

Pearlcare(Sandford)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: Pearlcare(Sandford)Ltd

Provider summary

The provider was registered on:	02/05/2019
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.	<ol style="list-style-type: none">1. The manager sources training for staff2. Senior management team also identify and provide training support for staff as required3. We have worked collaboratively with Prestatyn District Nursing Team who have additionally supported with staff training needs.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>We increased pay rates and offer pay above the national living wage.</p> <p>Offering staff bonuses and staff appreciation to retain staff including Christmas presents and the occasional Starbucks or McDonalds.</p> <p>Sponsorship Licence for foreign staff - the highest grade</p> <p>Staff wellbeing and talks are regularly conducted to ensure staff are comfortable and taken care of. Care First - support line for staff.</p> <p>We offer free onsite meals and parking for staff.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Sandford	Care Home Service	Adults Without Nursing

Service: Sandford

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/05/2019
Maximum number of places	40
Service Conditions	<ul style="list-style-type: none">• A maximum of 40 individuals can be accommodated at this service• Pearlcare(Sandford)Ltd is registered to provide a Care Home Service at Sandford, 50 Gronant Road, Prestatyn, LL19 9ND• The responsible individual for this service is Daniel Markovic
How many people in total did the service provide care and support to during the last financial year?	63

Service management

Responsible Individual(s)	Daniel Markovic
Manager(s)	Brett McGuigan

Service contact details

Service Telephone Number	01745855193
Service Contact Email Address	sandford@pearlcare.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 20• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 40• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wheelchair access

Engagement with people using the service

Resident meetings and surveys were carried out. Posters with information. Conversations with residents Interactive QR

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?	£804.36
The maximum weekly fee payable during the last financial year?	£1400

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	1

Staff working at the service**Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	29
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	7	7
Care Worker	16	16
Planner	1	1
Domestic staff	5	5
Catering staff	4	4
Other Staff	2	2

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	Working towards all staff completing	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	Working towards all staff completing	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
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

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
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

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
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

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
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

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	7	0	0
Care Worker	16	0	0
Planner	1	0	0
Domestic staff	5	0	0
Catering staff	4	0	0
Other 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
Senior Care Worker	0	0
Care Worker	0	0
Planner	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	7	0
Care Worker	16	0
Planner	1	0
Domestic staff	1	4
Catering staff	2	2
Other Staff	0	2

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	5	2
Care Worker	6	10
Planner	0	0
Domestic staff	0	0
Catering staff	1	1
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	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	8AM - 8PM X1 SENIOR CARE, 8PM - 8AM X1 SENIOR CARE.
Care Worker	8AM - 8PM MINIMUM CARE STAFF X4 IDEAL CARE STAFF X5. 8PM - 8AM MINIMUM CARE STAFF X3 IDEAL X4.