

Navagrace 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: Navagrace Ltd

Provider summary

The provider was registered on:	09/08/2018
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.	<p>Castle Graig utilises a formal Training Needs Analysis to assess the current and future skills requirements across all staff roles, which includes audits and supervisions to identify specific gaps in training that we will require whilst putting the needs of the residents at the heart of the process, The analysis was informed by:</p> <ul style="list-style-type: none">o Supervision and appraisal outcomeso Service user feedbacko Incident reports and service auditso Changes in legislation, regulation, and best practices
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Staffing levels were determined by the collective needs of the residents using the service. Online job boards and/or recruitment agencies were used to shortlist appropriate candidates. We also sponsored a few staff who were somewhat settled in the UK. Successful candidates underwent mandatory checks before commencing work. We endeavoured to create a positive working environment within the home, recognizing and rewarding employees for their contributions and teamwork within the home.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Castle Graig Nursing Home	Care Home Service	Adults With Nursing

Service: Castle Graig Nursing Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	09/08/2018
Maximum number of places	37
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Sajith Navaratnasingam• A maximum of 37 individuals can be accommodated at this service.• Navagrace Ltd is registered to provide a Care Home Service at Castle Graig Nursing Home CASTLE GRAIG NURSING HOME, 93 SALEM ROAD MORRISTON, SWANSEA SA6 8NN
How many people in total did the service provide care and support to during the last financial year?	57

Service management

Responsible Individual(s)	Sajith Navaratnasingam
Manager(s)	Julie Davies

Service contact details

Service Telephone Number	01792790009
Service Contact Email Address	management@castlegrraig.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">• Romanian• Polish• Spanish• 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)• Writing (Paper / Whiteboards)• Assistive Technology

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.)
- 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: 3
- Number of bedrooms with en-suite facilities: 30
- Number of communal lounges: 2
- Number of dining rooms: 1
- Number of shared bedrooms: 2
- Number of single bedrooms: 33
- On-site parking
- Outdoor seating / entertainment area
- Quiet areas
- Stairlift
- TV point
- Wheelchair access

Engagement with people using the service

During the last financial year, several arrangements were made to consult with our residents, their families, friends, staff and stakeholders who use our service, ensuring their feedback and experiences informed service development and operation. 1. Surveys and Questionnaires For residents, families, staff and stakeholders, focussing on user satisfaction, service accessibility, and areas of improvement. 2. Focus Groups and Forums Residents and Families Meetings which involved in-depth discussions including topics on the home, facilities, menu choices, laundry, feeling safe and meeting individual outcome. 3. Complaints and Feedback Mechanisms Formal complaints procedures and general feedback channels such as comment boxes, email, and helplines. 4. Social media and Digital Platforms Digital engagement tools including polls and open comment threads on social media. 5. Annual Review Meetings or Open Days Residents and families could engage with us to review the year's performance

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?	£900
The maximum weekly fee payable during the last financial year?	£1145

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)	28
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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)	1	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	10	0
Care Worker	31	0
Domestic staff	7	0
Catering staff	6	0
Other Staff	3	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
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
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
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
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
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
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
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
Care Worker	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
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
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
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
Supervisory Staff (not providing direct care)	1	0	0
Nursing Assistant / Auxiliary Nurse	4	0	0
Registered Nurse (1+ Years in Practice)	10	0	0
Care Worker	31	0	0
Domestic staff	7	0	0
Catering staff	6	0	0
Other Staff	3	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
Care Worker	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
Supervisory Staff (not providing direct care)	1	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	10	0
Care Worker	15	16
Domestic staff	1	6
Catering staff	1	5
Other Staff	3	0

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
Supervisory Staff (not providing direct care)	1	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	10	0
Care Worker	15	16
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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0
Domestic staff	7	0
Catering staff	6	0
Other Staff	3	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	4
Registered Nurse (1+ Years in Practice)	10
Care Worker	31