

Shangri-La Chapel Hill 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 summary

The provider was registered on:	08/08/2018
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 provide input on beneficial training during supervisions, appraisals, and through anonymous feedback. Consistent engagement with our service users allows us to identify and understand any training needs that would be beneficial to them. Regularly monitoring service users' needs helps us ensure additional training remains relevant. All training programs are subject to annual renewal.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	A comprehensive recruitment process is implemented, whereby all new and suitable staff are selected following the completion of an application form, an interview, a DBS check, and the return of three references. New employees participate in an induction program and are subject to a probationary period of six months, with a performance review conducted at the three-month interval. We retain staff by paying above the minimum wage and implementing employee feedback on benefits when possible.

Regulated services delivered by this provider

Service name	Service type	Type of care
Sundale	Care Home Service	Adults Without Nursing
Chapel Hill Farmhouse	Care Home Service	Adults Without Nursing
Shangri-La Chapel Hill Ltd	Domiciliary Support Service	None

Service: Sundale

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	18/02/2020
Maximum number of places	2
Service Conditions	• A maximum of 2 individuals can be accommodated at this service • Shangri-La Chapel Hill Ltd is registered to provide a Care Home Service at Shangri-La Chapel Hill Ltd - Respite Sundale, India Row, Pembroke SA71 4JH • The responsible individual for this service is Susan Jennifer Hanger
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Susan Hanger
Manager(s)	Sally James

Service contact details

Service Telephone Number	01646661284
Service Contact Email Address	shangrilacareservices@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	• British Sign Language
Non-verbal communication methods used at the service	• Intensive interaction • Makaton • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Assistive Technology • Non-formal communication (e.g. body language, facial expressions) • Total Communication

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Internet access • Near public transport • Number of bathrooms with assisted bathing facilities: 0 • Number of bedrooms with en-suite facilities: 0 • Number of communal lounges: 1 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 2 • On-site parking • Outdoor seating / entertainment area • Residents' kitchenette / communal kitchen • TV point

Engagement with people using the service

Anonymous feedback forms were distributed to service users and their parents. Action plans were created based on the responses and implemented where possible.
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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?	£1938.76
The maximum weekly fee payable during the last financial year?	£1938.76

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	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
Care Worker	4	0

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
Care Worker	4	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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Shift patterns vary from 4 hrs per day to 14 hrs per day and sleep ins.

Service: Chapel Hill Farmhouse

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	08/08/2018
Maximum number of places	6
Service Conditions	• A maximum of 6 individuals can be accommodated at this service • Shangri-La Chapel Hill Ltd is registered to provide a Care Home Service at Chapel Hill Farmhouse Chapel Hill Farmhouse, Chapel Hill, Pembroke, Pembrokeshire SA71 5HY • The responsible individual for this service is Susan Hanger
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Susan Hanger
Manager(s)	Sally James

Service contact details

Service Telephone Number	01646 661284
Service Contact Email Address	shangrilacareservices@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	• British Sign Language
Non-verbal communication methods used at the service	• Intensive interaction • Makaton • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Non-formal communication (e.g. body language, facial expressions) • Picture Exchange Communication System (PECS) • Total Communication • Assistive Technology

Service facilities and accommodation

• Access to minibus or other transport • Garden(s) • Internet access • Number of bathrooms with assisted bathing facilities: 1 • Number of bedrooms with en-suite facilities: 1 • Number of communal lounges: 1 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 6 • On-site parking • Outdoor seating / entertainment area • Residents' kitchenette / communal kitchen • TV point

Engagement with people using the service

-Feedback forms were provided to all service users; their families and staff members and an action plan was collated from the responses. -We facilitate direct communication and hold meetings with individuals, ensuring these are accessible and inclusive. Advocates and family members are involved to assist those who need help expressing their

views. Any improvements made based on this feedback are communicated to individuals.

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?	£1321.40
The maximum weekly fee payable during the last financial year?	£1815.01

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)	9
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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	2	0
Care Worker	6	2
Other Staff	1	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
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
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
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	2	0	0
Care Worker	6	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	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	2	0
Care Worker	4	2
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	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	1
Other Staff	1	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
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Works 14 hr shifts on a 3 on, 3 off rotation (1 team leader on every shift).
Care Worker	4 staff work 14hr shifts on a 3 on 3 off rotation (2 staff on every shift). 2 part time workers who alternate 3 days a week.

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/08/2018
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	- Shangri-La Chapel Hill Ltd is registered to provide a domiciliary support service in West Wales regional partnership area - The responsible individual for this service is Sally Theresa James
How many people in total did the service provide care and support to during the last financial year?	16

Service management

Responsible Individual(s)	Sally James
Manager(s)	Susan Hanger

Service contact details

Service Telephone Number	01646 661284
Service Contact Email Address	shangrilacareservices@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

Engagement with people using the service

-Feedback forms were sent out to all service users and their families for them to complete anonymously, with the majority of them being completed and returned. -We facilitate direct communication and hold meetings with individuals, ensuring these are accessible and inclusive. Advocates and family members are involved to assist those who need help expressing their views. Any improvements made based on this feedback are communicated to individuals.
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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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.89
The maximum hourly rate payable during the last financial year?	£26.65

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)	11
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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	2	0
Care Worker	13	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	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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

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

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

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	2	0	0
Care Worker	13	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

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	2	0
Care Worker	10	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	2	0
Care Worker	7	5

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Varies from 2 hrs per day to 14 hrs per day and sleeps.
Care Worker	Varies from 2 hrs per day to 14 hrs per and sleeps.

