

Marina United 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: Marina United Ltd

Provider summary

The provider was registered on:	27/02/2019
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>A training matrix is used to identify training needs, and when training is due. An additional training matrix that identifies additional non-mandatory training.</p> <p>Our mandatory training is booked a year in advance to ensure needs can be met.</p> <p>We have an induction program for new starters, some online courses are provided.</p> <p>Non- Mandatory training is based on the needs of the care home. Staff will communicate any needs that they feel will support their working environment.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Indeed employment website was used to recruit healthcare assistants.

Regulated services delivered by this provider

Service name	Service type	Type of care
The Old Vicarage Private Nursing Home	Care Home Service	Adults With Nursing

Service: The Old Vicarage Private Nursing Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	27/02/2019
Maximum number of places	47
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Lyndsey Anne Ferrier• A maximum of 47 individuals can be accommodated at this service• Marina United Ltd is registered to provide a Care Home Service at The Old Vicarage Private Nursing Home
How many people in total did the service provide care and support to during the last financial year?	70

Service management

Responsible Individual(s)	Lyndsey Ferrier
Manager(s)	Lyndsey Ferrier, Susan Khakshour

Service contact details

Service Telephone Number	01792202100
Service Contact Email Address	lyndsey@oldvicaragenursinghome.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• Polish• Italian• Romanian
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Picture Exchange Communication System (PECS)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)• Lipreading

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• 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: 5• Number of bedrooms with en-suite facilities: 26• Number of communal lounges: 4• Number of dining rooms: 1• Number of shared bedrooms: 2• Number of single bedrooms: 45• On-site parking• Outdoor seating / entertainment area

- Pet friendly (or by arrangement)
- Quiet areas
- TV point
- Wheelchair access

Engagement with people using the service

Viewings at the care home. Welcome Packs provided Meetings Memos

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?	£1166.26
The maximum weekly fee payable during the last financial year?	£1316.96

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	3
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)	1
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	7	0
Care Worker	24	0
Domestic staff	5	0
Catering staff	4	0
Other Staff	5	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
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
Deputy Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	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
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

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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Other Staff	Working towards all staff completing	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	No staff have yet completed
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Supervisory Staff (not providing direct care)	No staff have yet completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	No staff have yet completed	Working towards all staff completing
Senior Care Worker	Not relevant to this staff group	Working towards all staff completing
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Supervisory Staff (not providing direct care)	3	0	0
Registered Nurse (1+ Years in Practice)	8	0	0
Senior Care Worker	7	0	0
Care Worker	19	0	0
Domestic staff	4	0	0
Catering staff	4	0	0
Other Staff	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	2	0
Senior Care Worker	0	0
Care Worker	5	0
Domestic staff	1	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
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Registered Nurse (1+ Years in Practice)	7	3
Senior Care Worker	7	0
Care Worker	15	9
Domestic staff	4	1
Catering staff	4	0
Other Staff	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	1	0
Deputy Manager	0	1
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	5	2
Care Worker	18	6
Domestic staff	0	0
Catering staff	4	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	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
Registered Nurse (1+ Years in Practice)	3
Senior Care Worker	3
Care Worker	9