

2SK Care 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: 2SK Care Homes Ltd

Provider summary

The provider was registered on:	12/10/2018
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.	At interview candidates are asked about experience, training and qualifications. Prior to starting employment staff complete training modules on our e-learning system with knowledge checks. Staff complete 3 shadow shifts and induction programme, probation supervisions completed 8 weekly identifying any training needs and after probation - 3 monthly supervisions and audits will identify individual or group training requirements. Training is delivered by senior staff or external providers.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Adverts are placed on Indeed, our Facebook page and shared to local Facebook groups as well as word of mouth. We offer pay in excess of minimum wage, career development is encouraged and promotions are always offered internally where possible. We run a reward scheme and bonus's, monetary voucher given to an outstanding staff member each fortnight. We offer free lunches and a friendly happy environment. We share positive feedback from families, social workers, CMW etc and awards the home receives

Regulated services delivered by this provider

Service name	Service type	Type of care
Church Manor Care Home	Care Home Service	Adults Without Nursing

Service: Church Manor Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	12/10/2018
Maximum number of places	31
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Harikaran ShanmugarajahA maximum of 31 individuals can be accommodated at this service.2SK Care Homes Ltd is registered to provide a Care Home Service at Church Manor Care Home, TOWYN ROAD, TOWYN, ABERGELE LL22 9ER
How many people in total did the service provide care and support to during the last financial year?	47

Service management

Responsible Individual(s)	Harikaran Shanmugarajah
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	01745338890
Service Contact Email Address	office@churchmanorcarehome.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	<ul style="list-style-type: none">Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportGarden(s)Internet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 3Number of bedrooms with en-suite facilities: 29Number of communal lounges: 2Number of dining rooms: 2Number of shared bedrooms: 1Number of single bedrooms: 28On-site parkingOutdoor seating / entertainment areaTV pointWheelchair access

Engagement with people using the service

<p>Our residents feed into the operation of the service informally and formally. Every interaction between a resident and a staff member either a care staff, caretaker, cook, cleaner, Manager or RI that could lead to an indication of issues that need resolving, activities they wish to engage with, general view of how they are feeling and this is fed to the senior staff and the Care Home Manager to be considered by the Care Home Manager or discussed as a management team. The RI conducts weekly 'visits' and gathers feedback himself which is fed to the Care Home Manager. Lunchtime experience surveys are completed and issues - positive or otherwise are fed to the Head cook or caretaker and this may result in the menus being amended, dining room layout being changed or any other issue raised being resolved. Feedback from others such as District Nurses, GP's, family and friends is also useful feedback as the service user may comment to them directly.</p>
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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?	£995.33
The maximum weekly fee payable during the last financial year?	£1005

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)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	3	1
Care Worker	14	2
Domestic staff	4	1
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
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
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
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
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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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
Senior Care Worker	3	0	0
Care Worker	14	0	0
Domestic staff	4	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
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
Senior Care Worker	3	0
Care Worker	10	4
Domestic staff	4	0
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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	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
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	dayshift 8-8 night shift 8-8 1 staff for both shift
Care Worker	dayshift 8-8 4 staff night shift 8-8 1 staff