

The fields nursing home 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.

Contents

[Provider: The fields nursing home ltd](#)

- [Provider summary](#)
- [Training and workforce planning arrangements](#)
- [Regulated services delivered by this provider](#)

[Service: Mayflower Care Home](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Service facilities and accommodation](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

[Service: Mayfield Care Home](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Service facilities and accommodation](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

Provider: The fields nursing home ltd

Provider summary

The provider was registered on:	08/08/2018
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.	staff training is covered by Redcrier on line training ebox where staff can access online the list of training subjects that have been provided mandatory courses are included in this list along with others we have added as we see needed. we also use external trainers to provide visual and practical courses Freelance Training, and others. manager keeps list of training attended and required on a matrix during supervision training needs are discussed.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	when we need replacement staff we advertise on line, and also have sufficient enquiries for jobs to also support recruitment. our core staff have remained the same, we so not normally need to use agency but this is always an option in specific circumstances. new stall are required to provide full information about them self, have an acceptable DBS, and also to register with Care Council for wales. They will be required to either have sufficient qualification or to enrol on NVQ .

Regulated services delivered by this provider

Service name	Service type	Type of care
Mayfield Care Home	Care Home Service	Adults Without Nursing
Mayflower Care Home	Care Home Service	Adults Without Nursing

Service: Mayflower Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	08/08/2018
Maximum number of places	22
Service Conditions	<ul style="list-style-type: none">• A maximum of 22 individuals can be accommodated at this service.• the fields nursing home ltd is registered to provide a Care Home Service at mayflower care home• The responsible individual for this service is Maxine Louise Pell
How many people in total did the service provide care and support to during the last financial year?	26

Service management

Responsible Individual(s)	Maxine Pell
Manager(s)	cerys stevenson

Service contact details

Service Telephone Number	01633483537
Service Contact Email Address	mayflower@newportcarehomes.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	<ul style="list-style-type: none">• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Total Communication• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Picture Exchange Communication System (PECS)• Objects of reference• Social Stories

Service facilities and accommodation

<ul style="list-style-type: none">• Garden(s)• Ground-floor accommodation only• 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: 0• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 1• Number of single bedrooms: 20• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Sensory areas• Stairlift• TV point• Wheelchair access

Engagement with people using the service

staff have one to one discussions with residents as key workers. informal group discussions occur as and when residents wish to participate in various issues and subjects that are relevant to them quality comments sheets are available for all visitors and professional persons for feedback on the service. Face to face discussions at any time to assure people if they have any queries

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?	£1000
The maximum weekly fee payable during the last financial year?	£1200

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)	22.97
--	-------

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	0
Care Worker	14	0
Domestic staff	2	0
Catering staff	2	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
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

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering 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
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	Working towards all staff completing
Catering 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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering 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
Deputy 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
Domestic staff	Working towards all staff completing	All staff have completed
Catering 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
Deputy Manager	1	0	0
Senior Care Worker	7	0	0
Care Worker	14	0	0
Domestic staff	2	0	0
Catering staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering 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
Senior Care Worker	4	3
Care Worker	9	5
Domestic staff	2	0
Catering staff	1	1

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	2	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	AVERAGE SHIFT 8-8 DAY AND NIGHT SOME OTHER SHORT SHIFTS TO SUIT ROTA NORMALLY APPROX 2 SENIOR DAY SHIFT AND 1 SHIFT LEAD PLUS CARER NIGHTS
Care Worker	AVERAGE SHIFT 8-8 DAY AND NIGHT SOME OTHER SHORT SHIFTS TO SUIT ROTA NORMALLY APPROX 2 SENIOR DAY SHIFT AND 1 SHIFT LEAD PLUS CARER NIGHTS

Service: Mayfield Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	08/08/2018
Maximum number of places	20
Service Conditions	<ul style="list-style-type: none">• A maximum of 20 individuals can be accommodated at this service.• the fields nursing home ltd is registered to provide a Care Home Service at mayfield care home• The responsible individual for this service is Maxine Louise Pell
How many people in total did the service provide care and support to during the last financial year?	21

Service management

Responsible Individual(s)	Maxine Pell
Manager(s)	victoria pell

Service contact details

Service Telephone Number	01633215050
Service Contact Email Address	mayfield@newportcarehomes.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">• Picture Exchange Communication System (PECS)• Intensive interaction• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Close to local shops / amenities• Garden(s)• 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: 0• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 1• Number of single bedrooms: 17• On-site parking• Outdoor seating / entertainment area• Quiet areas• Stairlift• TV point• Wheelchair access

Engagement with people using the service

individual personal meetings with residents via staff key workers and group meetings for discussions on various topics that were of interest to them
--

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?	£1000
The maximum weekly fee payable during the last financial year?	£1200

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	0
Number of complaints partially upheld	1
Number of complaints not upheld	3

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	21.29
--	-------

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	5	0
Care Worker	13	0
Domestic staff	2	0
Catering staff	2	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
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

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
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

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
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

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	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

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
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	Not relevant to this staff group
Catering staff	Not relevant to this staff group	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
Deputy Manager	2	0	0
Senior Care Worker	5	0	0
Care Worker	13	0	0
Domestic staff	2	0	0
Catering staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering 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	1
Senior Care Worker	3	2
Care Worker	8	5
Domestic staff	2	0
Catering staff	1	1

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	2	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	average shift is 8-8 day or night average senior carer on duty for days 2 and for nights 1
Care Worker	average shift usually 8-8 day or night some shifts shorter as per need normally approx 3-4 carer along with senior days and 1 carer with senior carer on nights