

Isca Care 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: Isca Care Limited

Provider summary

The provider was registered on:	03/12/2021
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.	Training is provided for staff on induction through our in house Training Manager & refreshed on all mandatory subjects. Training required to meet the needs of service users is sourced externally by training companies or via LA. Our trainer is trained to deliver the training to staff. We work closely with external professional (NHS/LHB/LA) to deliver training in house and also use the NHS online training portal. All our support workers have QCF or work to gain the qualification at all levels.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have a Sponsorship licence to recruit from overseas. We also advertise vacancies on Indeed and Facebook and have also used recruitment agencies for management, chefs and admin roles. Cost increases within the home office has reduced recruitment of O/seas staff.. We envisage further difficulties going forward as the salaries for the Tiers has also increased above the RLW and the cost of the NI pensions and changes to the employment law and sick pay ect..

Regulated services delivered by this provider

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

Service: Eleanor Hodson House Nursing Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	03/12/2021
Maximum number of places	32
Service Conditions	• A maximum of 32 individuals can be accommodated at this service. • Isca Care Limited is registered to provide a Care Home Service at Eleanor Hodson House Nursing Home, Eleanor Hodson House, Pillmawr Road, Caerleon, Newport, NP18 3QZ. • The responsible individual for this service is Arun Patel • The responsible individual for this service is Rita Patel
How many people in total did the service provide care and support to during the last financial year?	40

Service management

Responsible Individual(s)	Arun Patel, Rita Patel
Manager(s)	Sian Parsons

Service contact details

Service Telephone Number	01633 430994
Service Contact Email Address	care@eleanorhodsonhouse.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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	• 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) • Ground-floor accommodation only • Hairdressing / beauty services • Internet access • Laundry service • Lifts • Near public transport • Number of bathrooms with assisted bathing facilities: 2 • Number of bedrooms with en-suite facilities: 32 • Number of communal lounges: 4 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 32 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • Stairlift • TV point • Wheelchair access

Engagement with people using the service

Review meetings via phone email and face to face RI 1 to 1 meetings via phone and face to face RI family / NOK and management Coffee mornings and Tea afternoon face to face group meetings phone calls and video calls with families who are over seas Emails In house Notices Residents meetings Letters QA reports, Facebook activities updates. Invite to events. Info sharing regarding external audit reports External professional meetings / reviews / emails

Compliance and quality statement

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1299.41
The maximum weekly fee payable during the last financial year?	£1904.18

Complaints processed by the service

Total number of formal complaints made during the last financial year	32
Number of active complaints outstanding	0
Number of complaints upheld	14
Number of complaints partially upheld	18
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)	37
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	4	0
Care Worker	15	5
Occupational Therapist	1	0
Domestic staff	5	0
Catering staff	5	0
Other Staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
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	All staff have completed
Occupational Therapist	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
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	All staff have completed
Occupational Therapist	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
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	All staff have completed
Occupational Therapist	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
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	Not relevant to this staff group	All staff have completed
Occupational Therapist	Not relevant to this staff group	All staff have completed
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	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	All staff have 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
Occupational Therapist	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	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
Nursing Assistant / Auxiliary Nurse	2	0	0
Registered Nurse (First Year in Practice)	2	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Care Worker	15	0	0
Occupational Therapist	1	0	0
Domestic staff	5	0	0
Catering staff	5	0	0
Other Staff	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
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
Occupational Therapist	0	0
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
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	4	0
Care Worker	15	0
Occupational Therapist	1	0
Domestic staff	2	3
Catering staff	3	2
Other Staff	2	2

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
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	4	0
Care Worker	5	0
Occupational Therapist	0	0
Domestic staff	0	0
Catering staff	3	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	10	0
Occupational Therapist	0	1
Domestic staff	0	5
Catering staff	0	2
Other Staff	0	4

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	8am/8pm x 1 days
Registered Nurse (First Year in Practice)	8am/8pm x 1 days
Registered Nurse (1+ Years in Practice)	8/8 x 1 or 2 days and 8pm to 8am x 1 nights
Care Worker	8am to 8pm x 5 days 8pm to 8am x 3 nights