Provider Information to be published

> The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.
>
> This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

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

The regulated services delivered by this provider were:	**Community Lives Consortium**	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/05/2019
	Responsible Individual(s)	Lynda Rosselli
	Manager(s)	Lynda Rosselli, Gillian Nichols, Julie Thomas, Michael Connolly, Lynne Stainsby, Catherine Williams, Diane Jones, Jonathan Thomas
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service

22 Tal y Wern	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/05/2019
Responsible Individual(s)	Lynda Rosselli
Manager(s)	Lisa Davies
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

57 Tir Morfa	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/05/2019
Responsible Individual(s)	Lynda Rosselli
Manager(s)	Michelle Griffiths
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Lower Lodge	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/05/2019
Responsible Individual(s)	Lynda Rosselli
Manager(s)	Ellen Lewis
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

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

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

Service Profile

Service Details

Name of Service	22 Tal y Wern

Telephone Number	01639 887366
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	299.70
The maximum weekly fee payable during the last financial year?	333.66

Complaints

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

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?	1
Provide details of any outside space to which the residents have access	There is a garden to the front and side of the property, surrounded by a wall. There is a large parking area where there is a parking facility for 6 vehicles. There is an enclosed back garden , there is a patio area to the rear and side of the property , that can be accessed direct from the kitchen are via patio doors where there is a table and chairs for service users use, weather permitting. There is also a grassed area , with potted plants
Provide details of any other facilities to which the residents have access	Tal Y Wern is a 4 bedroom property situated within a housing development of similar properties Some of the people we support attend local authority day centres for part the week and are also supported by staff to access the community , activities are documented within individuals personal plan and reviewed as part of the personal plan review.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Personal plans incl the following Communication passports About Me plans identify personal, signs, gestures symbols & reference objects Pictorial rotas & staff boards

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 with Helen Sanderson's associates.
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 have worked in the service for many years and know the people they support very well and are very familiar with the individuals care plans
During periods of staff absence and ongoing recruitment agency staff have worked alongside experienced staff members
Some of the people we support at Tal Y Wern have Positive Behaviour Support plans in place, these clearly evidence primary prevention which includes low arousal /and distraction techniques 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 below section has been taken from the recent CIW Inspection
People can do the things that matter to them when they want to do them. We saw there are
a range of activities available which are meaningful to people. There was good
photographic evidence and written documentation as well as observations of people
undertaking activities that matter to them. During our visit, we observed activities taking
place facilitated by care staff such as going out to the local café for a drink and one person
attended a local day service. People indicated to us they enjoy taking part in a variety of
activities. Relatives told us their family member is encouraged to stay active and to do as
much as they can. 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 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 heath 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 form the most recent CIW Inspection . Records show referrals are made to a variety of healthcare professionals such as psychiatrists and community nurses. This is confirmed by comments from visiting professionals who told us they are satisfied with the care at Tal y Wern. Recording of monitoring of care activities is in place including the achievement of personal outcomes for people. People are supported to do the things that matter to them which are identified in their personal plans with clear measurable outcomes

The extent to which people feel safe and protected from abuse and neglect.	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, firstly ensuring the people who attend Tal Y Wern 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 Tal Y Wern have individual risk assessments and positive behaviour support plans.
	There is evidence of the provider highlighting concerns regarding safe evacuation of individuals in the event of a fire at night time to the commissioners , local authorities and RSL there is still open communication between all parties as the concerns have been escalated to senior management within the local authority.
	Fire Risk assessments and Personal Emergency Evacuation Plans have been reviewed and are person-centered
	The below section is taken form our recent CIW Inspection
	People are protected from abuse and harm. Tal y Wern Care Home has a safeguarding policy in place and staff receive training in the safeguarding of adults at risk of abuse. The Service Manager has a good understanding of the legal requirements and understands when a safeguarding referral needs to be made to the Local Authority

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The Registered Care Home manager follows the procedure set out in the Admission and Commencement policy for any new referrals from the local authority or health team. The people who live at Tal Y Wern have a provider 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, video and documentation. There is an established and experienced staff team who know the people we support well. I have observed staff interaction when they are supporting the people who live at Tal Y Wern, this is always done with dignity, respect and compassion. The people we support at 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 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-centred 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 comfortable and benefits from sufficient quality decor and furnishings. However, the lounge carpet requires replacing to ensure it is safe as it had come away from its carpet grip at the entrance to the hallway creating a hazard. When this was brought to the attention of the manager, she immediately took action to address it temporarily until the carpet was replaced. The home is calm, informal, and relaxed. We saw people sitting in the lounge and the kitchen/dining room, sitting in the comfort of their bedrooms and relaxing. The environment supports people to achieve their personal outcomes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	6

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

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

Staff Type	Service Manager

Does your service structure include roles of this type?	Yes

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	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.	Active lives, Autism, Bowel awareness, complaints, Dols, Emergency first aid, Fire safety, GDPR, Mental capacity,PBS awareness, skin bundle, sensory impairment, nutrition/diet

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

> 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	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support , Autism, Bowel awareness, complaints, Dementia, assisted eating and drinking , Emergency first aid, Fire safety awareness, mental capacity, PBS awareness, skin bundle

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

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	1
No. of posts vacant	0

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
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.	Manual Handling Edge trainer , Risca training, Personal plan training, Disciplinary training, Epilepsy training and Mental Capacity

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 social care worker	1
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

> 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	1

> 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	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	5
Manual Handling	5
Safeguarding	3
Medicine management	6
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff have training in Active Support, complaints, Emergency First Aid, Fire safety awareness, inclusive communication, PBS awareness, skin bundle, personal care and record-keeping, depending on the individuals they support they may receive additional training such as Epilepsy, Autism, mental capacity, Dols, sensory impairment /loss and sexuality and relationships.

> Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	14
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)	3
No. of part-time staff (16 hours or under per week)	2

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.	7.30 - 1500 1500- 2200 1 sleep-in at night 2200-0700 hours

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	3

Domestic staff	
Does your service structure include roles of this type?	No

Catering staff	
Does your service structure include roles of this type?	No

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	57 Tir Morfa

Telephone Number	01639881928
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh language is offered within the Service , Staff and people we support participate in a Welsh word/sign a week. One Individual has access to Welsh language programmes

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	299.70
The maximum weekly fee payable during the last financial year?	333.66

Complaints

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

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?	1
Provide details of any outside space to which the residents have access	At the front of the property it has been landscaped for minimal maintenance and it is surrounded by a wall. There is a large accessible back garden with a grassed area and flower beds. In the middle of the garden, there is a patio area where there is a table and chairs covered by a large gazebo. It also has a seating area on the side. There is a large parking area where there is a parking facility for 4 vehicles.
Provide details of any other facilities to which the residents have access	Tir Morfa is a 4 bedroom property situated at the bottom of a cul -de -sac Some of the people we support attend local authority day centres for part the week and are also supported by staff to access the community , activities are documented within individuals personal plan and reviewed as part of the personal plan review

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	We use communication passports, individual photo booklets. A communication staff board. We have word of the week in Welsh where we say a Welsh word, then in English and do the makaton sign for the wor

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.
	In respect to Regulation 16 , improvements are required to ensure that the people we support at Tir Morfa have sufficient 3 monthly reviews .there is a new Registered Care Home Manager at the Care home and there is noted improvement , personal plan reviews have taken place and are planned in advance going forward
	The Registered Care Home manager has attended Outcome training with Helen Sanderson's associates.
	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
	There is evidence of engagement in outcome setting with the individual supported, their relatives and external partners.
	There are tenants meetings held within the Care Home where people we support also have the opportunity to make choices in how they wish to receive their support individually as as a shared community of people
	There is a mixture of new and established and new staff who have worked in the service for many years and know the people they support very well and are very familiar with the individual care plans
	Staffing levels have been difficult to maintain during the last year this has been a mixture of recruitment and staff absence, regular agency staff have been working alongside contracted staff
	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
	Monitoring of individuals' recordings evidenced a lack of consistency in the implementation of individuals community participation, this was exasperated during a period of time when staff were supporting an individual who was receiving end-of-life care
	There has been a noted improvement in consistency and participation in the community.

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 and Care managers in regard to the end of Life Care provided by support staff" "My many thanks and condolences to you all there who have cared for him and given him the stability, continuity, and dignity that we all hope to have." People we support have a person-centred package which reflects their preferences and identified health needs. Improvements have been made since the new Registered Care home manager has been in post 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 show referrals are made to a variety of healthcare professionals such as psychiatrists and community nurses. This is confirmed by comments from visiting professionals who told us they are satisfied with the care at Tir Morfa. Recording of monitoring of care activities is in place but requires strengthening to include the achievement of personal outcomes for people.

The extent to which people feel safe and protected from abuse and neglect.	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
	There is evidence that the provider was responsive regarding a safeguarding concern, a service improvement plan was implemented, and a management structure to support the improvement in the absence of the Registered Care Home Manager as part of the learning from the safeguarding concerns, monitoring audit tools were redesigned.
	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 turnover of staff in the last financial year, which has been managed by ensuring experienced staff have been working alongside new staff members, there has also been a need to rely on agency staff during difficult periods, this has been managed by using regular agency staff .
There has been a significant improvement in recruitment and the use of agency staff has reduced significantly
I have observed staff interaction when they are supporting the people who live at Tir Morfa, this is done with dignity, respect and compassion.
The personal plans of people supported are very informative and up-to-date, and evidence engagement with the person, their relatives and external partners.
Staff have received the appropriate training to support the people who live at Tir Morfa
All health and safety checks are completed and evidenced in the managerial monitoring audit.
The property was highlighted as requiring a new kitchen and bathrooms, there is evidence of the Registered Care Home manager liaising with the RSL, and with an agreement with the local authority and the RSL, the refit of the proposed work was delayed due to End of life care.
The work on the kitchen and one bathroom have been completed, there is still some outstanding work, which has been planned with the RSL
The people who live at Tir Morfa have a personal emergency evacuation plan, the plans are person-centred 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 home is calm, informal, and relaxed. We saw people sitting in the lounge and the
dining room, sitting in the comfort of their bedrooms, relaxing or asleep in bed. The
environment supports people to achieve their personal outcomes. |

Number of posts and staff turnover

| The total number of full time equivalent posts at the service (as at 31 March) | 9 |

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	Staff have training in Active Support, complaints, Dols, Emergency First Aid, Fire Safety for managers, Food safety level 3, GDPR, Mental capacity and safeguarding level 3 for managers, Helen Sanderson Outcome training

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	Yes

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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Complaints, Emergency First aid, GDPR, Inclusive Communication, Mental Capacity, Nutrition and diet , PBS, Skin bundle,

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	Yes

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
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.	Disciplinary training , Risca training , Personal plan training , Helen Sanderson Outcome training ,Mental Capacity and Epilepsy training Manual handling Edge trainer

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 social care worker	1
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

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	8
No. of posts vacant	2

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	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	7
Manual Handling	6
Safeguarding	2
Medicine management	6
Dementia	3
Positive Behaviour Management	5
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff have training in Active Support, complaints, Emergency First Aid, Fire safety awareness, inclusive communication, PBS awareness, skin bundle, Dementia personal care and record-keeping, depending on the individuals they support they may receive additional training such as Epilepsy, Diabetes, Autism, sensory impairment /loss and sexuality and relationships.

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	16
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)	6
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7-3, 3-10, 8-9 9PM-7AM Depending on the commissioned hours for each shift there may be 4 staff in the AM and 3 staff on the PM shift 1 wakeful 2200-0700 hours 1 sleep-in 2200-0700 hours

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	2

Domestic staff	
Does your service structure include roles of this type?	No

Catering staff	
Does your service structure include roles of this type?	No

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Community Lives Consortium

Telephone Number	01792646640
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	There is the offer of the Welsh Language within the homes, Individuals language preference is discussed within their initial provider assessment and documented within their Personal Plan and their about me workbook Individuals are supported to communicate via sign language, this may be an approved sign language or sign language specific to the individual.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	154

Fees Charged

The minimum hourly rate payable during the last financial year?	17.34
The maximum hourly rate payable during the last financial year?	17.75

Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	1
Number of complaints upheld	4
Number of complaints partially upheld	1
Number of complaints not upheld	6
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Conducting a provider assessment to explore how we can meet their needs Our personal plan is built around engagement with the person, & those close to them, & employs 16 person-centered tools so we know what outcomes matter to them & thus how we provide them with the best support. A personal plan review focuses on what is working & not working for them. It records how they have been involved in changing their plan. A 'What we think' survey pulls together what people think across our organisation & informs all our tenant's forums. People supported in each area meet monthly in our Change Teams to discuss what is working & not working about their support & to organise things to improve their lives. Representatives of Change Teams form a quarterly Tenants Lives Group which is a formal part of our Board, they meet with our RI & agree on our Quality of Care review. People supported can join our organisation, can attend our AGM, & can elect & become members of our board

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	Communication passports About Me plans identify personal, signs, gestures symbols & reference objects Pictorial rotas & staff boards Eye gaze tools Picture & flash cards, widget

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Individuals and their representatives are involved in the production of their care plans and reviews, the care plans are person-centred and include photographs of the people we support engaging in meaningful activities of their choice. Managers of the supported living services have attended Outocme training with Helen Sanderson associates. 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. Locality Change meetings are held monthly where the people we support, 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 post photographs on workplace of their participation within their homes a few of the activities are baking, gardening, cleaning their cars, and relaxing in their gardens with friends Community engagement includes visits to Folly Farm, Abercrave Monkey Sanctuary, local swimming baths, tennis centre, bike-ability,surf ability , country and coastal walks, Below section taken from the recent CIW Inspection People can do the things that matter to them when they want to do them. We saw there are a range of activities available which are meaningful to people, and which are identified in their personal plans. There is good photographic evidence and written documentation as well as observations of people undertaking activities that matter to them. Throughout our visits on both days, we observed activities taking place facilitated by staff at each service. People indicated to us they enjoy taking part in a variety of activities such as going out for a coffee, shopping and attending local clubs. Relatives told us their family members are encouraged to stay active and to do as much as they can for themselves. This is reflected in people's records.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	We have received good feedback from Health professionals that the staff teams are providing detailed and positive support that meets people's health needs, in particular where individuals' health needs have changed and there has been a requirement for staff to gain additional skills in relation to peg feeding, catheter care and end of life care.
	The people we support have a Personal Plan and personal plan reviews, there are comprehensive Health Profiles, Personal and Intimate Care plans, Positive Behaviour Support plans, and where required Epilepsy profiles, and Speech and Language guidance.
	There are health recordings which may include, Marr sheets, epilepsy, diabetes, skin bundle, fluid charts and electronic behavioural observation recordings.
	There is evidence that this information is discussed as part of the 3-month reviews for the individuals supported.
	Recordings within the service's evidence the Personal Support Managers liaise with the relevant health professionals and relatives in relation to any health concerns in a timely manner
	The people we support are given the opportunity to exercise with staff support via, country and coastal walks, golf, tennis, swimming and cycling.
	There has been positive feedback from Psychiatrists at Llwyner yr Hospital in regard to the management of individuals' behaviours, which has resulted in improvement in individuals' mental and physical well-being.
	Managers have gained accreditation to deliver the following training courses Epilepsy, Manual handling and Positive Behaviour Management
	Provider assessments are completed and identify any additional health requirements the people we support may have and specific training for staff in relation to health needs is provided this may include, Dementia, Pica, Polydipsia, Autism, Bowel awareness, mental health and learning disability dual diagnosis
	All staff are trained to administer medication and are compliant with CLC medication policy, there is evidence of good management of the administration of medication and a weekly check and a monthly medication audit are completed by the Personal Support Manager and a quarterly audit is completed by the Locality Manager.
	Below section taken from a recent CIW Inspection Records reflect referrals are made to a variety of healthcare professionals such as social workers and nurses. This is also mostly confirmed by comments from visiting healthcare professionals who told us they are satisfied with the care of the service

The extent to which people feel safe and protected from abuse and neglect.	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 home
	Staff are aware of their duty if a safeguarding issue is suspected, firstly ensuring the people they support are safe and any required medical attention is sought.
	The alert must be raised by completing an Adult Protection Referral Form VA1 (within 24 hours)
	To enable effective monitoring of our Safeguarding Practice, our safeguarding officer has an online register of safeguarding alerts that are kept updated in real-time so that she can monitor the progress of all safeguarding alerts across the company.
	Measures for assessing the effectiveness of our Safeguarding practice are as follows:
	Are alerts made within 24 hours?
	The accuracy, transparency and quality of the alert
	Levels and frequency of staff training
	The number, distribution and types of abuse reported and responses
	Consequences for the people we support and implications for practice
	Recommendations and learning from Safeguarding concerns
	The section below is taken from our recent CIW Inspection
	People are safe and protected from abuse and neglect. The service provider has safeguarding policies and procedures, which are aligned to current legislation and national guidance. Staff demonstrate a sufficient understanding of their role and responsibilities. People are familiar with the care workers supporting them and value the relationships they have developed. Care workers are recruited in a safe way and have a good understanding of safeguarding and whistleblowing procedures. The manager regularly monitors care workers' practice to ensure they are providing safe, appropriate care. People supported by the service indicated to us they feel safe and secure.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	312

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	35
No. of posts vacant	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	5
Equality, Diversity & Human Rights	2
Manual Handling	11
Safeguarding	21
Dementia	2
Positive Behaviour Management	31
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	helen sanderson outcome training, Active Lives, Autism, bowel awareness, complaints, dementia, diabetes, Epilepsy, fire safety for managers, GDPR, managing for the first time, mental capacity, mental health dual diagnosis, PBS awareness, skin bundle, risk assessment, record keeping, rota management, supervision, stress management ,

> Contractual Arrangements

No. of permanent staff	35
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	24
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	6

Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	

Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	11
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	1
Dementia	0
Positive Behaviour Management	11
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Helen Sanderson Outcome training, Mental capacity training, Dols Training, Edge Manual handling trainer training , PBM and PBS re-accreditation training , Fire Risk assessment training

Contractual Arrangements

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

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)	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

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	293
No. of posts vacant	14

> 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	85
Health & Safety	110
Equality, Diversity & Human Rights	47
Manual Handling	69
Safeguarding	98
Dementia	55
Positive Behaviour Management	158
Food Hygiene	79
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff have training in Active Support, complaints, Emergency First Aid, Fire safety awareness, inclusive communication, PBS awareness, skin bundle , personal care and record-keeping, depending on the individuals they support they may receive additional training such as Epilepsy, Diabetes, Peg feeding, Catheter Care, Autism, Poly Dipsia, pica, sensory impairment /loss and sexuality and relationships.

Contractual Arrangements

No. of permanent staff	293
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	102
No. of Non-guaranteed hours contract (zero hours) staff	19

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)	152
No. of part-time staff (17-34 hours per week)	84
No. of part-time staff (16 hours or under per week)	57

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	172
No. of staff working towards the required/recommended qualification	13

Other types of staff

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

Service Profile

Service Details

Name of Service	Lower Lodge

Telephone Number	01792584007
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9

Fees Charged

The minimum weekly fee payable during the last financial year?	299.70
The maximum weekly fee payable during the last financial year?	333.66

Complaints

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

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	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.
Provide details of any other facilities to which the residents have access	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 The people we support who access Lower Lodge are able to utilise the facilities at Woodlands , this includes a quiet area to watch TV , arts and crafts section, dining area, a wet room and a small kitchen

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	Picture rota, symbols, photos, about me workbooks, people we support use IPAD for communicating

Statement of Compliance

> The Responsible Individual must prepare the statement of compliance.
>
> CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.
>
> Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Individuals and their representatives are involved in the production of their care plans and reviews, the care plans are person-centred and include photographs of the people we support engaging in meaningful activities of their choice. The Registered Care Home manager has attended Outcome training with Helen Sanderson's associates. There is evidence of Outcomes that matter 'to' and 'for' the person recorded in their personal plans. Outcomes for the person supported contained in local authority care plans or Care and treatment plans are reviewed quarterly and discussed as part of their 3-month personal plan review. There is evidence of engagement in outcome setting with the individual supported, their relatives and external partners. There is an established staff team who have worked in the service for many years and know the people they support very well and are very familiar with the individuals 'about me workbooks', this evidences the individuals preferred communication style. The People we support at Lower Lodge have comprehensive Positive Behaviour Support plans in place, these clearly evidence primary prevention which includes low arousal /and distraction techniques used. When the people we support attend Lower Lodge they are supported by staff to go to the supermarket to purchase foods and drinks of their preferred choice. People we support and their representatives who attend Lower Lodge are included in the design of their Activity Support Plan which documents their preferred routines, activities and community participation. The below section has been taken from the recent CIW Inspection They (individuals supported) benefit from a wide range of activities both in the service and in the wider community. These include walking, going to the beach, pub lunches, cycling, gardening, games consoles and gardening. Great importance is placed on everyday skills such as preparing meals, cooking, making drinks, gardening and personal care.
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 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 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 section has been taken from the recent CIW Inspection People are supported to remain healthy as they can be during their respite stay. We saw care workers monitor the health and wellbeing of people on a daily basis. Areas such as the dietary and fluid intake of people when needed was being closely monitored. The emotional and physical health of people is promoted through regular exercise in the grounds and surrounding countryside. People enjoy maintaining the garden area providing them with sensory stimulation. People have good access to health and social care professionals when needed.

The extent to which people feel safe and protected from abuse and neglect.	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 scanned 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 behaviour support plans.
	The section below is taken from the recent CIW Inspection report:
	Risks to people have been identified and as far as possible eliminated. We noted personal emergency evacuation plans (PEEPs) in place. Fire drills are undertaken routinely, and staff have on-going fire safety training. Care workers are well-trained and know people well. There are clear risk management plans relating to agitation and behaviour.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Lower Lodge is a respite service, the staff ensure that the people we support are comfortable and familiar with their surroundings, compatibility assessments are in place and these are taken into consideration by the Registered Care Home manager when planning an individual's respite allocation.
	The Registered Care Home manager follows the procedure set out in the Admission and Commencement policy for any new referrals from the local authority or health team.
	Personal plans are very person-centred and the quarterly reviews evidence engagement with the person, relatives and external partners.
	Outcomes are recorded and evidenced via photographs, video and documentation.
	There is an established and experienced staff team who know the people we support very well. I have observed staff interaction when they are supporting the people who use Lower Lodge, this is always done with dignity, respect and compassion.
	The people we support at Lower Lodge are allocated a key worker.
	The personal plans of people supported are very informative and up-to-date, and evidence engagement with the person, their relatives and external partners.
	Staff have received the appropriate training to support the people who access Lower Lodge.
	All health and safety checks are completed and evidenced in the managerial monitoring audit.
	The Property is well maintained and decorated to a high standard, the furnishings take into consideration the people's required needs.
	The Registered Care Home Manager ensures that DOLS are in place and reviewed yearly.
	The people who access Lower Lodge have a personal emergency evacuation plan, the plans are person-centered and take into consideration the needs of the people we support.
	This quote is taken from the recent CIW Inspection:
	Care and support is provided in an environment which promotes the achievement of people's personal outcomes. People live in a clean and comfortable environment. People have access to pleasant and interesting communal areas, both internally and externally. We saw the home was clean, fresh and well-maintained. Fire procedures and checks are routinely completed. A stringent, well-organised health and safety audit system is in place maintaining safe systems of work.

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)	11

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.	

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid, GDPR, Mental capacity, Helen Sanderson Outcome training, Personal plan and personal plan review training, Pica, polydipsia,end of life care

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Positive behaviour Management trainer , End of Life trainer , Mental Capacity training , Helen Sanders on Outcome training , Mental Health duel Diagnosis Currently working towards Btec level 4 PBS

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 social care worker	1
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

> 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	10
No. of posts vacant	3

> 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	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	8
Manual Handling	6
Safeguarding	3
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Active lives, complaints, dols, emergency first aid, epilepsy, fire safety awareness, GDPR, lone working, mental capacity, mental health introduction, pica/polydipsia, record keeping, the role of a support worker, sensory impairment

> 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

> 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 hours 1500 - 2200 hours Wakeful 2200-0700 sleep in 2200- 0700 Depending on the allocation of the people we support at Lower Lodge Respite it can be between 4 staff AM and 4 staff PM with 2 wakeful staff and 1 sleep- in The minimum staff on shift would be 2 staff AM and 2 staff PM with 1 wakeful and 1 sleep -in

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	1

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