catering staff	2	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	2	0
Care Worker	10	4
Domestic staff	2	0
Catering staff	2	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering 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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	12 hour shifts with an hour break, three to four days a week 1 Nurse Assistant per Day Shift
Registered Nurse (1+ Years in Practice)	12 hour shifts with an hour break, three to four days a week 1 Registered Nurse per Day/Night Shift
Senior Care Worker	12 hour shifts with an hour break / 6 hour shifts morning or afternoon Three to four days shifts per week One senior staff per shift
Care Worker	12 hour shifts with an hour break with 5 staff per shift during day and 2 staff per night

Service: Pembroke House Nursing Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	21/12/2018
Maximum number of places	23
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Harikaran ShanmugarajahA maximum of 23 individuals can be accommodated at this servicePEMBROKE NURSING HOMES LTD is registered to provide a Care Home Service at PEMBROKE HOUSE NURSING HOME PEMBROKE HOUSE NURSING HOME, 18 COED PELLA ROAD, COLWYN BAY LL29 7BB
How many people in total did the service provide care and support to during the last financial year?	34

Service management

Responsible Individual(s)	Harikaran Shanmugarajah
Manager(s)	Claudia Ontanu

Service contact details

Service Telephone Number	01492533484
Service Contact Email Address	pembrokehouseandlodge@aol.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	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Garden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNumber of bathrooms with assisted bathing facilities: 2Number of bedrooms with en-suite facilities: 5Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 1Number of single bedrooms: 21On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasTV pointWheelchair access
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Engagement with people using the service

We use quality assurance surveys and hold regular meetings with residents and their families to maintain satisfaction and address any concerns.

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?	£1355.60
The maximum weekly fee payable during the last financial year?	£1429.26

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3

Staff working at the service

Staff summary

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

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	2	0
Care Worker	18	0
Domestic staff	2	1
Catering staff	2	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	1	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	2	0	0
Care Worker	18	0	0
Domestic staff	2	0	0
Catering staff	2	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	2	0
Care Worker	9	9
Domestic staff	2	0
Catering staff	2	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering 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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	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
Nursing Assistant / Auxiliary Nurse	12 hour shifts with an hour break, three to four days a week 1 Nurse Assistant per Day Shift
Registered Nurse (1+ Years in Practice)	12 hour shifts with an hour break, three to four days a week 1 Registered Nurse per Day/Night Shift
Senior Care Worker	12 hour shifts with an hour break / 6 hour shifts morning or afternoon Three to four days shifts per week One senior staff per shift
Care Worker	12 hour shifts with an hour break with 5 staff per shift during day and 2 staff per night