

Priory Project 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: Priory Project Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Priory House 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: Priory Project Ltd

Provider summary

The provider was registered on:	25/04/2019
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.	Staff are enrolled onto Atlas and assigned mandatory and role-specific training by the Manager. Additional training needs are identified as required. Staff also complete external training where appropriate, including accredited First Aid and Breakaway training. All training is monitored on the service training matrix, with new requirements added as needed.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment is carried out through Indeed.com, alongside advertising vacancies on our social media platforms. Job advertisements clearly outline the requirements of the role, and an interview matrix is used to support a consistent recruitment process. Staff receive full training to equip them to fulfil their duty of care to residents. Staff are paid above the national minimum wage to support recruitment and retention.

Regulated services delivered by this provider

Service name	Service type	Type of care
Priory House Care Home	Care Home Service	Adults Without Nursing

Service: Priory House Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/04/2019
Maximum number of places	9
Service Conditions	<ul style="list-style-type: none">• A maximum of 9 individuals can be accommodated at this service• Priory Project Ltd is registered to provide a Care Home Service at Priory House Care Home PRIORY HOUSE, MILFORD HAVEN SA73 3UA
How many people in total did the service provide care and support to during the last financial year?	9

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Zea Parry

Service contact details

Service Telephone Number	01646690119
Service Contact Email Address	info@priory-house.org

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	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 1• Number of communal lounges: 4• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 9• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access• Wildlife / domesticated animals• Woodland / ponds
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Engagement with people using the service

Residents are consulted about the operation of the service through regular key worker meetings and day-to-day discussions. Monthly 1:1 key worker sessions provide opportunities for people we support to discuss any concerns, wishes, goals, activities, and general wellbeing. Feedback is shared with the management team and acted upon where appropriate. Information about activities, events, and the running of the service is provided in easy-read formats to support understanding and communication. The service user guide is also available in an easy-read version. Residents are

encouraged and supported to make choices about their daily lives, routines, meals, and activities in line with their individual communication needs and preferences.

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?	£1360.11
The maximum weekly fee payable during the last financial year?	£4255.59

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)	17.50
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	15	0
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	Working towards all staff completing	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
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
Senior Care Worker	2	0	0
Care Worker	13	0	0
Other Staff	1	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	2	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
Senior Care Worker	2	0
Care Worker	14	1
Other Staff	1	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	1	0
Senior Care Worker	2	0
Care Worker	13	2
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
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 8am-8pm 1 senior per day
Care Worker	day shift 7am-7pm 2 staff, 9am-9pm 1 staff, 10am-10pm 1 staff. Nights staff 9pm-7am 2 staff