

Hallmark Care Homes (Cardiff) 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: Hallmark Care Homes (Cardiff) Limited

Provider summary

The provider was registered on:	25/02/2019
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.	Reviews and appraisals identify training requirements and generate Personal Development Plans to record development areas. New legislation, investigations, audits and inspections also identify requirements. Talent review meetings with stakeholders explore requirements in detail to plan the most appropriate solutions. A blended learning approach meets the training requirements identified including E-learning, workshops, mentoring, coaching, supervision and development resources.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Central support with dedicated Recruitment Business Partner, and Recruitment Marketing to support candidate attraction, jobs posted on variety of jobs-boards, values based recruitment interviews, structured recruitment/compliance process to provide positive experience, ED&I Focus Group in place, Talent management meetings to aid succession planning, Mental Health First Aiders available, free counselling & advice service, retail discounts, empowerment days.

Regulated services delivered by this provider

Service name	Service type	Type of care
Hallmark Regency House Luxury Care Home	Care Home Service	Adults With Nursing

Service: Hallmark Regency House Luxury Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	25/02/2019
Maximum number of places	73
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Aneurin Brown• A maximum of 73 individuals can be accommodated at this service.• Hallmark Care Homes (Cardiff) Limited is registered to provide a Care Home Service at Regency House Care Home Mill Road, Ely, Cardiff CF5 4AH
How many people in total did the service provide care and support to during the last financial year?	144

Service management

Responsible Individual(s)	Aneurin Brown
Manager(s)	Madalina Blaglosov

Service contact details

Service Telephone Number	02920566000
Service Contact Email Address	Regency.Enquiries@hallmarkcarehomes.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">• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 68• Number of communal lounges: 3• Number of dining rooms: 3• Number of shared bedrooms: 5• Number of single bedrooms: 63• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• TV point• Wheelchair access• Wildlife / domesticated animals
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Engagement with people using the service

Surveys are undertaken with residents, relatives, team members and professionals on an annual basis. General team meetings, resident and relative meetings also take place quarterly.

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?	£1041.95
The maximum weekly fee payable during the last financial year?	£1802.17

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)	108
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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)	3	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	5	0
Care Worker	51	0
Domestic staff	13	0
Catering staff	10	0
Other Staff	10	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 (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
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 (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
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 (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
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	Working towards all staff completing
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 (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
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	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	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Nursing Assistant / Auxiliary Nurse	Not relevant to this staff group	All staff have completed
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	Working towards all staff completing
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	No staff have yet completed	All staff have completed
Other Staff	No staff have yet 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
Supervisory Staff (not providing direct care)	3	0	0
Nursing Assistant / Auxiliary Nurse	4	0	0
Registered Nurse (1+ Years in Practice)	10	0	0
Senior Care Worker	4	0	0
Care Worker	43	0	0
Domestic staff	13	0	0
Catering staff	7	0	0
Other Staff	7	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 (1+ Years in Practice)	0	0
Senior Care Worker	1	0
Care Worker	8	0
Domestic staff	0	0
Catering staff	3	0
Other Staff	3	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)	3	0
Nursing Assistant / Auxiliary Nurse	3	1
Registered Nurse (1+ Years in Practice)	9	1
Senior Care Worker	1	4
Care Worker	24	27
Domestic staff	10	3
Catering staff	1	9
Other Staff	2	8

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	0	1
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	5	0
Care Worker	36	15
Domestic staff	0	0
Catering staff	2	1
Other Staff	2	3

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	2 nurses work during the day shift between 07:30 and 19:30. 2 nurses work during the night shift between 19:30 and 07:30.
Registered Nurse (1+ Years in Practice)	2 nurses work on the day shift between 07:30 and 19:30. 2 nurses work on the night shift between 19:30 and 07:30.
Senior Care Worker	1 Senior Care Assistant works both the day and night shift. The day shift is between 07:30 and 19:30. The night shift is between 19:30 and 07:30.
Care Worker	11.5 Care Assistants work on the day shift (07:30 to 19:30, early shift 07:30 to 13:30. 5.5 Care Assistants work on the night shift (19:30 to 07:30 and Twilight shift 19:30 to midnight).