

GLASSLIGHTS 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:	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.	All staff have supervised training and professional development. All training details are recorded. Ty-Nant works with ACT Training Cardiff to train all staff in Health & Social Care QCF Level 2/3/5. Our online training provider is E-Cert Training. All staff must complete the course provided. We also employ JLW training services for our mandatory training. All employees must update annually. We also work with NPT Learning, Training & Development team for further training opportunities.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We employ 120 staff members, mostly from local communities. We have a long staff continuity of care. We currently have 16 banked staff on our books. We work with all staff to ensure continued professional development. Our HR department oversees our recruitment policy's to ensure we are operating as an equal opportunities employer. We are committed to ensuring that our applicants and employees are treated fairly and without favour or prejudice. We abide by the Equal Opportunities Legislation.

Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Nant Care Home	Care Home Service	Adults With Nursing

Service: Ty Nant Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	08/11/2018
Maximum number of places	61
Service Conditions	- A maximum of 61 individuals can be accommodated at this service - GLASSLIGHTS LIMITED is registered to provide a Care Home Service at Ty Nant Care Home TYNANT NURSING HOME, VIADUCT ROAD CYMMER, PORT TALBOT SA13 3NR - The responsible individual for this service is Ayesha Ahmad
How many people in total did the service provide care and support to during the last financial year?	61

Service management

Responsible Individual(s)	Ayesha Ahmad
Manager(s)	Teresa Ahmad

Service contact details

Service Telephone Number	01639851852
Service Contact Email Address	manager@tynantcarehome.com

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	Welsh
Non-verbal communication methods used at the service	- Non-formal communication (e.g. body language, facial expressions) - Intensive interaction - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Braille - Picture Exchange Communication System (PECS) - Social Stories - Signalong - Assistive Technology

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Education facility - Garden(s) - Hairdressing / beauty services - Internet access - Laundry service - Library - Lifts - Near public transport - Number of bathrooms with assisted bathing facilities: 13 - Number of bedrooms with en-suite facilities: 61 - Number of communal lounges: 7 - Number of dining rooms: 2 - Number of shared bedrooms: 0 - Number of single bedrooms: 61
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- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- Quiet areas
- Sensory areas
- Stairlift
- TV point
- Wheelchair access
- Wildlife / domesticated animals

Engagement with people using the service

We provide a service user guide to all new residents on admission, We also have regular resident meetings to keep them informed of what is happening in the home. Our activity co-ordinator produces a monthly newsletter, which is also given to all residents on arrival, and we leave copies in our foyer for any relatives who would like a copy. We conduct an annual questionnaire and survey to enable us to continue to improve the Care Home. In the feedback, family members have the opportunity to reflect on their experiences of the Care Home and the care their relatives are receiving. We also adopt an open door policy between relatives and the management team. We offer a range of communication options such as email or via telephone to all members of management team. To ensure clear communication and transparent, our contact details are in the Statement of Purpose. There is a complete copy of the Statement of Purpose in the foyer on display and available via email on request.

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?	£899
The maximum weekly fee payable during the last financial year?	£967.30

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	0
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)	118
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	16	0
Senior Care Worker	19	0
Care Worker	57	0
Domestic staff	9	0
Catering staff	8	0
Other Staff	6	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
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
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
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
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	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	Not relevant to this staff group
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
Deputy Manager	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	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	Working towards all staff completing	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
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	16	0	0
Senior Care Worker	19	0	0
Care Worker	45	0	0
Domestic staff	9	0	0
Catering staff	8	0	0
Other Staff	6	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
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	12
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
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	16	0
Senior Care Worker	11	8
Care Worker	36	21
Domestic staff	9	0
Catering staff	8	0
Other Staff	6	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
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	16	0
Senior Care Worker	19	0
Care Worker	49	0
Domestic staff	0	0
Catering staff	3	0
Other Staff	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
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	8	0
Domestic staff	0	9
Catering staff	0	5
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (First Year in Practice)	Morning shift 3 nurses 7:30 - 2pm, Afternoon Shift 3 Nurses 2pm - 8:30pm, Night Nurses 2 - 8:30pm - 7:30 AM
Registered Nurse (1+ Years in Practice)	Morning shift 3 nurses 7:30 - 2pm, Afternoon Shift 3 Nurses 2pm - 8:30pm, Night Nurses 2 - 8:30pm - 7:30 A
Senior Care Worker	Morning shift 3 7:30 - 2pm, Afternoon Shift 3 2pm - 8:30pm, Nights 2 - 8:30pm - 7:30 am
Care Worker	Morning shift 11 7:30 - 2pm, Afternoon Shift 11 2pm - 8:30pm, Nights 4 - 8:30pm - 7:30 am