

# The Disabilities Trust

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: The Disabilities Trust

### Provider summary

<b>The provider was registered on:</b>	15/05/2019
<b>The following lists the provider conditions:</b>	A maximum of 24 adults can be accommodated at this service.

### 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>	Ty Aberdafen works closely with the Learning and Development Team to support ongoing staff development and monitor training compliance. The Learning and Development Team assists with training planning and the identification of appropriate training providers to deliver the required learning programmes. Training sessions are scheduled on agreed dates and times, with attendance numbers confirmed in advance. New starters are supported throughout their induction programme to ensure completion of all mandatory training and any role-specific specialist training requirements.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	We remain committed to maintaining stable staffing teams within our service and have undertaken significant work to strengthen both staff recruitment and retention. Measures implemented include a revised interview process and updated recruitment questionnaires, alongside the active involvement of people we support in the interview process. We have also reviewed and enhanced our exit interview process to ensure that feedback and data are used more effectively to inform our organisational retention strategy. In addition, we have been working to ensure that robust local retention plans are in place to support workforce stability and staff engagement.

### Regulated services delivered by this provider

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Ty Aberdafen	Care Home Service	Adults Without Nursing

## Service: Ty Aberdafen

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	15/05/2019
<b>Maximum number of places</b>	24
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• Ty Aberdafen is a purpose-built residential care and neuro-behavioural rehabilitation centre, supporting up to 24 adults (18+) with acquired brain injuries. Ty Aberdafen provides specialist rehabilitation, care, and support for adults with acquired brain injuries and complex neurological conditions. The service supports individuals with cognitive, physical, behavioural, emotional, and communication difficulties arising from brain injury or neurological impairment, and offers rehabilitation, transitional living, longer-term care, and independent living support tailored to individual needs.</li></ul> <p>The Disabilities Trust is registered to provide a Care Home Service at: Ty Aberdafen The Brain Injury Rehabilitation Centre, The Avenue, Morfa, Llanelli SA15 2DP</p>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	20

### Service management

<b>Responsible Individual(s)</b>	The Responsible Individual for Ty Aberdafen is Ayesha Trott, Executive Director of Service Delivery, who provides oversight in line with RISCA 2016 requirements, including regular service visits, quality assurance review, and governance reporting.
<b>Manager(s)</b>	Tammy Mulholland, Registered Manager

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01554740720">01554740720</a>
<b>Service Contact Email Address</b>	<a href="mailto:TyAberdafen@thedtgroup.org">TyAberdafen@thedtgroup.org</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
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<b>Other languages used in the provision of the service</b>	•Welsh
<b>Non-verbal communication methods used at the service</b>	<p>The service uses a range of non-verbal communication methods to support individuals with diverse and often complex communication needs, ensuring care is accessible, inclusive, and fully person-centred. This includes written methods such as whiteboards and individualised communication tools, alongside skilled observation, and interpretation of non-verbal cues including facial expressions, body language, gestures, and behaviour. Staff are trained to recognise these as meaningful forms of communication, enabling them to respond effectively to each individual’s needs, preferences, and emotional wellbeing.</p> <p>Visual communication methods are embedded within practice and include the use of communication boards, symbols, picture cards, and other visual prompts. These are tailored to the individual and reflected within care plans to ensure a consistent and structured approach across the staff team. Assistive technology is also used where appropriate to enhance communication, increase independence, and support engagement in daily activities.</p> <p>Communication is personalised, regularly reviewed, and clearly documented, ensuring continuity of care and a shared understanding among staff. The service recognises that behaviour may be a form of communication, particularly for individuals with cognitive or neurological impairments, and staff are supported to respond in a proactive, respectful, and therapeutic manner.</p> <p>The service actively upholds the principles of dignity, choice, and control by enabling individuals to express their views, make informed decisions, and participate fully in their care and daily lives. In line with the Welsh Government’s “Active Offer,” individuals are supported to communicate in their preferred language, including Welsh, without having to request it. Where required, additional specialist input is sought, such as Speech and Language Therapy, to further develop and support effective communication approaches.</p>

### **Service facilities and accommodation.**

The service provides a wide range of accessible facilities and accommodation designed to meet the diverse needs of individuals, including those with complex physical, cognitive, and neurological conditions. All areas are fully accessible, with wheelchair access throughout, lifts where required, and ground-floor accommodation to support individuals with reduced mobility. Bedrooms are all single occupancy with en-suite facilities, promoting privacy, dignity, and personal space. The availability of assisted bathrooms ensures that individuals requiring higher levels of support can do so safely and comfortably. Communal areas, including lounges and dining spaces, are designed to encourage social interaction while also offering quiet areas for rest, reflection, and reduced stimulation where needed.

A variety of therapeutic and recreational spaces are available, including activity rooms, a gym, and outdoor areas, which support rehabilitation, wellbeing, and meaningful engagement. Facilities such as the cinema, café, and garden spaces provide opportunities for leisure, social inclusion, and enhanced quality of life. Access to a semi-independent flat further supports the development of independent living skills in line with individual goals.

The service promotes community integration, with access to transport, proximity to local amenities, and encouragement for individuals to participate in activities outside of the service where appropriate. Internet access and assistive technology are available to support communication, independence, and connection with family and wider networks. The environment is designed to be safe, comfortable, and enabling, supporting both individual choice and independence.

### **Engagement with people using the service.**

The service has a structured and proactive approach to engaging with people who use the service, ensuring their views, experiences, and outcomes are central to service delivery and continuous improvement.

A range of formal and informal methods are used to obtain feedback. The annual “Tell Us What You Think” survey provides individuals with the opportunity to share their views on the care, rehabilitation, and support they receive. The survey is accessible and can be completed anonymously, encouraging open and honest feedback. In 2025, the survey was available between 8 July and 28 July, and the findings are used to inform service development and improvement planning.

In addition, monthly meetings for people we support are held within the service. Individuals are actively encouraged and supported to attend and participate, ensuring their voices are heard and their opinions influence day-to-day service delivery. These meetings provide a regular forum for discussion, suggestions, and shared decision-making.

Feedback is also gathered through individualised processes, including annual reviews involving the care manager, family members, and other relevant professionals, as well as ongoing review meetings. These provide opportunities for people to reflect on their care, set goals, and influence how support is delivered. Feedback can be given at any time, and staff make themselves readily available to listen and respond to individuals’ views or concerns as they arise.

The service promotes a strong culture of listening and responding, recognising the importance of meaningful engagement in supporting wellbeing, choice, and control. Feedback is valued and used to inform continuous improvement, ensuring that people who use the service remain at the centre of decision-making and service development.

### **Compliance and quality statement**

The service is committed to delivering safe, effective, and high-quality care in line with the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016. During the reporting period, Care Inspectorate Wales inspected the service and found that standards of care were being met, with outcomes demonstrating that people are supported safely and in a manner that promotes their wellbeing.

Quality assurance and governance systems are embedded within the service to monitor performance, manage risk, and drive continuous improvement. This includes a programme of regular audits covering key areas such as medication management, infection prevention and

control, health and safety, and care planning. Findings from audits are reviewed at management level, with actions identified, implemented, and monitored to ensure sustained improvement. The service also undertakes regular reviews of care and support to ensure that individual needs are met and that people are achieving positive outcomes in line with their personal goals. Feedback from people we support, families, and professionals is actively sought and used alongside audit findings, incidents, and complaints data to inform service development. Feedback has led to improvements in activities/environment/routines, demonstrating how people's views directly influence service delivery.

Incidents and concerns are reported, reviewed, and analysed to identify themes, learning, and opportunities for improvement. Lessons learned are shared within the team to promote reflective practice and enhance the quality and safety of care delivered.

Leadership and oversight are maintained through clear management structures, with ongoing monitoring of performance, staffing, and training compliance. This ensures that staff are appropriately skilled, supported, and competent to meet the needs of the people they support. Overall, the service demonstrates a proactive approach to quality assurance, with systems in place to ensure care is safe, person-centred, and focused on achieving positive outcomes, while continuously seeking opportunities to improve.

#### **Fees charged by the service**

<b>The minimum weekly fee payable during the last financial year?</b>	£2734.62
<b>The maximum weekly fee payable during the last financial year?</b>	£4167.62

#### **Complaints processed by the service**

<b>Total number of formal complaints made during the last financial year</b>	No formal complaints were received during this period. Informal concerns and feedback are actively encouraged and addressed at service level, with learning captured to inform continuous improvement. Compliments from visitors at the service remarked on the facilities and openness of the building along with the friendliness of the people we support and support staff.
<b>Number of active complaints outstanding</b>	0
<b>Number of complaints upheld</b>	0
<b>Number of complaints partially upheld</b>	0
<b>Number of complaints not upheld</b>	0

#### **Staff working at the service.**

##### **Staff summary**

<b>The total number of full-time equivalent posts at the service (as of 31 March)</b>	25
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##### **Posts and vacancies**

<b>Role type</b>	<b>No. of staff in post</b>	<b>Total vacancies</b>
<b>Manager</b>	1	0
<b>Deputy Manager</b>	2	0
<b>Senior Care Worker</b>	4	0
<b>Care Worker</b>	26	4
<b>Occupational Therapist</b>	1	0
<b>Domestic staff</b>	2	0

<b>Catering staff</b>	4	0
<b>Other Staff</b>	8	0

### **Training undertaken.**

Training needs are identified through supervision, appraisal, and governance systems. Compliance is monitored regularly, and training is aligned to the needs of the individuals supported, ensuring staff are competent to deliver safe and effective care.

### **Induction and Health & Safety**

<b>Role type</b>	<b>Induction</b>	<b>Health &amp; Safety</b>
<b>Manager</b>	All staff have completed	All staff have completed.
<b>Deputy Manager</b>	All staff have completed.	All staff have completed.
<b>Senior Care Worker</b>	All staff have completed.	Working towards all staff completing
<b>Care Worker</b>	All staff have completed.	Working towards all staff completing
<b>Occupational Therapist</b>	All staff have completed.	All staff have completed.
<b>Domestic staff</b>	All staff have completed.	Working towards all staff completing
<b>Catering staff</b>	All staff have completed.	Working towards all staff completing
<b>Other Staff</b>	All staff have completed.	Working towards all staff completing

### **Equality, Diversity & Human Rights and Infection, prevention & control**

<b>Role type</b>	<b>Equality, Diversity &amp; Human Rights</b>	<b>Infection, prevention &amp; control</b>
<b>Manager</b>	Working towards all staff completing	All staff have completed.
<b>Deputy Manager</b>	All staff have completed.	All staff have completed.
<b>Senior Care Worker</b>	Working towards all staff completing	Working towards all staff completing
<b>Care Worker</b>	Working towards all staff completing	Working towards all staff completing
<b>Occupational Therapist</b>	All staff have completed.	All staff have completed.
<b>Domestic staff</b>	Working towards all staff completing	Working towards all staff completing
<b>Catering staff</b>	Working towards all staff completing	Working towards all staff completing
<b>Other Staff</b>	Working towards all staff completing	Working towards all staff completing

### **Manual Handling and Safeguarding**

<b>Role type</b>	<b>Manual Handling</b>	<b>Safeguarding</b>
<b>Manager</b>	Working towards all staff completing	Working towards all staff completing

<b>Deputy Manager</b>	All staff have completed.	All staff have completed.
<b>Senior Care Worker</b>	All staff have completed.	All staff have completed.
<b>Care Worker</b>	Working towards all staff completing	Working towards all staff completing
<b>Occupational Therapist</b>	All staff have completed.	Working towards all staff completing
<b>Domestic staff</b>	Working towards all staff completing	Working towards all staff completing
<b>Catering staff</b>	Working towards all staff completing	Working towards all staff completing
<b>Other Staff</b>	Working towards all staff completing	Working towards all staff completing

### **Medicine Management and Dementia**

<b>Role type</b>	<b>Medicine Management</b>	<b>Dementia</b>
<b>Manager</b>	Working towards all staff completing	Training provision is aligned to the assessed needs of the individuals supported within the service. As the service supports people with acquired brain injury rather than primary dementia diagnoses, dementia training is not currently required. This ensures that staff training remains relevant, proportionate, and focused on achieving positive outcomes for the individuals supported.
<b>Deputy Manager</b>	All staff have completed.	Not applicable
<b>Senior Care Worker</b>	Working towards all staff completing	Not applicable
<b>Care Worker</b>	Working towards all staff completing	Not applicable
<b>Occupational Therapist</b>	Not within scope of practice	Not applicable
<b>Domestic staff</b>	Not within scope of practice	Not applicable
<b>Catering staff</b>	Not within scope of practice	Not applicable
<b>Other Staff</b>	Not within scope of practice	Not applicable

### **Positive Behaviour Management and Food Hygiene**

<b>Role type</b>	<b>Positive Behaviour Management</b>	<b>Food Hygiene</b>
<b>Manager</b>	Working towards all staff completing	Working towards all staff completing
<b>Deputy Manager</b>	Working towards all staff completing	Working towards all staff completing
<b>Senior Care Worker</b>	Working towards all staff completing	Working towards all staff completing

<b>Care Worker</b>	Working towards all staff completing	Working towards all staff completing
<b>Occupational Therapist</b>	Working towards all staff completing	Working towards all staff completing
<b>Domestic staff</b>	Working towards all staff completing	Not within scope of practice
<b>Catering staff</b>	Working towards all staff completing	All staff have completed.
<b>Other Staff</b>	Working towards all staff completing	Not applicable

### **Contractual arrangements**

#### **Permanent Staff, Fixed Term Contracted Staff and Volunteers**

<b>Role type</b>	<b>No. of permanent staff</b>	<b>No. of fixed term contracted staff</b>	<b>No. of volunteers</b>
<b>Manager</b>	1	0	0
<b>Deputy Manager</b>	2	0	0
<b>Senior Care Worker</b>	4	0	0
<b>Care Worker</b>	20	0	0
<b>Occupational Therapist</b>	1	0	0
<b>Domestic staff</b>	2	0	0
<b>Catering staff</b>	4	0	0
<b>Other Staff</b>	7	1	0

#### **Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff**

<b>Role type</b>	<b>No. of agency/bank staff</b>	<b>No. of non-guaranteed hours (zero hours) staff</b>
<b>Manager</b>	0	0
<b>Deputy Manager</b>	0	0
<b>Senior Care Worker</b>	0	0
<b>Care Worker</b>	6	0
<b>Occupational Therapist</b>	0	0
<b>Domestic staff</b>	0	0
<b>Catering staff</b>	0	0
<b>Other Staff</b>	0	0

#### **Full-time v part-time information**

<b>Role type</b>	<b>No. of full-time staff</b>	<b>No. of part time staff</b>
<b>Manager</b>	1	0
<b>Deputy Manager</b>	2	0
<b>Senior Care Worker</b>	4	0
<b>Care Worker</b>	12	14

Occupational Therapist	0	1
Domestic staff	1	1
Catering staff	1	3
Other Staff	5	3

### 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	3	0
Care Worker	15	0
Occupational Therapist	1	0
Domestic staff	0	0
Catering staff	4	0
Other Staff	5	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	1	0
Care Worker	11	0
Occupational Therapist	0	0
Domestic staff	0	2
Catering staff	0	0
Other Staff	0	3

### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 staff per shift 7 hour or 14-hour shifts.
Care Worker	Days 6 staff - 7 hour or 14-hour shift - Nights - 3 staff - 10-hour shift