

FC Mill Heath 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: FC Mill Heath LTD

Provider summary

The provider was registered on:	08/11/2018
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.	Staff training records are recorded on our in house software system which will identify all staff training requirements. Staff undertake core and mandatory training before commencing work, which is continually updated in line with RISCA. The majority of training is undertaken on site and provided by an external training provider that we have used for over 10 years. This provides consistency in practice for all staff. Further training needs are identified during supervisions/appraisals.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have worked hard to retain our existing workforce by offering competitive pay rates paying all care staff more than the Real Living Wage. We also pay a generous bonus to ensure staff feel valued. Staff are encouraged, praised and receive training to ensure they feel competent and enabled in work. This has resulted in a very low turnover of staff in the past year. We no longer rely on agency staff, improving working relationships and continuity of care.

Regulated services delivered by this provider

Service name	Service type	Type of care
Millheath Nursing Home	Care Home Service	Adults With Nursing

Service: Millheath Nursing Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	08/11/2018
Maximum number of places	40
Service Conditions	<ul style="list-style-type: none">• A maximum of 40 individuals can be accommodated at this service.• The responsible individual for this service is Mark Stefon Peniuk• FC Mill Heath LTD is registered to provide a Care Home Service at Millheath Nursing Home MILL HEATH NURSING HOME, PARRET ROAD BETTWS, NEWPORT NP20 7DQ
How many people in total did the service provide care and support to during the last financial year?	57

Service management

Responsible Individual(s)	Mark Peniuk
Manager(s)	Catherine Baldwin

Service contact details

Service Telephone Number	01633820964
Service Contact Email Address	millheath@summerhillgroup.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">• Romanian• Spanish• Portuguese• Tamil• Malayalam• Sinhala• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Assistive Technology• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Makaton• Non-formal communication (e.g. body language, facial expressions)• Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)• Picture Exchange Communication System (PECS)

Service facilities and accommodation

<ul style="list-style-type: none">• 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: 5• Number of bedrooms with en-suite facilities: 7• Number of communal lounges: 2

- Number of dining rooms: 1
- Number of shared bedrooms: 1
- Number of single bedrooms: 38
- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Quiet areas
- TV point
- Wheelchair access
- Wildlife / domesticated animals

Engagement with people using the service

Reviews of care are held between the clinical team and family representatives so that any issues can be raised and discussed; 'open door' policy meaning that management are available to representatives who might have concerns about the service provision that they may wish to raise. We have introduced a new electronic signing in and out tablet which has the option to leave feedback every time someone signs out. This will now form part of our Quality Assurance process. Directors/RI attend family and resident meetings when held, and other communication channels are available to those who cannot attend. RI is based on site and available to meet and discuss any concerns with any families. Quality assurance questionnaires are issued to residents, families and staff. Responses are audited by an independent consultant who issues a report and action plan.

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?	£1193.38
The maximum weekly fee payable during the last financial year?	£1614.06

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	0
Number of complaints partially upheld	1
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)	56
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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	4	0
Registered Nurse (First Year in Practice)	3	0
Registered Nurse (1+ Years in Practice)	3	0
Senior Care Worker	3	0
Care Worker	36	0
Domestic staff	8	1
Catering staff	4	0
Other Staff	4	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 (First Year in Practice)	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
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
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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
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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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
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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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	Not relevant to this staff group	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

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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	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
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
Nursing Assistant / Auxiliary Nurse	4	0	0
Registered Nurse (First Year in Practice)	3	0	0
Registered Nurse (1+ Years in Practice)	2	0	0
Senior Care Worker	3	0	0
Care Worker	36	0	0
Domestic staff	7	0	0
Catering staff	4	0	0
Other Staff	4	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 (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	1	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
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (First Year in Practice)	3	0
Registered Nurse (1+ Years in Practice)	3	0
Senior Care Worker	3	0
Care Worker	22	14
Domestic staff	4	4
Catering staff	3	1
Other Staff	2	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
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (First Year in Practice)	3	0
Registered Nurse (1+ Years in Practice)	3	0
Senior Care Worker	2	1
Care Worker	24	12
Domestic staff	0	0
Catering staff	4	0
Other Staff	2	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 (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	4
Catering staff	0	0
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	Day shift 7am - 7pm, 1 staff. Night shift 7pm-7am 1 staff.
Registered Nurse (First Year in Practice)	Day shift 7am-7pm, 2 Qualified nurses on each. Night shift 7pm-7am, 1 Qualified Nurse on each.
Registered Nurse (1+ Years in Practice)	Day shift 7am-7pm, 2 Qualified nurses on each shift. Night shift 7pm-7am, 1 Qualified nurse on each.
Senior Care Worker	Day Shift 7am-7pm, 1 senior on per shift, partnership with Nursing Assistants.
Care Worker	Day shift 7am-7pm, 10 staff on average. Night shift 7pm-7am 5 staff on average.