

Shiva 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.

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Provider: Shiva Nursing Home Ltd

Provider summary

The provider was registered on:	13/06/2018
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.	The care home has a mature training matrix in place to ensure all employees have the appropriate training depending on their job role/requirements. We also use external training companies to ensure our training is upto date with the latest best practice and regulations in the sector. New starters are given a schedule of training courses to complete such as health and safety, food hygiene, and medicine management (if nurse registered)
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The home has sought to fill vacancies using local people instead of overseas /sponsored staff. The aim is to keep the stability of long term staff and reduce churn. We use online job boards and the local job centre as well as staff referrals. On occasion we use recruitment agencies to fill permanent roles and also we are still using agency to cover sickness and sudden staff departures.

Regulated services delivered by this provider

Service name	Service type	Type of care
The Fields Care Home	Care Home Service	Adults With Nursing

Service: The Fields Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	13/06/2018
Maximum number of places	34
Service Conditions	<ul style="list-style-type: none">• A maximum of 34 individuals can be accommodated at this service• Shiva Nursing Home Ltd is registered to provide a Care Home Service at The Fields Care Home THE FIELDS NURSING HOME, 29 FIELDS ROAD, NEWPORT NP20 4PJ• The responsible individual for this service is Thomas Bursnall
How many people in total did the service provide care and support to during the last financial year?	42

Service management

Responsible Individual(s)	Thomas Bursnall
Manager(s)	Debra Richards

Service contact details

Service Telephone Number	01633265523
Service Contact Email Address	enquiries@fieldscarehome.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">• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Hairdressing / beauty services• Internet access• 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: 2• Number of single bedrooms: 28• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• TV point• Wheelchair access

Engagement with people using the service

-Regular residents and family Meetings -Annual Survey, both residents and family/friends -Newsletters -Residents co-sign their own personalised care plan -Residents can freely discuss anything with the RI on visits or on the management walk around

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?	£1050
The maximum weekly fee payable during the last financial year?	£1450

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	44
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	4	0
Care Worker	21	0
Domestic staff	6	0
Catering staff	3	1
Other 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
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	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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	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	Working towards all staff completing	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	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	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	No staff have yet 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
Other 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	1	0	0
Registered Nurse (1+ Years in Practice)	9	0	0
Senior Care Worker	4	0	0
Care Worker	14	0	0
Domestic staff	6	0	0
Catering staff	3	0	0
Other 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
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	0	0
Care Worker	0	7
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
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	4	6
Senior Care Worker	4	0
Care Worker	19	2
Domestic staff	4	2
Catering staff	2	1
Other Staff	2	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
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	10	0
Senior Care Worker	4	0
Care Worker	13	8
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
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	6
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	8-8 Days and nights
Senior Care Worker	8-8 Days and Nights
Care Worker	8-8 Days/Night and 8-2pm and 2-8pm