

FC Summerhill NH 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.

Contents

[Provider: FC Summerhill NH LTD](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Rowan House Care Home](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Service facilities and accommodation](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

Provider summary

The provider was registered on:	28/12/2018
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.	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 with all care staff paid 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. To avoid reliance on temporary staffing agencies, we are an approved sponsor for overseas staff. This gives stability to our workforce and residents.

Regulated services delivered by this provider

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

Service: Rowan House Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	28/12/2018
Maximum number of places	38
Service Conditions	<ul style="list-style-type: none">• A maximum of 38 individuals can be accommodated at this service• FC Summerhill NH LTD is registered to provide a Care Home Service at Rowan House Care Home Commercial Street, Griffithstown, Pontypool NP4 5JE• The responsible individual for this service is Mark Stefon Peniuk
How many people in total did the service provide care and support to during the last financial year?	55

Service management

Responsible Individual(s)	Mark Peniuk
Manager(s)	Stephen Clarke

Service contact details

Service Telephone Number	01495756861
Service Contact Email Address	rowan@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">• Malayalam• Hindi• Dutch• Romanian• Welsh• Afrikaans• Thai
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)• Picture Exchange Communication System (PECS)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">• Bar / Café• 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: 7• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 38• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)
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- Quiet areas
- TV point
- Wheelchair access
- Wildlife / domesticated animals

Engagement with people using the service

As part of the quality assurance, questionnaires are distributed to understand the views of service users; as many of the service users are in advance stages of dementia, it will necessarily be the case that it is the families/representatives who will often complete these on behalf of their relatives. Clinical lead consults with families when undertaking care planning to ensure that the views, preferences and wishes of the individuals are taken into account and issues of concern can be raised. The home maintains an open door policy with regard to visitors/families, and other who may wish to support their service users in raising matters concerning the operation of the home. The home runs family meetings at various times and the RI will attend a number of these. The RI makes himself available to families and residents on his visits to the home. All of the above is constrained by the communication impairment of the service users, and representatives play a big role in facilitating this.

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?	£1100.21
The maximum weekly fee payable during the last financial year?	£1521.68

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
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)	48
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Nursing Assistant / Auxiliary Nurse	5	0
Registered Nurse (First Year in Practice)	2	1
Registered Nurse (1+ Years in Practice)	3	1
Care Worker	29	4
Domestic staff	6	1
Catering staff	3	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
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
Supervisory Staff (not providing direct care)	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
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
Supervisory Staff (not providing direct care)	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
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
Supervisory Staff (not providing direct care)	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
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	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Care Worker	Working towards all staff completing	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	Working towards all staff completing

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
Supervisory Staff (not providing direct care)	1	0	0
Nursing Assistant / Auxiliary Nurse	5	0	0
Registered Nurse (First Year in Practice)	2	0	0
Registered Nurse (1+ Years in Practice)	3	0	0
Care Worker	29	0	0
Domestic staff	6	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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	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
Supervisory Staff (not providing direct care)	1	0
Nursing Assistant / Auxiliary Nurse	4	1
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	3	0
Care Worker	23	6
Domestic staff	4	2
Catering staff	3	0
Other Staff	2	1

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
Supervisory Staff (not providing direct care)	1	0
Nursing Assistant / Auxiliary Nurse	5	0
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	3	0
Care Worker	20	9
Domestic staff	0	0
Catering staff	3	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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0
Domestic staff	0	6
Catering staff	0	0
Other Staff	0	3

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	Day Shift 7 am - 7pm, Night shift 7 pm - 7 am x 1 every day / night
Registered Nurse (First Year in Practice)	Day shift 7 am - 7 pm, Night shift 7 pm - 7 am, 2 Qualified Nurses on each shift
Registered Nurse (1+ Years in Practice)	Day shift 7 am - 7 pm, Night shift 7 pm - 7 am, 2 Qualified Nurses on each shift
Care Worker	Day shift 7 am - 7pm, Night shift 7 pm - 7 am. Minimum of 9 staff on Day shift and 5 staff at night.