

Gibraltar Care Village 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: Gibraltar Care Village Ltd

Provider summary

The provider was registered on:	16/08/2018
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.	mandatory training is managed via a matrix, 12 monthly refreshers expected . induction is the first 12 weeks of employment, this feeds in to social care Wales registration by 6 months for all care staff, clinical training matrix supports clinical training , needs are identified through Page of the day, Accident and incident reviews, supervisions, reflective accounts, themes and trends outside of mandatory training requirements. face to face days 2x yearly to merge homes and share good practices
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	recruitment offering good rates of pay, refer a friend, house hold model, welfare support for staff, family environment, support with external registrations and retention- we have our welfare support services, face to face training days at ECA, leadership training, support with revalidation and SCW registration, ability to work in an environment where individuality is promoted and the team thinks outside the box

Regulated services delivered by this provider

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

Service: Gibraltar House

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	16/08/2018
Maximum number of places	95
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Tracey Greenwood• A maximum of 95 individuals can be accommodated at this service• Gibraltar Care Village Ltd is registered to provide a Care Home Service at Gibraltar House GIBALTAR CARE VILLAGE, GIBALTAR HOUSE, PORTAL ROAD, MONMOUTH NP25 5FL
How many people in total did the service provide care and support to during the last financial year?	95

Service management

Responsible Individual(s)	Tracey Greenwood
Manager(s)	Verity Walmsley

Service contact details

Service Telephone Number	01600775880
Service Contact Email Address	ciw@gibraltarnursinghome.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	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Writing (Paper / Whiteboards)• Objects of reference• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Cinema• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 94• Number of communal lounges: 6• Number of dining rooms: 7• Number of shared bedrooms: 0• Number of single bedrooms: 95• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas

- Stairlift
- TV point
- Wheelchair access

Engagement with people using the service

feedback survey relative and family members meeting- held quarterly to gather feedback, views and ideas from relatives and their family members living here new quarterly newsletter- showcasing the home, what has happened in the last 3 months and what is planned for the next 3 months planned events at the home- larger planned events- as well as internally planned home events- supported by those that live with us around days felt special by them social media and marketing- family members are involved in what is used from the home on social media and to advertise and market the home= this ultimately affects the type of person we have wanting to work here and enquire about living here

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?	£1208.25
The maximum weekly fee payable during the last financial year?	£2000.61

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)	117
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (First Year in Practice)	1	1
Registered Nurse (1+ Years in Practice)	7	1
Care Worker	84	5
Domestic staff	11	0
Catering staff	9	0
Other Staff	8	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	All staff have completed	Working towards all staff completing
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	Working towards all staff completing	Working towards all staff completing
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	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	Working towards all staff completing	All staff have completed
Registered Nurse (First Year in Practice)	No staff have yet completed	No staff have yet completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	All staff have completed	Working towards all staff completing
Registered Nurse (First Year in Practice)	Working towards all staff completing	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	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	Working towards all staff completing	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	Not relevant to this staff group	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
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	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	Working towards all staff completing
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
Nursing Assistant / Auxiliary Nurse	4	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	7	0	0
Care Worker	74	0	0
Domestic staff	10	0	0
Catering staff	6	0	0
Other Staff	8	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
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	10
Domestic staff	0	1
Catering staff	0	3
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
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	6	1
Care Worker	68	16
Domestic staff	5	6
Catering staff	5	4
Other Staff	7	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
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
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	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
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

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	8am to 8pm and 8pm to 8am 3 days and 1 nights
Registered Nurse (First Year in Practice)	8am to 8pm and 8pm to 8am 2 days 1 nights in total of nurses
Registered Nurse (1+ Years in Practice)	8am to 8pm and 8pm to 8am 2 days 1 nights in total nurses
Care Worker	8am to 8pm and 8pm to 8am 24 days 10 nights