

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

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 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 Address	Community Lives Consortium, 23-24, Walter Road, Swansea SA1 5NN
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 Address	22 Tal-y-wern, Port Talbot SA13 2LZ
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 Address	57 Tir Morfa Road, Port Talbot SA12 7PF
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 Address	Community Lives Consortium, Lower Lodge, Cadle Mill, Swansea SA5 4PA

Training and Workforce Planning

<p>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</p>	<p>A training compliance matrix is maintained and reviewed quarterly in meetings</p> <p>The RI uses this evidence as part of Quality of care and Board reports.</p> <p>Monthly service development plan reviews staff skills and training needs.</p> <p>Training programme is developed based on the identified needs of the people we support and their staff. Stakeholder feedback also forms part of this planning process and any further needs that could support staff to carry out their role is added to the training programme</p>
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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 conducted before we provide support and a 3 month personal plan review identify staffing needed to meet the person's needs. Monthly service development plan & recruitment analysis target and revise activity. Our staff survey and exit interview data collates staff views about their employment, their level of training, motivation and wellbeing. The data from this is evaluated by our staff forum's, Board and Management Team. As a result, a Good Employment and Support Action

Service Profile

Service Details

Name of Service	Lower Lodge
Service Telephone Number	01792584007
What is the main language through which the service is provided?	English
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 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?	9
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Fees Charged

The minimum weekly fee payable during the last financial year?	22.95
The maximum weekly fee payable during the last financial year?	22.95
If you wish to add further detail or comment regarding the scale of charges please do so below	Individual respite packages all commissioned at an hourly rate of £22.95

Complaints

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
Is the information about complaints correct?	Yes

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We work closely with individuals and their families to understand their needs and wishes through our Provider Assessment. Within 7 days of starting support, we agree on a Personal Plan, which is reviewed annually and every 3 months with the person and, where appropriate, their family. These reviews help us understand what's working and set goals to support wellbeing. Individuals in the care home have monthly house meetings help improve living arrangements. Individuals have the opportunity to attend monthly Change Team meetings where people supported can shape their support and community involvement. Families are invited to our Quarterly Relatives Forum to share ideas and improve our services. Family representatives also sit on our Board to ensure your voices are heard. Our 'What we think' survey gathers feedback from individuals and families to guide improvements. The Board, which includes elected family members, oversees all feedback and drives our development plans.</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?	0
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

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
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	Individual use I PADS , Photos, symbols

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-centered 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. Staff are familiar with the individual's who attend the Respite Service communication needs which are recorded in their Personal plans and evidences the individuals preferred communication style.

The People we support at Lower Lodge have comprehensive Positive Behavior 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 are happy and do the things that make them happy.

Families of people are very happy and confirmed they are offered choices in making everyday decisions. They are included and involved in activities and arranged events as much as they want to be. Staff provide activities and visit people in their rooms and communal areas to provide company and have a chat. 'All About me' information records people's past, their likes, dislikes and preferences. Families of people told us they get on well with staff and commented "I feel very confident they (staff) know my relative very well and know how to care for him". Care workers complete documentation to inform regular reviews and where possible these are completed with the individual.

People can do the things that matter to them when they want to. 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 including swimming, golf, tennis, hill walking and attending clubs.

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 when they attend the respite service.

Individuals who attend the Lower Lodge have a person-centered package which reflects their preferences and identified health needs.

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 Behavior Support plans, and where required Epilepsy profiles and Speech and Language guidance.

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.

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

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.

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 sections has been taken from the recent CIW Inspection

Il staff have excellent understanding of safety, weighing risks and rewards to promote overall wellbeing and involvement in the community. Records show that staff are supported with positive risk

taking training. This underpins their knowledge of creative ways in which to support people, whilst

balancing safety with the outcome the person wants to achieve.

We observed pictures of several

people undertaking activities with support from staff at the service. A relative commented "the staff

support my relative to do whatever he wants".

We saw that personal plans are developed following discussions with people and their family.

Personal plans and risk assessments are accurate and mostly regularly reviewed in consultation

with people wherever possible. Referrals for advice and professional help regarding health services are sought as needed.

People's medications are stored and administered safely in line with statutory and non-statutory guidance.

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.

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.

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.

The alert must be raised by completing an Adult Protection Referral Form VA1 (within 24 hours) and ensuring it is emailed to the local authority safeguarding team, the CLC Safeguarding Officer and Contract and monitoring officers.

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 people we support at Lower Lodge have individual risk

assessments and positive behavior support plans

The section below is taken from the most recent CIW Inspection

People are protected from harm and neglect. Care staff are aware of the procedures to follow if

they have concerns about people they support. The provider ensures staff receive training in

protecting vulnerable adults and has policies and procedures in place to support this. Personal

plans and risk assessments are in place and mostly reviewed regularly. Families told us they feel

their relative is safe in the home. Care workers are recruited safely and there are systems in place

to ensure the premises are secure to keep people safe.

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-centered 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 a consistent 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 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 satisfactory 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 can be confident the service provider identifies and mitigates risks to health and safety. There is a system in place for monitoring and auditing of health and safety. This is managed by the locality management with support from the manager at the service, under the guidance of the Responsible Individual (RI). Routine health and safety checks for fire safety, water safety and equipment are completed, and records show required maintenance, safety and servicing checks for gas, and electrical systems are all up to date. The sample of four bedrooms viewed had facilities and equipment that is suitable for the individuals. Cleaning had taken place around the building throughout our visit and we found all areas were clean and tidy. Food hygiene rating of 5

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	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	1
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.	Fire Safety awareness GDPR Management team building Poly Dipsia/Pica ISOH Medication competency

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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
Is the information about staff qualifications correct?	Yes

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>	
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid Epilepsy Fire Safety Awareness Inclusive Communication
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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
Is the information about staff qualifications correct?	Yes
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	11
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	4
Safeguarding	3
Medicine management	9
Dementia	0
Positive Behaviour Management	13
Food Hygiene	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Pica/Polydipsia Makaton Fire Safety Mental Capacity Act Epilepsy Medication Oral Care Welsh Autism Classroom Autism E-learning Active Support Active Support E-learning Complaints GDPR Recording & Reporting Personal Care Personal Care E-learning Inclusive Communication Sexuality & Relationships Lone Working
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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)	9
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
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.	8-3 3-10 wakeful and sleep in staff Manager flexible average 8-5 Staffing levels depending on the individuals who are assessing Lower Lodge , this can range from 2 staff up to 5 staff members
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	8
Is the information about staff qualifications correct?	Yes
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Development manager Learning and development Manager and team members Health and Safety and Administration Manager and team members Engagement and Participation Officer Operations Manager Human Resource manager and team members Chief Financial controller Head of business and Finance and team members Tenants Services Manager and team members Positive Behavioral Support Lead Assistive technology and Housing management coordinator Complaints and Safeguarding Investigator
Filled and vacant posts	
No. of staff in post	36
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	5
Health & Safety	8
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	4
Safeguarding	6
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Mental Capacity Act Emergency First Aid L3 Epilepsy Assisted Eating and Drinking Medication Welsh Autism Classroom Autism E-learning Complaints E-learning GDPR E-learning Recording & Reporting Inclusive Communication Sexuality & Relationships Lone Working
Contractual arrangements for staff currently in post	
No. of permanent staff	36
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
Is the information about contractual arrangements correct?	Yes

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)	23
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	31
No. of staff working toward required/recommended qualification	2
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	Community Lives Consortium
Service Telephone Number	01792646640
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	171
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.41
The maximum hourly rate payable during the last financial year?	20.91
If you wish to add further detail or comment regarding the scale of charges please do so below	In year up to 31st March 2025 Commissioned Rates Highest £20.91 Lowest £20.41 Additional support rate for support purchased directly by individuals for holidays and on off support £14.84

Complaints

Total number of formal complaints made during the last financial year	40
Number of active complaints outstanding	4
Number of complaints upheld	8
Number of complaints partially upheld	0

Number of complaints not upheld	28
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Our Provider Assessment explores how we can meet each person's needs and wishes, confirmed within 7 days through a Personal Plan. This plan is reviewed annually and every 3 months with the individual and, where appropriate, their relatives to assess what's working and set personal outcomes.</p> <p>Monthly house meetings are held for those in shared living to improve arrangements.</p> <p>We operate across 5 localities, each with a monthly Change Team meeting where individuals review support quality and plan community involvement.</p> <p>Representatives from each locality meet quarterly in the Tenants Lives Group to share feedback with the Tenant Board. A Relatives Forum also meets quarterly to improve policies, with relative board members reporting to the Board.</p> <p>A 'What we think' survey gathers feedback from tenants and families to inform engagement.</p> <p>The Board includes elected supported individuals and relatives, overseeing all consultation and development plans.</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)	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	Widget , Inclusive Communication , signs, symbols, gestures , picture boards, object of reference and Social Stories

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-centered 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

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 we support have been engaged in "Better together event " where people for the local community come together to discuss "What is working , Not working" and how we can work together to improve individuals well being

There ae quarterly tenant lives meeting , where people we support meet with the Chief Executive and Responsible Individual and invited guests, where people tell us "what is good about their support and areas for improvement

Two of the people we support are members of Consortium Lives Management Board

CLC have worked with external partners on "better together workshop

Below is a section taken from the CIW Inspection

People can do the things that matter to them when they want todo 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 andwritten 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, archery, surf ability and dry slop skiing. Individuals have been supported to gain employment both voluntary and paid, some examples are working at Greg's bakery, volunteering in after school clubs, local community farms and charity shops

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

There is evidence that restrictions are reviewed and have reduced over the past year

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

The below 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

During the last year CLC worked with external parties to ensure that as a provider we can ensure that the people we support can be safely evacuated at night in the event of a fire

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

407

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	34
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	6
Equality, Diversity & Human Rights	17
Manual Handling	24
Safeguarding	13
Dementia	1
Positive Behaviour Management	28
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mediation Management Training – Team Building Management Training – Time Management Management Training – Understanding Coaching Personal Planning Regulatory Training Medication Competency Fire Safety Mental Capacity/Dols First Aid Epilepsy Welsh Language Values and attitudes Diabetes Catheter care Active support Inclusive communication GDPR Complaints Fire Risk assessment Report Writing IOSH – Health & Safety Managing Safely Managers
Contractual arrangements for staff currently in post	
No. of permanent staff	34
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
Is the information about contractual arrangements correct?	Yes
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)	33
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	31

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	3
Is the information about staff qualifications correct?	Yes
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>	
Filled and vacant posts	
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	3
Equality, Diversity & Human Rights	3
Manual Handling	5
Safeguarding	3
Dementia	0
Positive Behaviour Management	10
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Mediation training Silent rating , enquiry line training Sona training , Fire safety training Mental capacity/Dols , infection control , take the jump environmental training medication competency assessment training Train the trainer manual handling , and positive behavior support Outcome training</p>
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
<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)	11
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	11
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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
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	329
No. of posts vacant	17
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	65
Health & Safety	90
Equality, Diversity & Human Rights	159
Manual Handling	222
Safeguarding	152
Dementia	15
Positive Behaviour Management	242
Food Hygiene	79

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Emergency First Aid L3 Epilepsy Classroom Assisted Eating and Drinking Medication Classroom Nutrition and Hydration Oral Care Welsh Language Autism Classroom Autism E-learning Active Support Active Support E-learning Complaints & Compliments E-learning GDPR E-learning Recording & Reporting E-learning Personal Care Personal Care E-learning Inclusive Communication Infection Control E-learning Sexuality & Relationships Living and Dying Well Acquired Brain Injury E-learning Lone Working E-learning Fire Safety (e-learning) Diabetes Makaton Pica/Polydipsia Sensory Loss
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Contractual arrangements for staff currently in post	
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No. of permanent staff	311
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	18
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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No. of full-time staff (35 hours or more per week)	172
No. of part-time staff (17-34 hours per week)	101
No. of part-time staff (16 hours or under per week)	38

Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	221
No. of staff working towards the required/recommended qualification	53
Is the information about staff qualifications correct?	Yes

Other types of staff	
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Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	Service Development manager Learning and development Manager and team members Health and Safety and Administration Manager and team members Engagement and Participation Officer Operations Manager Human Resource manager and team members Chief Financial controller Head of business and Finance and team members Tenants Services Manager and team members Positive Behavioral Support Lead Assistive technology and Housing management coordinator Complaints and Safeguarding Investigator
Filled and vacant posts	
No. of staff in post	36
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	5
Health & Safety	8
Equality, Diversity & Human Rights	5
Manual Handling	4
Safeguarding	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Mental Capacity Act Emergency First Aid L3 Epilepsy Assisted Eating and Drinking Medication Welsh Autism Classroom Autism E-learning Complaints E-learning GDPR E-learning Recording & Reporting Inclusive Communication Sexuality & Relationships Lone Working
Contractual arrangements for staff currently in post	
No. of permanent staff	36
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
Is the information about contractual arrangements correct?	Yes
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)	23
No. of part-time staff (17-34 hours per week)	13

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	31
No. of staff working toward required/recommended qualification	2
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	57 Tir Morfa
Service Telephone Number	01639881928
What is the main language through which the service is provided?	English
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, objects of reference, Pictures, cards and communication boards, symbols and social stories The Care Home manager is Welsh speaking and promotes the use of the Welsh language in the Care home

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?	1939
The maximum weekly fee payable during the last financial year?	2954
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We work closely with individuals and their families to understand their needs and wishes through our Provider Assessment. Within 7 days of starting support, we agree on a Personal Plan, which is reviewed annually and every 3 months with the person and, where appropriate, their family. These reviews help us understand what's working and set goals to support wellbeing. Individuals in the care home have monthly house meetings help improve living arrangements. Individuals have the opportunity to attend monthly Change Team meetings where people supported can shape their support and community involvement. Families are invited to our Quarterly Relatives Forum to share ideas and improve our services. Family representatives also sit on our Board to ensure your voices are heard. Our 'What we think' survey gathers feedback from individuals and families to guide improvements. The Board, which includes elected family members, oversees all feedback and drives our development plans.</p>
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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?	1
How many dining rooms at the service?	0
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.</p> <p>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 chipped finish 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.</p>
Provide details of any other facilities to which the residents have access	A communal lounge, a kitchen/ dining area and a utility room

Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	<p>Staff that work with the individuals have a good understanding of the individuals communication style, inclusive communication tools are Pictures, Photos, Communication boards , Welsh word of the we</p>

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-centered 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 Care and treatment plans are reviewed quarterly, discussed as part of their 3-month personal plan review.
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
The personal plan reviews are person-centered and evidenced via pictures of the outcome's individuals are achieving, these include health appointments, all individuals have recently had a holiday in Tenby and whilst their bedrooms were decorated
The people we support at Tir Morfa have taken part in locality events, been to the theatre, attended football matches, skiing at Pembrey, supported wheelchair football events and opportunities to access the community as per their plans

Extract taken from the most recent CIW Inspection
People have control over day-to-day life. People indicated to us they get on well with staff
and commented, "the staff are nice, they're good to me" and "I like them." Records show
people are offered choices to make everyday decisions. A relative confirmed this by telling
us "My relative is supported to be involved in lots of things he 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, Care managers and General practitioners concerning the staff management of individuals' health needs and the quality of care provided

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

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, pressure care, fluid charts, water low assessments 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 section below is taken from the recent CIW Inspection

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.

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."

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.

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.

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.

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 people we support at Tir Morfa have individual risk assessments.

Fire Risk assessments and Personal Emergency Evacuation Plans have been reviewed and are person-centred

The section below is taken from the recent CIW Inspection

“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.”

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 stable staff team in the in the last financial year, during times of unplanned absence there has 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 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	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
<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
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
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 Welsh Language Silent ratings/enquiry lines Fire Safety IOSH Medication Competency Medication Lone Working Management - Assertiveness
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<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
Is the information about staff qualifications correct?	Yes
<p>Deputy service manager</p>	
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	1
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support Bowel awareness Eating and drinking First aid Epilepsy GDPR Inclusive Communication Mental Capacity/Dols Nutrition Personal Care Pressure areas Welsh Language

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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
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No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
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	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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	1
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid GDPR Fire Safety Safeguarding for Managers Inclusive Communication Silent Ratings /Enquiry lines Valuing people Nutrition/Hydration Personal Care
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<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

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
Is the information about staff qualifications correct?	Yes
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	5
Health & Safety	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	9
Safeguarding	4
Medicine management	11
Dementia	0
Positive Behaviour Management	7
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Bowel awareness Catheter Care Complaints Eating and drinking assisted Epilepsy Emergency First aid Fire Safety GDPR Inclusive Communication Lone working Mental capacity/Dols Mouth care Nutrition and Hydration Pressure Areas Record keeping Valuing people Welsh Language
<div style="border: 1px solid green; padding: 2px;">Contractual arrangements for staff currently in post</div>	
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
Is the information about contractual arrangements correct?	Yes
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</div>	
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 8am-3pm 9pm-7am- wakeful 10pm- 7am sleep in 8am-6pm management The average number of staff on per shift is 3 , with 2 staff during the night hours
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	5
Is the information about staff qualifications correct?	Yes
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Development manager Learning and development Manager and team members Health and Safety and Administration Manager and team members Engagement and Participation Officer Operations Manager Human Resource manager and team members Chief Financial controller Head of business and Finance and team members Tenants Services Manager and team members Positive Behavioral Support Lead Assistive technology and Housing management coordinator Complaints and Safeguarding Investigator
Filled and vacant posts	
No. of staff in post	36
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	5
Health & Safety	8
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	4
Safeguarding	7
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Mental Capacity Act Emergency First Aid L3 Epilepsy Assisted Eating and Drinking Medication Welsh Autism Classroom Autism E-learning Complaints E-learning GDPR E-learning Recording & Reporting Inclusive Communication Sexuality & Relationships Lone Working
Contractual arrangements for staff currently in post	
No. of permanent staff	36
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
Is the information about contractual arrangements correct?	Yes

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)	23
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	31
No. of staff working toward required/recommended qualification	2
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	22 Tal y Wern
Service Telephone Number	01639 887366
What is the main language through which the service is provided?	English
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, ,objects of reference, Pictures ,cards and communication boards, symbols and social stories Individuals have a comprehensive communication section in their personal plans There is a new Welsh word a week learnt

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?	2103
The maximum weekly fee payable during the last financial year?	2404
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We work closely with individuals and their families to understand their needs and wishes through our Provider Assessment. Within 7 days of starting support, we agree on a Personal Plan, which is reviewed annually and every 3 months with the person and, where appropriate, their family. These reviews help us understand what's working and set goals to support wellbeing. Individuals in the care home have monthly house meetings help improve living arrangements.</p> <p>Individuals have the opportunity to attend monthly Change Team meetings where people supported can shape their support and community involvement.</p> <p>Families are invited to our Quarterly Relatives Forum to share ideas and improve our services. Family representatives also sit on our Board to ensure your voices are heard.</p> <p>Our 'What we think' survey gathers feedback from individuals and families to guide improvements.</p> <p>The Board, which includes elected family members, oversees all feedback and drives our development plans.</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?	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 in the kitchen /dinner which leads into the 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)	Yes
Other	Yes

List 'Other' forms of non-verbal communication used	People we support have adapted their own communication style, this is documented in the individuals plans, this ensures staff are aware of individuals preferred communication style
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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-centered 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. 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 most recent CIW Inspection

"People are supported well with personal plans and risk assessments that reflect their needs. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes. We saw that personal plans are developed following discussions with people and their family. Personal plans and risk assessments are regularly reviewed in consultation with people wherever possible."

"Policy, procedure and application of hygienic practices are in place to reduce risks of infection. Staff demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE and follow correct procedures. The service is clean and tidy. Staff maintain appropriate excellent standards of hygiene. Effective oversight and auditing of infection control measures are in place. The service has sufficient stocks of PPE."

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 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. Care workers complete documentation to inform the regular reviews and where possible these are carried out with the individual."

"There is highly effective oversight of the service. The management team and care team, work hard to do their best for people and monitoring is carried out regularly. The RI visits the service regularly to maintain a good knowledge and consistent oversight of the service"

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

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.

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.

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.

Staff are aware of their duty if a safeguarding issue is suspected,

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 people we support at Tal Y Wern have individual risk assessments and positive behaviour support plans.

There is evidence in Team meetings that safeguarding and fire safety is discussed in each meeting

Fire Risk assessments and Personal Emergency Evacuation Plans are person-centred

The section below is taken from our recent CIW Inspection

"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

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

he 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 assessments 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, 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 required needs.

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 total number of full time equivalent posts at the service (as at 31 March)	7
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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	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Silent rating /enquiry lines Emergency First Aid Management Assertiveness Safeguarding for managers Fire Safety Medication Competency IOSH Welsh GDPR Recording & Reporting Living & Dying Well
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<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
Is the information about staff qualifications correct?	Yes
<p>Deputy service manager</p>	
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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
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.

Epilepsy
Fire safety
GDPR,
Mental health dual diagnosis,
Bowel awareness,
Complaints,
Management Training – Team Building
Management Training – Time Management
Management Training – Understanding Coaching

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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

Is the information about staff qualifications correct?	Yes
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	1
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid, GDPR Fire Safety Safeguarding for managers Inclusive Communication Silent ratings/Enquiry lines Valuing people Nutrition/hydration Personal care
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
<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
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
Is the information about staff qualifications correct?	Yes

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

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	6
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	5
Infection, prevention & control	2
Manual Handling	3
Safeguarding	1
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support Bowel awareness Complaints Eating and Drinking assisted Emergency First aid Epilepsy Fire Safety GDPR Inclusive Communication Lone Working Mental Capacity/Dols Mental health dual diagnosis Mouth Care Recording and Reporting Valuing people
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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)	3
No. of part-time staff (16 hours or under per week)	1
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.	0700-1500 0800-1500 07.30-10.30 1500-2200 1500-2100 1600- 1900 Depending on individuals activities the average staff is between 2-3 during the wake hours and 1 sleep in at night
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	0
Is the information about staff qualifications correct?	Yes
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Development manager Learning and development Manager and team members Health and Safety and Administration Manager and team members Engagement and Participation Officer Operations Manager Human Resource manager and team members Chief Financial controller Head of business and Finance and team members Tenants Services Manager and team members Positive Behavioral Support Lead Assistive technology and Housing management coordinator Complaints and Safeguarding Investigator
Filled and vacant posts	
No. of staff in post	36
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	5
Health & Safety	8
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	4
Safeguarding	7
Medicine management	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Mental Capacity Act Emergency First Aid L3 Epilepsy Assisted Eating and Drinking Medication Welsh Autism Classroom Autism E-learning Complaints E-learning GDPR E-learning Recording & Reporting Inclusive Communication Sexuality & Relationships Lone working
Contractual arrangements for staff currently in post	
No. of permanent staff	36
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
Is the information about contractual arrangements correct?	Yes

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)	23
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	30
No. of staff working toward required/recommended qualification	3
Is the information about staff qualifications correct?	Yes