

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Community Lives Consortium
The provider was registered on:	20/05/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Community Lives Consortium	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/05/2019
	Responsible Individual(s)	Lynda Rosselli
	Manager(s)	Dean Bromham, Jamie Locking, Michelle Thomas, Lynda Rosselli, Catherine Williams, Diane Jones
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	22 Tal y Wern	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/05/2019
	Responsible Individual(s)	Lynda Rosselli
	Manager(s)	Lisa Davies
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	57 Tir Morfa	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/05/2019
	Responsible Individual(s)	Lynda Rosselli
	Manager(s)	Michelle Griffiths
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Lower Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/05/2019
	Responsible Individual(s)	Lynda Rosselli
	Manager(s)	Ellen Lewis
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service

#### Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	A provider assessment conducted before providing support & 3-month personal plan identify skills & knowledge needed to meet a person's needs. Monthly service development plan review staff skills & training to meet needs. Learner & tutor feedback is used to revise training content and methods. A training compliance matrix is maintained & reviewed quarterly. From this, a training programme is developed a quarter in advance. The RI uses this evidence as part of Quality of care and Board reports
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Our provider assessment is conducted before we provide support and a 3-month personal plan identifies staffing needed to meet the person's needs. Monthly service development plan & recruitment analysis target and revise activity. Using staff survey & exit interview data, our staff forum explores recruitment methods & revises a recruitment development plan. This has led to improvements in our conditions of service & job roles to address the cost of living issues & improve recruitment levels.

## Service Profile

### Service Details

Name of Service	22 Tal y Wern
Service Telephone Number	01639 887366
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Community Lives Consortium endeavours to recruit staff who can speak other languages as required by individuals supported Welsh speakers and Welsh learners are employed Staff are trained in Inclusive Communication and utilise the spoken word with different approaches such as Makaton, TEACCH, BSL, widget, objects of reference, Pictures, cards and communication boards, symbols and social stories Individuals have a comprehensive communication section in their personal plans

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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### Fees Charged

The minimum weekly fee payable during the last financial year?	367
The maximum weekly fee payable during the last financial year?	367
If you wish to add further detail or comment regarding the scale of charges please do so below	Packages are paid at £19.25 per hour of support, & £12.07 for sleep-in support and £367 per week residential charges.

### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1
Total number of formal complaints made during the last financial year	2

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Conducting a provider assessment to explore how we can meet their needs</p> <p>Our personal plan is built around engagement with the person, &amp; those close to them, &amp; employs 16 person centered tools so we know what outcomes matter to them &amp; thus how we provide them the best support.</p> <p>A personal plan review focuses on what is working &amp; not working for them. It records how they have been involved in changing their plan.</p> <p>A 'What we think' survey pulls together what people think across our organisation &amp; informs all our tenants forums.</p> <p>People supported in each area meet monthly in our Change Teams to discuss what is working &amp; not working about their support &amp; to organise things to improve their lives.</p> <p>Representatives of Change Teams form a quarterly Tenants Lives Group which is a formal part of our Board, they meet with our RI &amp; agree our Quality of Care review.</p> <p>People supported can join our organisation, can attend our AGM, &amp; can elect &amp; become members of our board</p>
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#### Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>There is a garden to the front and side of the property, surrounded by a wall. There is a large parking facility for 6 vehicles.</p> <p>The ground is flat and wheelchair friendly. All doors are wide enough for wheelchair access. At the rear of the property, there is a small grassed area with flower pots.</p> <p>There is a patio area to the rear and side where there is a table and chairs for service users use, weather permitting. The back garden is accessible for wheelchair users and there are patio doors beside the back door to use the back garden</p>
Provide details of any other facilities to which the residents have access	A communal living room , Kitchen with a dining table and a small additional lounge and a utility room

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	People we support have adapted their own communication signs, this is documented in the individuals plans, this ensures staff are aware of individuals preferred communication style

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Individuals and their representatives are involved in the production of their care plans and reviews, the care plans are person-centred and include photographs of the people we support engaging in meaningful activities of their choice.

There is evidence of Outcomes that matter 'to' and 'for' the person recorded in their personal plans.

Outcomes for the person supported contained in local authority care plans or Care and treatment plans are reviewed quarterly and discussed as part of their 3-month personal plan review. There is evidence of engagement in outcome setting with the individual supported, their relatives and external partners.

The registered Care Home manager has supported individuals to access the Independent Mental Capacity Advocacy service where there is no relative involvement

There is a consistent staff team who know the people they support very well and are very familiar with the individuals care plans. During periods of staff absence and ongoing recruitment agency staff have worked alongside experienced staff members. Some of the people we support at Tal Y Wern have Positive Behaviour Support plans in place, these clearly evidence primary prevention which includes low arousal and distraction techniques.

People we support and their representatives are included in the design of their Activity Support Plan which documents their preferred routines, activities and community participation.

The Registered Care Home manager and Locality Manager monitor the daily recordings and cross reference individuals participation in line with their Activity support plans

The below section has been taken from the recent CIW Inspection

People are very happy; they are listened to and are encouraged to communicate their needs. Care staff know the people they support very well and enable them to make choices in most aspects of their daily lives"

"People can do the things that matter to them when they want to do them. We saw there are a range of activities available which are meaningful to people. People told us they enjoy taking part in a variety of activities. There was photographic evidence and written documentation as well as observations of people undertaking activities that matter to them. Activities include various community participation, attending day centre, coffee/lunch out and personal shopping. Records show people have access to local community facilities. A relative told us "she does what she wants and chooses to do"

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We have received good feedback from Health professionals that the staff team are providing detailed and positive support that meets people's health needs

People we support have a person-centered package which reflects their preferences and identified health needs.

The people we support have a Personal Plan which is reviewed every 3 months, the 3 month review evidences a clear breakdown in regard to individual health needs and appointments. There are comprehensive; Health Profiles, Personal and Intimate Care plans, Positive Behaviour Support plans, and where required Epilepsy profiles and Speech and Language guidance.

There are health recordings and electronic behavioural observation recordings. There is evidence that this information is discussed as part of the 3-month reviews for the individuals supported.

The Registered Care home Manager liaises with the relevant health professionals and relatives in relation to any health concerns.

The people we support have received annual health reviews with their GP.

All staff are trained to administer medication and are compliant with CLC medication policy, there is evidence of good management of the administration of medication and a weekly check and a monthly medication audit are completed by the Registered Care Home Manager and a quarterly audit completed by the Locality Manager.

The below section is taken from the most recent CIW Inspection

People's physical, mental health and emotional wellbeing is promoted. There are improved effective systems in place to manage medication in the service. People are supported by care workers who know them well and who recognise any signs of deteriorating health. Records show this is then acted upon accordingly. People are supported to participate in a variety of activities and access the community on a daily basis.

People are supported to access healthcare and other services to maintain their ongoing health. Personal plans document people's medical requirements and details of relevant healthcare professionals. Documentation viewed details visits with a wide range of healthcare professionals.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Responsible individual is the safeguarding officer for CLC CLC provides an On-call system which is available for out-of-office hours for support and guidance.</p> <p>Under our procedures, we recruit all staff, apprentices and volunteers using appropriate procedures, safeguards and checks. We determine which roles are; in regulated activity and so subject to a barring list check, which roles are eligible for enhanced DBS checks only, and take up references for all posts and volunteer roles.</p> <p>All staff have received Safeguarding training and have access to CLC safeguarding policy via the CLC intranet, there is also a hard copy of the Safeguarding policy at Tal Y Wern.</p> <p>Staff are aware of their duty if a safeguarding issue is suspected,</p> <p>To enable effective monitoring of our Safeguarding Practice, our safeguarding officer has an online register of safeguarding alerts that are kept updated in real-time so that she can monitor the progress of all safeguarding alerts across the company.</p> <p>Measures for assessing the effectiveness of our Safeguarding practice are as follows:</p> <p>Are alerts made within 24 hours?</p> <p>The accuracy, transparency and quality of the alert</p> <p>Levels and frequency of staff training</p> <p>The number, distribution and types of abuse reported and responses</p> <p>Consequences for the people we support and implications for practice</p> <p>Recommendations and learning from Safeguarding concerns</p> <p>The people we support at Tal Y Wern have individual risk assessments and positive behaviour support plans.</p> <p>There is evidence of the provider highlighting concerns regarding the safe evacuation of individuals in the event of a fire at night time collaborative working with the commissioners and Registered social landlord resulted in adaptations to the property being agreed and improvements in individuals safety in the event of a fire at night</p> <p>Fire Risk assessments and Personal Emergency Evacuation Plans have been reviewed and are person-centred</p> <p>The section below is taken from our recent CIW Inspection</p> <p>People are protected from harm and neglect. Care staff are aware of the procedures to follow if they have concerns about people they support and have also completed safeguarding training. Personal plans and risk assessments are in place and reviewed regularly. There are policies and procedures in place for the service to run smoothly and effectively. Care workers are recruited safely and there are very strong systems in place to ensure the premises are secure to keep people safe.</p>
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The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

The Registered Care Home manager follows the procedure set out in the Admission and Commencement policy for any new referrals from the local authority or health team.

The people who live at Tal Y Wern have a provider assessment and there is evidence that these have been reviewed and updated as individuals needs change

Personal plans are very person-centred and the quarterly reviews evidence engagement with the person, relatives and external partners.

Outcomes are recorded and evidenced via photographs, video and documentation.

There is an established and experienced staff team who know the people we support well. I have observed staff interaction when they are supporting the people who live at Tal Y Wern, this is always done with dignity, respect and compassion.

The people we support at Lower Tal Y Wern are allocated a key worker.

The personal plans of people supported are very informative and up-to-date, and evidence engagement with the person, their relatives and external partners.

Staff have received the appropriate training to support the people who live at Tal Y Wern

All health and safety checks are completed and evidenced in the managerial monitoring audit.

The Property is well maintained and decorated to a good standard, the furnishings take into consideration the people's requirements.

The Registered Care Home Manager ensures that DOLS are in place and reviewed yearly.

The people who live at Tal Y Wern have a personal emergency evacuation plan, the plans are person-centered and take into consideration the needs of the people we support.

The below section is taken from the most recent CIW Inspection

The accommodation is homely, comfortable and benefits from recently updated structural changes to the building and decor and furnishings. We observed the environment to be free of clutter throughout. We saw people sitting in the kitchen and lounge of the bungalow and in the comfort of their bedrooms which were personalised to their tastes.

There is an effective system of monitoring and auditing, which supports a planned maintenance schedule and renewal programme for the fabric and decoration of the premises. This is managed by the manager at the service under the guidance of the RI.

The sample of three bedrooms viewed had facilities and equipment that is suitable for the individuals.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

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

6

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes



Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support , Bowel awareness, Fire Safety, Inclusive communication, Makaton, Nutrition/hydration

#### Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	2
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support, Bowel awareness, complaints, eating and drinking assisted, Makaton,
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	2
Dementia	1
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy , GDPR , Lines of enquiry /silent ratings
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	8
Safeguarding	2
Medicine management	8
Dementia	0
Positive Behaviour Management	7
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety , GDPR , PBS , skin bundle , personal care , First aid , Dols / mental capacity and report writing , mental health dual diagnosis
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7-10 am 8-3 7.30-10.30 - PM 16.00-19.00 Tuesday and wednesday 14.30-19.00 3-21.30 3-10 Manager working different times depending if on shift or management
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	57 Tir Morfa
Service Telephone Number	01639881928
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Community Lives Consortium endeavours to recruit staff who can speak other languages as required by individuals supported Welsh speakers and Welsh learners are employed Staff are trained in Inclusive Communication and utilise the spoken word with different approaches such as Makaton, TEACCH, BSL, widgeo, objects of reference, Pictures, cards and communication boards, symbols and social stories Individuals have a comprehensive communication section in their personal plan

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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### Fees Charged

The minimum weekly fee payable during the last financial year?	333
The maximum weekly fee payable during the last financial year?	333
If you wish to add further detail or comment regarding the scale of charges please do so below	Packages paid at £19.25 per hour of support, & £12.07 for sleep in support and £333 per week residential charges

### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Conducting a provider assessment to explore how we can meet their needs</p> <p>Our personal plan is built around engagement with the person, &amp; those close to them, &amp; employs 16 person-centred tools so we know what outcomes matter to them &amp; thus how we provide them the best support</p> <p>A personal plan review focuses on what is working &amp; not working for or them. It records how they have been involved in changing their plan.</p> <p>A 'What we think' survey pulls together what people think across our organisation &amp; informs all our tenant's forums.</p> <p>People supported in each area meet monthly in our Change Teams to discuss what is working &amp; not working about their support &amp; to organise things to improve their lives.</p> <p>Representatives of Change Teams form a quarterly Tenants Live Group which is a formal part of our Board, they meet with our RI &amp; agree our Quality of Care review.</p> <p>People supported can join our organisation, can attend our AGM, &amp; can elect &amp; become members of our board</p>

#### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	0
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>At the front of the property it has been landscaped for minimal maintenance and it is surrounded by a wall and fencing. There is a large accessible back garden with a grassed area and flower beds. In the middle of the garden, there is a patio area where there is a table to sit around along with a bird bath and bird feeders.</p> <p>The back garden is wheelchair accessible via the kitchen and Laundry back doors. The back garden is accessible from the front of the property via the two side gates.</p> <p>There is a seating space along the side of the building which is chipmunk finished with a paved path to the side gate.</p> <p>There is a large parking area where there is a parking facility for up to 6 vehicles. There are also raised flower beds along the side of the parking area.</p>
Provide details of any other facilities to which the residents have access	A communal living room, Kitchen with a dining table and a utility room

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Welsh language and word of the week Personal plans include the following About me communication document, personal communication signs, gestures, symbols

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Individuals and their representatives are involved in the production of their care plans and reviews, the care plans are person-centred and include photographs of the people we support engaging in meaningful activities of their choice.

The Registered Care Home manager has attended Outcome training

There is evidence of Outcomes that matter 'to' and 'for' the person recorded in their personal plans.

Outcomes for the person supported contained in local authority care plans or Care and treatment plans are reviewed quarterly and discussed as part of their 3-month personal plan review.

The registered Care Home manager has supported individuals to access the Independent Mental Capacity Advocacy service where there is no relative involvement

There is a consistent staff team who know the people they support very well and are very familiar with the individual care plans. During periods of staff absence and ongoing recruitment agency staff have worked alongside experienced staff members. Some of the people we support at Tir Morfa have Positive Behaviour Support plans in place, these clearly evidence primary prevention which includes low arousal and distraction techniques used.

People we support and their representatives are included in the design of their Activity Support Plan which documents their preferred routines, activities and community participation.

The Registered Care Home manager and Locality Manager monitor the daily recordings and cross reference individuals' participation in line with their Activity Support plans

One individual went swimming in Caswell Beach with staff support, this was something that he believed he would never have the opportunity to do, following his swim in the sea he then arranged with staff support to participate in surfing at Caswell Beach. With staff support the other tenants were able to tell me about some of the activities they have been involved in.

There was evidence that the home recently celebrated the King's coronation, this included arts and crafts sessions to make their own crowns and they decorated a tree to commemorate the coronation.

There is a themed menu in situ, where it is agreed that food from other countries is cooked, this involves sourcing the ingredients from Swansea Market, there is a tree in the kitchen and the tree will be decorated with symbolic items from the country the meal represents.

there is evidence the manager has introduced Welsh words and signs at the home

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We have received good feedback from Health professionals, Care managers and General practitioners concerning the staff management of individuals' health needs and the quality of care provided</p> <p>People we support have a person-centered package which reflects their preferences and identified health needs.</p> <p>Improvements have been made since the new Registered Care home manager has been in post, thus there are comprehensive; Health Profiles, Personal and Intimate Care plans, Positive Behaviour Support plans, and where required Epilepsy profiles and Speech and Language guidance.</p> <p>There are health recordings which may include, Marrow sheets, epilepsy, diabetes, pressure care, fluid charts, water low assessments and electronic behavioural observation recordings</p> <p>There is evidence that this information is discussed as part of the 3-month reviews for the individuals supported.</p> <p>The Registered Care home Manager liaises with the relevant health professionals and relatives in relation to any health concerns.</p> <p>The people we support have received annual health reviews with their GP.</p> <p>All staff are trained to administer medication and are compliant with CLC medication policy, there is evidence of good management of the administration of medication and a weekly check and a monthly medication audit are completed by the Registered Care Home Manager and a quarterly audit completed by the Locality Manager.</p> <p>The section below is taken from the recent CIW Inspection</p> <p>"People get the right care and support. Records reflect referrals are made to a variety of healthcare professionals such as psychiatry and community nursing. This is also confirmed by comments from a visiting healthcare professional who told us they are satisfied with the care at Tir Morfa. People are happy and receive support from professional staff who know them well.</p> <p>People can do things that matter to them and feel valued in society. Records show people are supported to take part in various activities that are important to them. We saw colourful photograph displays at the service which illustrated activities and events that people participated in. People and their families told us they are supported to do as much as they want.</p>
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<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Responsible Individual is the CLC safeguarding officer CLC provides an On-call system which is available for out-of-office hours for support and guidance.</p> <p>Under our procedures, we recruit all staff, apprentices and volunteers using appropriate procedures, safeguards and checks. We determine which roles are; in regulated activity and so subject to a barring list check, which roles are eligible for enhanced DBS checks only, and take up references for all posts and volunteer roles.</p> <p>All staff have received Safeguarding training and have access to CLC safeguarding policy via the CLC intranet, there is also a hard copy of the Safeguarding policy at Tir Morfa.</p> <p>Staff are aware of their duty if a safeguarding issue is suspected, firstly ensuring the people who reside in Tir Morfa are safe and any required medical attention is sought.</p> <p>To enable effective monitoring of our Safeguarding Practice, our safeguarding officer has an online register of safeguarding alerts that are kept updated in real-time so that she can monitor the progress of all safeguarding alerts across the company.</p> <p>Measures for assessing the effectiveness of our Safeguarding practice are as follows:</p> <ul style="list-style-type: none"> <li>Are alerts made within 24 hours?</li> <li>The accuracy, transparency and quality of the alert</li> <li>Levels and frequency of staff training</li> <li>The number, distribution and types of abuse reported and responses</li> <li>Consequences for the people we support and implications for practice</li> <li>Recommendations and learning from Safeguarding concerns</li> </ul> <p>There is evidence that the provider was responsive regarding a safeguarding concern. A service improvement plan was implemented, and a revised management structure was put in place during the absence of the previous Registered Care Home Manager as part of the resolution of the safeguarding concerns. Revised monitoring audit tools were also implemented.</p> <p>The people we support at Tir Morfa have individual risk assessments.</p> <p>Fire Risk assessments and Personal Emergency Evacuation Plans have been reviewed and are person-centred</p> <p>The section below is taken from the recent CIW Inspection</p> <p>“People are protected from abuse and harm. Tir Morfa Care Home has a safeguarding policy in place which reflects the Wales safeguarding procedures and staff receive training in the safeguarding of adults at risk of abuse. The RI has a good understanding of the legal requirements and understands when a safeguarding referral needs to be made to the Local Authority.”</p>
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The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

The Registered Care Home manager follows the procedure set out in the Admission and Commencement policy for any new referrals from the local authority or health team.

The people who live at Tir Morfa have a provider assessment and there is evidence that these have been reviewed and updated.

Personal plans are very person-centred and the quarterly reviews evidence engagement with the person, relatives and external partners.

Outcomes are recorded and evidenced via photographs, video and documentation.

There has been a turnover of staff in the last financial year, which has been managed by ensuring experienced staff have been working alongside new staff members, there has also been a need to rely on agency staff during difficult periods, this has been managed by using regular agency staff.

There has been a significant improvement in recruitment and the use of agency staff has reduced significantly.

I have observed staff interaction when they are supporting the people who live at Tir Morfa, this is done with dignity, respect and compassion.

The personal plans of people supported are very informative and up-to-date, and evidence engagement with the person, their relatives and external partners.

Staff have received the appropriate training to support the people who live at Tir Morfa.

All health and safety checks are completed and evidenced in the managerial monitoring audit.

The people who live at Tir Morfa have a personal emergency evacuation plan, the plans are person-centered and take into consideration the needs of the people we support.

The people who live at Tir Morfa have structured daycare plans which allow the individuals to participate in activities of their choice, there has been feedback that people are happy and achieving their outcomes.

The below section is taken from the recent CIW Inspection

The property is well maintained and it is warm, welcoming, and clean. It has been recently redecorated in places with some work still in the process of being completed. We are told there is continual updating of the property where needed. The property appeared clean throughout. People are cared for in single bedrooms which are comfortable, decorated to their taste and contain people's personal items. People are free to access their rooms or communal space as they wish and are encouraged to make bedrooms as personal as possible.

People can be assured they live in a safe environment.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

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

10

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bowel awareness, Catheter care, Epilepsy, Fire safety, Lone working, Mouth Care, Nutrition/Diet

#### Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bowel awareness, Complaints, Fire safety , GDPR , Lone working, Mouth Care, Nutrition/Diet

#### Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	1
Dementia	1
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	5
Infection, prevention & control	3
Manual Handling	11
Safeguarding	9
Medicine management	8
Dementia	0
Positive Behaviour Management	10
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety , GDPR , PBS , skin bundle , personal care , Pica First aid , Dols / mental capacity and report writing , catheter care ,
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am-3pm 3pm-9pm 9pm-7am- wakeful 10pm- 7am sleep in 8am-6pm management
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Community Lives Consortium
Service Telephone Number	01792646640
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Community Lives Consortium endeavours to recruit staff who can speak other languages as required by individuals supported Welsh speakers and Welsh learners are employed Staff are trained in Inclusive Communication and utilise the spoken word with different approaches such as Makaton, TEACCH, BSL, widget, objects of reference, Pictures, cards and communication boards, symbols and social stories Individuals have a comprehensive communication section in their personal plans

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	170
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### Fees Charged

The minimum hourly rate payable during the last financial year?	19.25
The maximum hourly rate payable during the last financial year?	19.72
If you wish to add further detail or comment regarding the scale of charges please do so below	The highest rate funded by Swansea Council, lowest is funded by NPTCBC

### Complaints

Number of active complaints outstanding	6
Number of complaints upheld	8
Number of complaints partially upheld	0
Number of complaints not upheld	9
Total number of formal complaints made during the last financial year	23
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Conducting a provider assessment to explore how we can meet their needs</p> <p>Our personal plan is built around engagement with the person, &amp; those close to them, &amp; employs 16 person centered tools so we know what outcomes matter to them &amp; thus how we provide them the best support.</p> <p>A personal plan review focuses on what is working &amp; not working for or them. It records how they have been involved in changing their plan.</p> <p>A 'What we think' survey pulls together what people think across our organisation &amp; informs all our tenants forums.</p> <p>People supported in each area meet monthly in our Change Teams to discuss what is working &amp; not working about their support &amp; to organise things to improve their lives.</p> <p>Representatives of Change Teams form a quarterly Tenants Live s Group which is a formal part of our Board, they meet with our RI &amp; agree our Quality of Care review.</p> <p>People supported can join our organisation, can attend our AGM, &amp; can elect &amp; become members of our board</p>

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Widget , Communication Apps , I pad , Personal passports , Photo albums , English and Welsh

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.



The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Individuals and their representatives are involved in the production of their care plans and reviews, the care plans are person-centred and include photographs of the people we support engaging in meaningful activities of their choice.

Managers of the Supported living services have attended Outcome training

There is evidence of Outcomes that matter 'to' and 'for' the person recorded in their personal plans.

Outcomes for the person supported contained in local authority care plans or Care and treatment plans are reviewed quarterly and discussed as part of their 3-month personal plan review.

A 'what we think survey' seeks feedback from individuals supported and actively involved family members about what they think of their (or loved ones) lives and support, this feeds into personal plan review and wider engagement processes.

Locality Change meetings are held monthly where the people supported, staff, the Chief Executive and the Responsible individual along with our guests, discuss "what has been good about the last month", "what was not good last month" and "what could we do better" the information gathered is then discussed and the people we support will agree on actions "Outcomes" for the next month.

The people share news and photographs about activities in their lives that they want to share on our Facebook Workplace site documenting their participation, a few of the activities

Below is a section taken from the CIW Inspection

People can do the things that matter to them when they want to do them. We saw there are

a range of activities available which are meaningful to people, and which are identified in

their personal plans. There is good photographic evidence and written documentation as

well as observations of people undertaking activities that matter to them. Throughout our

visits on both days, we observed activities taking place facilitated by staff at each service.

People indicated to us they enjoy taking part in a variety of activities such as going out for a

coffee, shopping and attending local clubs. Relatives told us their family members are

encouraged to stay active and to do as much as they can for themselves. This is reflected

in people's records.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We have received good feedback from Health professionals that the staff teams are providing detailed and positive support that meets people's health needs, in particular where individuals' health needs have changed and there has been a requirement for staff to gain additional skills in relation to peg feeding, catheter care and end of life care.

The people we support have a Personal Plan and personal plan reviews, there are comprehensive Health Profiles, Personal and Intimate Care plans, Positive Behaviour Support plans, and where required Epilepsy profiles, and Speech and Language guidance.

There are health recordings which may include, Marr sheets, epilepsy, diabetes, skin bundle, fluid charts and electronic behavioural observation recordings.

There is evidence that this information is discussed as part of the 3-month reviews for the individuals supported.

Recordings within the service's evidence the Personal Support Managers liaise with the relevant health professionals and relatives in relation to any health concerns in a timely manner

The people we support are given the opportunity to exercise with staff support via, country and coastal walks, golf, tennis, swimming and cycling.

There has been positive feedback from health professionals regarding to the management of individuals' behaviours, which has resulted in improvement in individuals' mental and physical well-being.

Managers have gained accreditation to deliver the following training courses Epilepsy, Manual handling and Positive Behaviour Management

Provider assessments are completed and identify any additional health requirements the people we support may have and specific training for staff in relation to health needs is provided this may include; Dementia, Pica, Polydipsia, Autism, Bowel awareness, mental health and learning disability, and dual diagnosis.

All staff are trained to administer medication and are compliant with CLC medication policy, there is evidence of good management of the administration of medication and a weekly check and a monthly medication audit are completed by the Personal Support Manager and a quarterly audit is completed by the Locality Manager.

Section taken from CIW Inspection

People get the right care and support. Records reflect referrals are made to a variety of healthcare professionals such as social workers and nurses.

The extent to which people feel safe and protected from abuse and neglect.

The Responsible Individual is the CLC safeguarding officer CLC provides an On-call system which is available for out-of-office hours for support and guidance.

Under our procedures, we recruit all staff, apprentices and volunteers using appropriate procedures, safeguards and checks. We determine which roles are; in regulated activity and so subject to a barring list check, which roles are eligible for enhanced DBS checks only, and take up references for all posts and volunteer roles.

Staff have received Safeguarding training and have access to CLC safeguarding policy via the CLC intranet, there is also a hard copy of the Safeguarding policy within people's homes. Staff are aware of their duty if a safeguarding issue is suspected, firstly ensuring the people they support are safe and any required medical attention is sought.

The alert must be raised by completing an Adult Protection Referral Form VA1 (within 24 hours)

To enable effective monitoring of our Safeguarding Practice, our safeguarding officer has an online register of safeguarding alerts that are kept updated in real-time so that she can monitor the progress of all safeguarding alerts across the company. Measures for assessing the effectiveness of our Safeguarding practice are as follows:

- Are alerts made within 24 hours?
- The accuracy, transparency and quality of the alert
- Levels and frequency of staff training
- The number, distribution and types of abuse reported and responses
- Consequences for the people we support and implications for practice
- Recommendations and learning from Safeguarding concerns

The section below is taken from our recent CIW Inspection

"People are safe and protected from abuse and neglect. The service provider has safeguarding policies and procedures, which are aligned to current legislation and national guidance. Staff demonstrate a sufficient understanding of their role and responsibilities. People are familiar with the care workers supporting them and value the relationships they have developed. Care workers are recruited in a safe way and have a good understanding of safeguarding and whistleblowing procedures. The manager regularly monitors care workers' practice to ensure they are providing safe, appropriate care. People supported by the service indicated to us they feel safe and secure

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	275
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	35
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	14
Equality, Diversity & Human Rights	6
Manual Handling	17
Safeguarding	6
Dementia	5
Positive Behaviour Management	26
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Safety in Catering L2 Management - Assertiveness Management - Time Management Management - Understanding Coaching Risk Assessment Workshop Inc. Principles Management - Anger and Conflict Management - Team Building Safeguarding for Managers Electronic software Training Medication competency
Contractual Arrangements	
No. of permanent staff	35
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	34
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	29
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	6
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	11
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Aquired Brain injury Medication Comptency Assessment Moving and Handling Train the Trainer x1 PBM - Electronic software training PBM train the trainer Manual handling train the trainer Epilepsy train the trainer Dols Risca regulations
<p>Contractual Arrangements</p>	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	1
<p>Senior social care workers providing direct care</p>	

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	362
No. of posts vacant	20
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	118
Health & Safety	116
Equality, Diversity & Human Rights	70
Manual Handling	180
Safeguarding	98
Dementia	70
Positive Behaviour Management	245
Food Hygiene	83
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Active support, Inclusive Communication, Fire safety, Skin Bundle, Catheter care, Epilepsy, Complaints, lone working, valuing people, report writing, personal care, PBS, Mental health dual diagnosis, Autism, Picca, Peg feed.
Contractual Arrangements	
No. of permanent staff	362
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	24
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	200
No. of part-time staff (17-34 hours per week)	94
No. of part-time staff (16 hours or under per week)	68
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	231
No. of staff working towards the required/recommended qualification	39
Other types of staff	

Does your service structure include any additional role types other than those already listed?	No
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## Service Profile

### Service Details

Name of Service	Lower Lodge
Service Telephone Number	01792584007
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Community Lives Consortium endeavours to recruit staff who can speak other languages as required by individuals supported Welsh speakers and Welsh learners are employed Staff are trained in Inclusive Communication and utilise the spoken word with different approaches such as Makaton, TEACCH, BSL, widget, objects of reference, Pictures, cards and communication boards, symbols and social stories Individuals have a comprehensive communication section in their personal plans

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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### Fees Charged

The minimum weekly fee payable during the last financial year?	21.65
The maximum weekly fee payable during the last financial year?	21.65
If you wish to add further detail or comment regarding the scale of charges please do so below	Packages paid at £21.65 per hour of support (including residential costs), & £10.62 for sleepin support

### Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Conducting a provider assessment to explore how we can meet their needs</p> <p>Our personal plan is built around engagement with the person, &amp; those close to them, &amp; employs 16 person centered tools so we know what outcomes matter to them &amp; thus how we provide them the best support.</p> <p>A personal plan review focuses on what is working &amp; not working for them. It records how they have been involved in changing their plan.</p> <p>A 'What we think' survey pulls together what people think across our organisation &amp; informs all our tenants forums.</p> <p>People supported in each area meet monthly in our Change Teams to discuss what is working &amp; not working about their support &amp; to organise things to improve their lives.</p> <p>Representatives of Change Teams form a quarterly Tenants Lives Group which is a formal part of our Board, they meet with our RI &amp; agree our Quality of Care review.</p> <p>People supported can join our organisation, can attend our AGM, &amp; can elect &amp; become members of our board</p>
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#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>At the front of the property, there is a tarmac driveway and parking facilities for ten vehicles. The front and side of the property have a wooden gazebo with several seating areas along with a patio. There are numerous bedding plants, hanging baskets and a vegetable plot to the front side of the property along with a water feature. There is a small sensory garden under development.</p> <p>On the same site is Woodlands day service, this is a fully adapted building used by a range of individuals as a base from which people enjoy individually organised packages of daycare. A number of the individuals who receive respite at Lower Lodge also enjoy support during the day in Woodlands day service</p>
Provide details of any other facilities to which the residents have access	A communal living area and a dining room , kitchen and laundry area

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Communication Apps, Widgets , objects of reference ,

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.



The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Individuals and their representatives are involved in the production of their care plans and reviews, the care plans are person-centred and include photographs of the people we support engaging in meaningful activities of their choice.

The Registered Care Home manager has attended Outcome training

There is evidence of Outcomes that matter 'to' and 'for' the person recorded in their personal plans.

Outcomes for the person supported contained in local authority care plans or Care and treatment plans are reviewed quarterly and discussed as part of their 3-month personal plan review. There is evidence of engagement in outcome setting with the individual supported, their relatives and external partners.

There is an established staff team who have worked in the service for many years and know the people they support very well and are very familiar with the individuals 'about me workbooks', this evidences the individuals preferred communication style.

The People we support at Lower Lodge have comprehensive Positive Behaviour Support plans in place, these clearly evidence primary prevention which includes low arousal /and distraction techniques used.

When the people we support attend Lower Lodge they are supported by staff to go to the supermarket to purchase foods and drinks of their preferred choice.

People we support and their representatives who attend Lower Lodge are included in the design of their Activity Support Plan which documents their preferred routines, activities and community participation.

The below section has been taken from the recent CIW Inspection

People can do the things that matter to them when they want to do them. We saw there is a day service in the grounds of the service with a range of activities on offer which are meaningful to people. There was photographic evidence and written documentation as well as observations of people undertaking activities that matter to them. Activities include attending craft sessions at day service, attending local community groups and activities.

People indicated to us they enjoy taking part in a variety of activities. Records show people have access to local community facilities and clubs. A relative commented, "Staff make sure they have plenty to do." Another commented "My relative is kept active and can carry on with their hobbies and interests."

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We have received good feedback from Health professionals that the staff team are providing detailed and positive support that meets people's health needs when they attend the respite service.</p> <p>Individuals who attend the Lower Lodge have a person-centred package which reflects their preferences and identified health needs.</p> <p>The people who access Lower Lodge have a Personal Plan which is reviewed every 3 months, there are comprehensive Health Profiles, Personal and Intimate Care plans, Positive Behaviour Support plans, and where required Epilepsy profiles and Speech and Language guidance.</p> <p>There are health recordings and electronic behavioral observation recordings. There is evidence that this information is discussed as part of the 3-month reviews for the individuals supported.</p> <p>The Registered Care home Manager liaises with the relevant health professionals and relatives in relation to any health concerns.</p> <p>The people we support at Lower Lodge are given the opportunity to exercise with staff support in the local woods, and beaches and participate in the maintenance of the gardens.</p> <p>All staff are trained to administer medication and are compliant with CLC medication policy, there is evidence of good management of the administration of medication and a weekly check and a monthly medication audit are completed by the Registered Care Home Manager and a quarterly audit completed by the Locality Manager.</p> <p>The below sections has been taken from the recent CIW Inspection</p> <p>People get the right care and support. Records show referrals are made to a variety of healthcare professionals such as psychiatrists and physiotherapists. This is confirmed by comments from visiting professionals who told us they are satisfied with the care at Lower</p> <p>Monitoring of care activities is in place with information available to staff. Information demonstrates people are enabled to undertake activities of their choice and risk management plans are in place. Healthcare professionals told us care and support provided at this service is "excellent" and it "Engages with individuals, managing complex needs and develops positive relationships with families." Lodge.</p>
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<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Responsible Individual is the CLC safeguarding officer CLC provides an On-call system which is available for out-of-office hours for support and guidance.</p> <p>Under our procedures, we recruit all staff, apprentices and volunteers using appropriate procedures, safeguards and checks. We determine which roles are; in regulated activity and so subject to a barring list check, which roles are eligible for enhanced DBS checks only, and take up references for all posts and volunteer roles.</p> <p>All staff have received Safeguarding training and have access to CLC safeguarding policy via the CLC intranet, there is also a hard copy of the Safeguarding policy at Lower Lodge.</p> <p>Staff are aware of their duty if a safeguarding issue is suspected, firstly ensuring the people who attend Lower Lodge are safe and any required medical attention is sought.</p> <p>The alert must be raised by completing an Adult Protection Referral Form VA1 (within 24 hours) and ensuring it is scanned to; the local authority safeguarding team, the CLC Safeguarding Officer and Contract and monitoring officers.</p> <p>To enable effective monitoring of our Safeguarding Practice, our safeguarding officer has an online register of safeguarding alerts that are kept updated in real time so that she can monitor the progress of all safeguarding alerts across the company.</p> <p>Measures for assessing the effectiveness of our Safeguarding practice are as follows:</p> <ul style="list-style-type: none"> <li>Are alerts made within 24 hours?</li> <li>The accuracy, transparency and quality of the alert</li> <li>Levels and frequency of staff training</li> <li>The number, distribution and types of abuse reported and responses</li> <li>Consequences for the people we support and implications for practice</li> <li>Recommendations and learning from Safeguarding concerns</li> </ul> <p>The people we support at Lower Lodge have individual risk assessments and positive behaviour support plans.</p> <p>The section below is taken from the recent CIW Inspection report:</p> <p>People are protected from abuse and harm. Lower Lodge has a robust safeguarding policy in place and staff receive training in the safeguarding of adults at risk of abuse. The Service Manager has a good understanding of the legal requirements and understands when a safeguarding referral needs to be made to the Local Authority.</p> <p>Staff recruitment is safe as pre-employment checks are completed prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.</p>
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The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Lower Lodge is a respite service, the staff ensure that the people we support are comfortable and familiar with their surroundings, compatibility assessments are in place and these are taken into consideration by the Registered Care Home manager when planning an individual's respite allocation.

The Registered Care Home manager follows the procedure set out in the Admission and Commencement policy for any new referrals from the local authority or health team.

Personal plans are very person-centred and the quarterly reviews evidence engagement with the person, relatives and external partners.

Outcomes are recorded and evidenced via photographs, video and documentation.

There is an established and experienced staff team who know the people we support very well. I have observed staff interaction when they are supporting the people who use Lower Lodge, this is always done with dignity, respect and compassion.

The people we support at Lower Lodge are allocated a key worker.

The personal plans of people supported are very informative and up-to-date, and evidence engagement with the person, their relatives and external partners.

Staff have received the appropriate training to support the people who access Lower Lodge.

All health and safety checks are completed and evidenced in the managerial monitoring audit.

The Property is well maintained and decorated to a high standard, the furnishings take into consideration the people's required needs.

The Registered Care Home Manager ensures that DOLS are in place and reviewed yearly.

The people who access Lower Lodge have a personal emergency evacuation plan, the plans are person-centered and take into consideration the needs of the people we support.

This quote is taken from the recent CIW Inspection:  
People are provided with the quality of care and support they need to achieve their personal outcomes. Policies and procedures in place include assessment, care planning, positive behaviour management and safeguarding that are in line with current legislation and national guidance. There is a care planning system in place providing personal plans for all aspects of the individuals' physical, mental, and emotional wellbeing. The manager considers a range of information about prospective residents prior to coming to stay at Lower Lodge. The personal plans we saw were appropriate, creative and reviewed regularly. These contain information about people who stayed in the service, their relatives and healthcare professionals

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	12
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	
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Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety, Inclusive Communication, Mouth Care
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	13
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	8
Equality, Diversity & Human Rights	9
Infection, prevention & control	4
Manual Handling	8
Safeguarding	8
Medicine management	11
Dementia	2
Positive Behaviour Management	8
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety , GDPR , PBS , skin bundle , personal care , Pica First aid , Dols / mental capacity and report writing
<p>Contractual Arrangements</p>	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7 am -1500 hours and 1500 - 2200 hours wakeful shift - 2200- 0700 am Sleep in shift during the hours of 2200 - 0700
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No