

Belvedere Care 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 summary

The provider was registered on:	06/06/2018
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 a policy that outlines the mandatory training required by staff and have agreed timeframes for updating and refreshing mandatory training. We have an established relationship with Cymru Care Training – for the provision of workplace diplomas, allowing us to support staff to gain Health and Social Care QCF from levels 2 to 5. We have a policy and timetable in place for regular staff supervision. Staff are supported and encouraged to take responsibility for identifying their own CPD
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have a recruitment and retention policy that is reviewed at least annually. Our primary aim is to retain staff and with this in mind– have worked to create an open and supportive working environment that looks to create a positive work life balance that is tailored to individual employees. Primary route for recruitment is advertising within the local population. Due to recruitment difficulties we hold a licence with the Home Office to recruit staff internationally.

Regulated services delivered by this provider

Service name	Service type	Type of care
Belvedere House Residential Care Home	Care Home Service	Adults Without Nursing

Service: Belvedere House Residential Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/06/2018
Maximum number of places	19
Service Conditions	- A maximum of 19 individuals can be accommodated at this service - Belvedere Care Limited is registered to provide a Care Home Service at Belvedere House Residential Care Home BELVEDERE HOUSE RESIDENTIAL CARE HOME, SERPENTINE ROAD, TENBY SA70 8DD - The Responsible Individual for this service is Derek Lewis Skidmore.
How many people in total did the service provide care and support to during the last financial year?	22

Service management

Responsible Individual(s)	Derek Skidmore
Manager(s)	Tracy Skidmore

Service contact details

Service Telephone Number	01834842549
Service Contact Email Address	belvederehouserch@yahoo.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	There are no non verbal communication methods used at the service

Service facilities and accommodation

- Access to minibus or other transport - Garden(s) - Hairdressing / beauty services - Internet access - Laundry service - Lifts - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 9 - Number of communal lounges: 3 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 19 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Quiet areas - Stairlift - TV point - Wheelchair access - Wildlife / domesticated animals
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Engagement with people using the service

Written communications such as letters and questionnaires. Verbal communication via care plan review and well-being feedback.

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?	£1001.80
The maximum weekly fee payable during the last financial year?	£1350

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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)	21
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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	12	0
Domestic staff	1	0
Catering staff	3	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	All staff have completed	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	Not relevant to this staff group	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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	Not relevant to this staff group	Working towards all staff completing

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	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	No staff have yet completed
Other Staff	Working towards all staff completing	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	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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	12	0	0
Domestic staff	1	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
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	5	1
Care Worker	4	8
Domestic staff	0	1
Catering staff	0	3
Other Staff	0	3

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	4	0
Care Worker	9	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
Deputy Manager	0	0
Senior Care Worker	2	2
Care Worker	3	3
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Morning 8am - 3pm Up to 4. Afternoon 3pm - 10pm one or two. Night 10pm - 8am Up one
Care Worker	Morning 8am - 3pm Up to 3. Afternoon 3pm - 10pm one. Night 10pm - 8am one or two