

Annual Return 2023/2024

Provider Information to be published

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

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

Provider name:	Life Long Learning 4 Living Ltd	
The provider was registered on:	12/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Llanerchrugog Hall	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	12/11/2018
	Responsible Individual(s)	Peter Greenwood
	Manager(s)	Oliver Greenwood, Peter Greenwood
	Maximum number of places	15
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Through supervision and reevaluating the needs of service users we used a variety of approaches. We have a core group of short courses both on line and some requiring practical training ie Fire and First Aid. We have a 3 year rolling programme-currently staff are refreshing on "Safe guarding". Each staff member has a training profile. Staff are expected to gain their NVQ in Health and Social Care- Currently 3 staff are completing level 3. 1 NEEBOSH being undertaken at present along with 2 degrees.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a stable core staff. 2 new staff were recruited following correct recruitment procedures/checks and are now being inducted. We support and encourage staff to train NVQs and Higher Education ie degrees. Currently we have one staff doing PT BA in Occupational Therapy and another doing a Phd with regards to Korsakoofs Syndrome. We pay the living wage and Seniors and Deputies have responsibility allowances.

Service Profile

Service Details

Name of Service	Llanerchrugog Hall
Service Telephone Number	01978840186
What is/are the main language(s) through which your service is provided?	English Medium
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?	13
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Fees Charged

The minimum weekly fee payable during the last financial year?	920
The maximum weekly fee payable during the last financial year?	1100
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Service users have a monthly meeting and we operate an open door for daily discussions, consulted on such things as having their room and communal rooms decorated, planning Christmas, Survey on food likes and off site activities, shopping for clothes choices and decision making can be varified in care plans as service users have I Choose statements which inform all staff and family members.</p> <p>Local authority contracts and monitoring team undertook an inspection during the last financial year and can concur that steps are always made to involve service users within this area.</p>

Service Environment

How many bedrooms at the service are single rooms?	15
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>An acre of gardens for gardening activities such as Grass cutting, growing vegetables and plants. BBQs on patio area/social activities. Basket Ball Board and hoop. A variety of Garden games are available for example lawn darts and croquet. We have a sensory garden area where people can relax quietly. During the summer months some people like to just sit out in the sun. We grow fruit and herbs which is harvested and provides opportunities for cooking activities. There is an abundance of wild life particularly birds which people enjoy spotting.</p>
Provide details of any other facilities to which the residents have access	<p>Own personalised rooms. We have a house people mover which enhances opportunities further a field: first class cricket at Manchester (Lancashire cc) OMD Pop Concert in Manchester, These are examples of service users requests. Service users enjoy a wide range of day trips, Rhyl, Llandudno, Snowdon- interests such as trains, steam shows, food fayres, wrestling, football (WFC) Day services, Chester Zoo etc etc</p> <p>Locally the village provides opportunities to shop, hairdresser, bank, Pub, Library eating out both in the village and in town using the bus as an alternative mode of transport. Service users are known in the community and regarded as part of the community.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

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.

<p>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.</p>	<p>The RI with the Manger have constructed an annual Development, Improvement and Maintenance Plan to which the RI reports and evaluates on a quarterly basis.</p> <p>This area is judged is considered to be very good .Examples highlighted that people are fully involved in designing their care plans because they are co produced and their views and their relatives provided a clear picture of what matters to them. People are listened to with regards to the support that they require to achieve their outcomes. It was also noted that people enjoy an open and honest relationship with staff and are treated with dignity and care. There is a clear emphasis that people have control over their day to day lives.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Wellbeing can be considered to be very good. Observations and evidence note that people are healthy and are supported to make good choices about their wellbeing. Hospital appointments are attended and health professional advice is sought when needed. People are supported to eat healthily and make good choices around food. There is a desire to promote and maintain people's mental, physical and emotional health which underpins and informs each care delivery plan which are unique and individual.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff are trained to protect people from abuse and neglect. People living at the service enjoy an open and honest relationship with staff that enables them to raise concerns themselves. Staff know individuals well and are familiar with their routines and mannerisms and can identify when they are unwell or troubled. Over the last 12 months an IMA makes unannounced visits to monitor and support a service user who is subject to a DOLs. Since the last Annual Return there has not been any safeguarding incidents or complaints.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service offers a positive environment which is supported by an equally positive physical environment. In particular individual people's rooms are regularly refurbished and decorated in a family home style with each room being personalised reflecting the likes and personality of the individual. The emphasis being very much on a family home environment as opposed to a care home environment. The external environment offers significant opportunities for wellbeing activities through the sensory garden, garden activities, patio area for social activities and sports. There is an abundance of wildlife within the gardens/grounds. Ongoing maintenance occurs with 2 new wet rooms being installed over the last 12 months. The service has NEEBOSH trained staff and is compliant with Electrical, Fire and EHO standards. It has a level 5 for Food Handling and Hygiene.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 13

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 1

Health & Safety 1

Equality, Diversity & Human Rights 0

Infection, prevention & control 1

Manual Handling 0

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. NEEBOSH.

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

No. of Non-guaranteed hours contract (zero hours) staff 0

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Deputy service manager

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

Filled and vacant posts

No. of staff in post	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MSc Mental Health Studies- completed

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	0
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 x NVQ Level 3 in Health and Social Care.BSc Occupational Therapy-P/T Year 2 of 4 Years.
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
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.	7-2, 2-9-4 staff, 9-9 1 live staff 1 sleepin staff.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No