

# Sarah Wilkie

## Annual Return 2025/2026

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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: Sarah Wilkie

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### Provider summary

The provider was registered on:	11/06/2018
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	During the first supervision of each year we look at training requirements for the year coming. We identify the mandatory training that needs to be completed as well as any additional training that may need to be done during that year. Training requirements are reviewed each supervision and discussions are had to identify any new areas of training we would benefit from. We have accumulated a wide range of training resources to provide the necessary training.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	With the exception of losing one staff member due to retirement, we have retained all staff members with out the need to recruit any new additions to the team.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Montrose Residential Home	Care Home Service	Adults Without Nursing

## Service: Montrose Residential Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	11/06/2018
<b>Maximum number of places</b>	10
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 10 individuals can be accommodated at this service</li><li>• Sarah Wilkie is registered to provide a Care Home Service at Montrose Residential Home MONTROSE REST HOME, 35A, MERLINS HILL, HAVERFORDWEST SA61 1PE</li><li>• The responsible individual for this service is Sarah Leanne Wilkie</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	13

### Service management

<b>Responsible Individual(s)</b>	Sarah Wilkie
<b>Manager(s)</b>	Sarah Wilkie

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01437764395">01437 764395</a>
<b>Service Contact Email Address</b>	<a href="mailto:montrose35a@hotmail.co.uk">montrose35a@hotmail.co.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Welsh</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Writing (Paper / Whiteboards)</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 2</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 1</li><li>• Number of single bedrooms: 8</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Stairlift</li><li>• TV point</li><li>• Wheelchair access</li><li>• Wildlife / domesticated animals</li></ul>
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### Engagement with people using the service

**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?	£919.23
The maximum weekly fee payable during the last financial year?	£1007.13

**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)	7
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**Posts and vacancies**

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	0
Care Worker	5	1

**Training undertaken****Induction and Health & Safety**

Role type	Induction	Health & Safety
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
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed

**Manual Handling and Safeguarding**

Role type	Manual Handling	Safeguarding
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
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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Senior Care Worker	1	0	0
Care Worker	5	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
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
Senior Care Worker	1	0
Care Worker	5	0

### 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
Senior Care Worker	0	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	0	0

### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am -7pm
Care Worker	Day shifts 9am - 9pm 2 staff. Night shift 9pm - 9 am 2 staff

