

# Avan Limited

## Annual Return 2025/2026

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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: Avan Limited

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### Provider summary

The provider was registered on:	11/10/2018
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	The manager identifies and ensures our training matrix is regularly monitored and updated based on mandatory training requirements. She also conducts individual training needs analysis with staff members, identifying gaps, and provides periodic updates. This is also determined during supervision sessions. Training is sourced from Cardiff Council's training portal, and external training from other providers (both online and face-to-face sessions). We also provide in-house training.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>We advertise on our website as vacancies arise. During the last financial year, we have retained all our staff members but recruited two bank staff and one full-time staff member.</p> <p>We are also licensed by the Home Office to recruit workers from overseas if unable to recruit locally</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Brightside Manor	Care Home Service	Adults Without Nursing

## Service: Brightside Manor

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	11/10/2018
<b>Maximum number of places</b>	33
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 33 individuals can be accommodated at this service</li><li>• Avan Limited is registered to provide a Care Home Service at Brightside Manor BRIGHTSIDE MANOR, 637 NEWPORT ROAD RUMNEY, CARDIFF CF3 4FB</li><li>• The responsible individual for this service is Sundarampillai Navaratnarajah</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	46

### Service management

<b>Responsible Individual(s)</b>	Sundarampillai Navaratnarajah
<b>Manager(s)</b>	Sheela Navaratnarajah

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:02920408010">02920408010</a>
<b>Service Contact Email Address</b>	<a href="mailto:manager@brightsidemanor.org.uk">manager@brightsidemanor.org.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Lipreading</li><li>• Objects of reference</li><li>• Writing (Paper / Whiteboards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Bar / Café</li><li>• Cinema</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Laundry service</li><li>• Library</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 5</li><li>• Number of bedrooms with en-suite facilities: 14</li><li>• Number of communal lounges: 5</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 33</li><li>• On-site parking</li><li>• Outdoor play area</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li></ul>
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- Residents' kitchenette / communal kitchen
- TV point
- Wheelchair access

### Engagement with people using the service

We conduct resident meetings, offer surgeries to families and friends, and perform quality care reviews. The manager conducts person-centred analyses and surveys quarterly.

### 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?	£790.00
The maximum weekly fee payable during the last financial year?	£1200.00

### 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)	27
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	7	0
Care Worker	11	0
Domestic staff	3	0
Catering staff	1	0
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
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
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	Working towards all staff completing

#### 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	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

#### 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
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
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
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	2	0	0
Senior Care Worker	7	0	0
Care Worker	10	0	0
Domestic staff	3	0	0
Catering staff	1	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
Senior Care Worker	0	0
Care Worker	1	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
Deputy Manager	2	0
Senior Care Worker	7	0
Care Worker	10	1
Domestic staff	3	0
Catering staff	1	0
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	1	0
Deputy Manager	2	0
Senior Care Worker	4	3
Care Worker	5	3
Domestic staff	3	0
Catering staff	1	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
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
Senior Care Worker	Day shift 8am-2pm, 5 care staff; Day shift 2pm-8pm, 4 care staff; 8pm-8am Night shift 3 care staff
Care Worker	Day shift 8am-2pm, 5 care staff; Day shift 2pm-8pm, 4 care staff; 8pm-8am Night shift 3 care staff