



March 2019

Community Lives Consortium
24 Walter Rd, Swansea SA1 5NN

About Community Lives Consortium

Our Statement of Purpose - this document is required by the Registration and Inspection of Social Care (Wales) Act 2016.



All regulated organisations must have a Statement of Purpose, this document:

- gives you a vision of our organisation and gives you all the key information about how we will provide support, work with you, organise staff, and monitor and manage your support so you or your loved one experience the best possible outcomes.
- means that we will be inspected on the basis of what we say in this document by the Care Inspectorate Wales.
- gives you clear information about what you can expect from us, if on reading this you feel that we should be doing things differently please tell us by ringing Debbie Chegwen on 01792 646640 or by email at debbie.chegwen@communitylives.co.uk.

Introduction to Community Lives Consortium



We are a non-profit making organisation that supports disabled people to live the lives that they choose in Swansea and Neath Port Talbot in South Wales.

We have existed since 1989 and currently we support about 251 people who live in their own homes, on their own or with up to 3 other people who live in their house. We employ about 740 staff and we deliver 17000 hours of personal care and support to these people every week.

Most of our support is commissioned by Swansea Council and Neath Port Talbot County Borough Council and we are regulated by Care Inspectorate Wales.

We are a registered Charity - Registration Number 1161709, and a Limited Company by Guarantee - Company Number 9442336
We provide Domiciliary care in the Western Bay Regional Partnership area.

Key people



The Responsible Individual for this Support is Lynda Rosselli



- This means that Lynda has the overall responsibility for appointing the managers who deliver the support to you, making sure that the managers are supervised, and making cover arrangements when they are absent from work for more than 28 days.
- Lynda must also meet some of the people we support and their family members to find out what they think of the service provided.
- Lynda must also make sure that we gather information that tells us how good the service is in helping you live happy, safe lives that gives you as much independence and choice as we can.

If Lynda is absent for more than 28 days then Rick Wilson will act as Responsible Individual.



Lynda has appointed 8 Service Managers each one has the day to day responsibility for a network of people who all receive support. These are registered with Social Care Wales.

These people are:

- Marina Burrows
- Jonathan Thomas
- Gill Nichols
- Julie Thomas
- Michael Connolly
- Lynne Stainsby
- Catherine Williams
- Diane Jones



About the Service Provided



We provide support to people who are over 18 years old these people require personal and social support.

We support adults of all ages

These people need support for a range of reasons, including that they:

- have a learning disability.
- have a physical or sensory disability
- have Autistic Spectrum Disorders
- have a mental health disorder
- are living with dementia
- display behaviours that can put themselves or others around them at risk of harm or exclusion.

When specialist support is required we are able to support and provide the following:



- Managing medication
- Managing epilepsy
- Managing mental health problems and personality disorders
- Managing Diabetes
- Managing Stomas
- Managing Polydipsia and/or Pica
- Maintaining skin integrity
- Managing sensory impairment
- Managing Percutaneous Endoscopic Gastrostomy (PEG) feeding tubes
- Supporting end of life care

Where we need to provide these services our staff will be trained by qualified health professionals.

We provide a range of support services, to help people to:

Be safe and independent in your own home

This might include maximising your independence through assistance from staff and could include a range of aids and adaptations and other assistive technology. This would also help to raise concerns that you or people in your life may have about your life and support.



Get and maintain your own home

This may include help to manage your home and comply with the terms of your tenancy and to help you to successfully live with any people you share your home with.



Get out and meet people

This may include the support and other opportunities required for you to enjoy your life in the community as independently as possible and to maintain networks of friends and family.



Live your life during the day

This would include support for you if you do not use day services, to enjoy and develop your life through social, recreational and vocational opportunities during the day.



Plan and record your Life

This would include support to plan and record your life in ways that involve you and the people in your life.



Overcome barriers to community living

We can support you and your staff team to develop strategies that help you to avoid behaviours that may harm you or the people around you.



Manage your own money

This will include support for you to get the right level of help to manage your money, together with the advice and guidance necessary to maximise your personal income.



Get the transport you need. We can help you choose the right vehicle for you and ensure that it is well looked after.



How the Service is provided?

Working with you and your supporters

If we support you we will always try to communicate with you in ways that you can understand. If you are not able to tell us what you want, we will gather information based on our observations of you and the personal ways that you share the things that you like or dislike. However we will also work very closely with your Social Services care manager, Community Nurse and the other professionals who are helping you get the support that you need. If you are not able to express your wishes or do not feel confident to do this, we will also work very closely with actively involved family members, or agreed friends or advocates. We call these people your Supporters.



Where you are unable to make decisions about how you wish to be supported we will make **best interest decisions** drawing on the information that we have and the views and direction of professionals and your other supporters.



We will provide you with information in a form that is as easy as possible for you to use, this will always mean that information is written in simple language with pictures or symbols. We will make time to read information to you. We will also use videos and simple presentations to help information to be as useful as possible to you.



Working with Outcomes

Our policy on Planning and Recording your life states that a good outcome is **something that matters to you** if you are to maximise your wellbeing. We believe that you should be active in making these outcomes happen in your life. They will be recorded in ways that you can understand wherever possible, and we will continually check on how well we are doing in helping you experience these things so that we can work with you and your supporters to make your support better.



We will agree with you longer term outcomes which focus on broad areas of your life, such as the desire to live independently. However within this we will agree lots of shorter term or even daily outcomes about the things that you want, or make your life better.



Any records that are kept about you will comply with the Data Protection Act 2018 and General Data Protection Regulations 2018.



When we are asked to provide a service for somebody

Deciding on the support you need

A named member of our management team will meet with you and your Supporters. We will use any information about you and your needs that is available to us such as an Outcome Focused Review to make sure that we fully understand the things that matter to you.



We will agree the Personal Outcomes that are important for you and agree support plans that are needed to make these happen, these could include plans to:

- Provide personal care.
- Maintain relationships or activities that are important to you.
- Manage your money or financial affairs.



- Manage any behaviours that may put you at risk of harm or exclusion.
- Manage any healthcare needs you may have.

We will make sure that the people who are looking at your support needs consider all risks and how these can be managed. They will also have the right skills to do these assessments.



This information will help us to identify the hours of support and technology you require, as well as the skills of the staff that we will offer to support you.



We will also assess whether we have the available trained staff to meet your needs. Funding this support will be agreed with the organisation commissioning your support, you can also purchase additional hours of support if you choose.

Living at home

We will also highlight any adaptations or issues about the accommodation that you live in or are intending to move into.

We will also consider any issues of compatibility if you are planning to share your property with other people who also may be receiving support.



Where you are moving in with other people we will plan with you opportunities to meet these people so that we can understand whether you will get on with them.



Telling you whether we can support you

Before we start supporting you we will give you and your Supporters either:



- A statement of the reasons we can't support you at this time in this property. We believe that we can meet most people's needs, however some reasons we may not be able to support you could be:
 - We cannot safely support you in the property you intend to live in.
 - We do not believe that you can live happily or safely with any other people living at the property.
 - We do not believe we can safely support you with the hours of support that have been commissioned for you.
 - We do not have or cannot recruit sufficient numbers of hours of staff with the training that you need.



Or

- A **Service Agreement**, this is an agreement to offer you support. In this will be a copy of your **Personal Plan**, an outline of the hours of support that you will be offered and a breakdown of the cost of your package and costs that you will need to pay. We will also give you copy of our **Service Guide** which gives you the background information about our organisation and how we work.



Keeping your plan up to date

We will review your Personal Plan after the first 7 days of our support to you, if your plan changes, these will be agreed with you. We will give you and your Supporters a copy of the revised plan.



We will review your Personal Plan with you and your Supporters at least every three months. We will make changes based on your day to day experiences and whether you are able to experience the most safe, happy and independent life that you can.

You and your supporters will have a written record of these reviews.

Making sure that your support is effective for you.



Developing and maintaining your life skills.

Your Support Manager will use **Active Support** to consider your daily routines and set up support plans so you can be as involved as much as possible in making them happen.

This could include your:

- personal care,
- household routines,
- social life,
- educational and vocational activities such as attending classes and paid or unpaid work

and

- maintaining links with friends and family members,
- staying safe in your home including personal evacuation in case of emergency



Each support plan agreed contains an assessment of the risks involved and describes how we will support you to manage these risks so you can achieve the things that matters to you. We support **positive risk taking** which means that we will work with you and your supporters to balance the positive benefit gained for you taking these risks against the negative effects of attempting to avoid risk altogether.

We will review and adapt these plans with our staff team if necessary on a weekly basis, if we change these plans we will discuss this with you and your supporters. However we will formally review your plan with you and your supporters every 3 months, you can have a written record of this.

We will review our training plan for staff that support you every three months to make sure that they retain the skills they need to support you. They can also draw on the advice of our experts in Moving and Handling, Assistive Technology, Epilepsy and Positive Behaviour Management and external health professionals.

You will have the opportunity to arrange a range of activities that you want through **Time 2 Meet**. Members of Time 2 Meet organise coffee mornings, lunch groups, walking groups, cinema nights and other shared activities that people are interested in. People have developed confidence and a range of organisational and presentation skills through organising these groups. They are now involved in recruiting and training staff, and meeting with other people receiving support to assess the quality of the services that we provide. Some of these people report to our Management Committee the things that they find, and some have had work experience at our office and have achieved qualifications as a result.



We will link up with Local Area Coordinators managed by the Social Services Department so that we can make you aware of things occurring in your local neighbourhood that may interest you, we can support you to get involved with these if agreed as part of your Personal Plan.



Being physically, mentally and emotionally healthy as possible

We will support you to take control of your own health wherever possible including managing your own medication and we will actively encourage healthy life choices.



If it is agreed you need more support in this area, we will support you to attend all health appointments you require including your Annual Health Check, visits to your GP and required screening. We will keep and maintain all relevant health related records in a confidential way.

We liaise with care managers to refer you for specific health concerns, these can include Speech and Language Therapists, Occupational Therapists, Physiotherapists who will ensure you have the correct health advice and equipment to support you effectively e.g. sensory equipment, communication aids, moving and handling equipment.

Health related support plans and assessments are completed and reviewed regularly; and records completed to monitor mental health and physical well being as appropriate e.g. seizure activity, fluid intake, behaviour observation charts.

Management of Aggression

We will be committed to non aversive interventions with people who may exhibit aggressive or violent behaviour so as to maintain the dignity of the individual and the relationship between the person and their staff. We do not believe in:

- Using pain as a method of control
- Any restraints that involves holding a person on the floor.
- Punitive based approaches
- Restricting people's freedom unless there is a legal reason.

Maintaining family and personal relationships

We will support your choices to actively maintain family and personal relationships by:

- maintaining active relationships with relatives so that you feel involved through a relative involvement agreement.
- giving you choices about how you would like to maintain your relationships e.g. visits, phone calls, email, social media, writing letters, planning a social outing.
- supporting you to maintain existing relationships and build on new relationships by joining local community groups, based on common interests.
- supporting you to enjoy personal intimate relationships of your choice in a safe and secure environment.



Being and feeling safe

We are committed to keeping you safe and will do this by:

- working within our Safeguarding Policy and complying with the Local Authority Safeguarding procedures.
- training all our staff in Safeguarding and how to recognise and report suspicions and allegations of abuse.
- working within our Finance Policy; staff and managers will support you to manage your money to minimise the risk of financial abuse and exploitation.
- providing a copy of our complaints and compliments procedure in an accessible format.
- working within our Health and Safety Policy to promote a safe and healthy home and work place for you and your staff. This will include regular health and safety audits.
- providing personalised risk assessment/support plans to cater for individual needs which are reviewed and updated when required.
- ensuring Assistive Technology assessments are completed to provide guidance, information and equipment tailored to individual needs to promote safety. This includes: door sensors; epilepsy sensors; movement monitors etc.



Being involved in activities, hobbies, individual interests and access to development opportunities

Your assessment will include your interests, hobbies, aspirations and development goals. We will work with you to plan how to achieve these outcomes.



We use the 'Active Support Model' to maintain existing skills and promote the learning of new skills. This involves a wide range of activities designed for you such as, domestic tasks, leisure, hobbies, activities in the local community. We may work with other professionals as necessary to help you e.g. Occupational Therapist, Physiotherapist.

We will actively promote and encourage you to join in with the wide range of 'Time to Meet' activities and events.

We can support you to plan holidays and day trips of your choice. Staff can be provided to accompany you if needed.

We promote learning and development opportunities by:

- providing day care opportunities as agreed in your plan
- supporting you to access colleges and community courses
- helping you to find volunteering opportunities.
- exploring opportunities for work experiences.
- making use of online learning resources.
- becoming responsible for organising activities with the 'Time to Meet' admin team.



Maintaining your communication, language and culture

Inclusive communication

We promote and use the 'Inclusive Communication Model' to communicate in the language and method that is most appropriate for you, which may include translation, pictures, signs, flash cards, multimedia, objects of reference etc. All staff are trained in this approach. We work in partnership with speech and language therapists to complete assessments and develop an individual communication plan for you.



Welsh Language and Culture

Our Welsh Language Policy describes how we will help you to receive any part of your support we provide for you through the medium of the Welsh language should this be your choice.

The
WELSH
Language



On first contact with you and your supporters, we will establish your preferred language for ongoing communication. A more detailed assessment then follows as part of the 'Active Offer' which aims to help you to identify any aspect of your support that you would like delivered using the Welsh language, even if this may not be your first language. This could include:

- providing you with accessible information about the organisation and your support in the Welsh Language.
- holding meetings about your support in the Welsh Language e.g. service reviews,
- ensuring staff and managers communicate and have conversations with you and your supporters in Welsh.
- using Welsh key words and phrases that are important to you
- Welsh language signage at home. e.g toilet, bathroom,
- keeping records about you and the service you receive written in Welsh.
- checking whether visitors to your home and other professionals are able to communicate with you in Welsh. e.g. GPs, Care Managers
- ensuring that Welsh media of your choice is available to you (e.g. TV, radio programmes, books, newspaper, computer apps)
- supporting you to learn or improve your Welsh skills as one of your personal outcomes



We will also assess and help you be involved with Welsh based cultural activities and events that are important to you e.g.

- Welsh Rugby matches
- Eisteddfodau



- St David's Day
- Listening to Male Voice Choirs.

The outcome of your 'Active offer' is recorded in your service delivery plan which is reviewed and updated at least once a year. Regular review of the agreed support is included within the monitoring of service delivery plans and personal outcomes.

In order to meet your Welsh language support needs we:

- collect information on the Welsh language skills of all employees.
- provides training for the staff that support you to learn or improve their Welsh language skills.
- can recruit people with the required Welsh language skills to support you.

As part of your assessment for support, we will help you to explore aspects of your own culture and any religious beliefs that are important to you. We will then plan any support you need to express your own cultural identity and observe religious practices e.g. supporting you to attend a place of worship; menus are planned in accordance with dietary requirements; personal care preferences are respected; supporting you with clothing of your choice.



Staffing Arrangements

We organise our services around 8 support networks. These Networks support about 30 to 50 people who live close to each other. They live on their own or with other people who get support.



The organisation is managed by our Chief Executive. He manages the Deputy Chief Executive, Responsible Individual and the Director of Operations. The Director of Operations supervises the Registered Network Managers, reviews service quality with them and agrees improvement plans. They are also supported by a Director of Business and Finance.

Each Network has a Service Manager nominated to Care Inspectorate Wales and Registered with Social Care Wales. This Registered Network Manager is supported by a Deputy Network Manager. Each Network has between 80 to 90 staff and managers who deliver between 2000 and 3000 hours of support every week.

You will have your own staff team who will provide the majority of direct support to you and they are managed by a Support Manager.



Our participation team provides support to help you to be active in organising the things that matter to you and to offer you the opportunity to be involved in running our company.

Our central business services manage the organisation's money, recruit and train our staff, and ensure that we meet our legal requirements. The Chief Executive acts as Deputy for Property and Affairs under the supervision of the Court of Protection when requested. In doing this he is supported by our Tenant Service Team who help people to manage their money, claim benefits and pay their bills.



Numbers and Qualifications of our team

Rick Wilson - Chief Executive;

Qualifications - CQSW, BSc (Econ), MSc



Lynda Rosselli – Responsible Individual

Qualifications - NVQ Level 4 Care, NVQ Level 4 Management, D32/33 Assessor award

Accredited trainer with ABMUHB for Positive Behaviour Management
Currently working towards the BTEC Advanced Professional Diploma in Positive Behaviour Support

Preparing to Teach

Registered Manager with CSSIW & Social Care Wales since 21/12/2007



Christine Brian - Deputy Chief Executive

Qualifications - BA(HONS)Social Science, NVQ assessors D32/D33, NVQ Level 4 Management



Alice O’Sullivan - Director of Operations

Qualifications - SEN Mental, CSS (Certificate of Social Services), NVQ Level 5 Management



Stephen Harrison - Director of Business & Finance

Qualifications - NVQ Level 5 Operational Management, BTEC Certificate in Business and Finance, City and Guilds D32, D33 and C21 NVQ Assessors Awards.



Our Network Managers

Network Managers - Regulated by CIW and Registered with Social Care Wales

- **Marina Burrows - Registered Network Manager (Network 1)**
Qualifications - NVQ Level 4 Care, NVQ Level 4 Management, A1 Assessor Award
- People Handling and Risk Assessment Key Trainer’s Certificate
- Working towards a Positive Behaviour Management Trainer Qualification



- **Jonathan Thomas - Registered Network Manager (Network 2)**
Qualifications - NVQ Level 4 Care, NVQ Level 4 Management, D32/33 Assessor award, Level 4 Certificate Introduction to Teaching HNC Business and finance, Diploma in welfare studies. Registered Manager with CIW & Social Care Wales since 15/04/2011



- **Gillian Nichols - Registered Network Manager (Network 3)**
Qualifications - NVQ Level 4 Care, NVQ Level 4 Management D32/33 Assessor award, IOSH Managing Safely Registered Manager with CIW & Social Care Wales since 10/08/2005.



- **Julie Thomas - Registered Network Manager (Network 4)**
Qualifications - NVQ Level 4 Care, NVQ Level 4 Management, D32/33 Assessor award
Registered Manager with CIW 10/8/2005 & Social Care Wales since 10/08/2005



- **Michael Connolly - Registered Network Manager (Network 5)**
Qualifications - NVQ Level 4 Registered Manager's Award (City & Guilds), A1 Assessor's Award (City & Guilds), Teacher's College Diploma, Trained Teacher's Certificate, IOSH Managing Safely
Registered Manager with CIW & Social Care Wales since 19/02/2015



- **Lynne Stainsby - Registered Network Manager (Network 6)**
Qualifications - NVQ Level 4 Care, NVQ Level 4 Management D32/33 Assessor award, IOSH Managing Safely
Registered Manager with CIW & Social Care Wales since 10/08/2005



- **Catherine Williams - Registered Network Manager (Network 7)**
Qualifications - NVQ Level 4 Care, NVQ Level 4 Management, D32/33 Assessor award, Level 4 Certificate Introduction to Teaching
Accredited trainer with ABMUHB for Positive Behaviour Management
Registered Manager with CIW & Social Care Wales since 5/02/2015



- **Diane Jones - Registered Network Manager (Network 8)**
Qualifications - Registered Mental Handicap Nurse, QCF Level 5 Diploma Leadership in Health & Social Care Services
A1 Assessor award, Accredited trainer with ABMUHB for Positive Behaviour Management
Currently working towards the BTEC Advanced Professional Diploma in Positive Behaviour Support
Registered Manager with CSIW & Social Care Wales since 16/11/2017



Other managers in the Network

- **Deputy Network Managers** - there are 9 of these.
All these managers have at least one the following qualifications:

QCF Level 5 Diploma in Leadership for Health and Social Care Services (Adults 'Management) Wales and Northern Ireland.

NVQ 4 Leadership and Management for Care Services



NVQ 4 Management (assessed in a care setting)
NVQ 4 Registered Manager Award
NVQ 4 Health and Social Care (Adults/Children and Young People)
NVQ 4 Care

In addition they hold one of the following Assessor Awards
Training, Assessment and Quality Assurance Award
A1 Assessor award or D32/33

They also hold a current People Handling and Risk Assessment Key Trainer's Certificate from Edge Training services.

- **Support Managers** - there are 56 of these.
These managers are required to hold:
 - at least the Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland or equivalent on appointment.
 - They commit to achieving the Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland.

In addition, many of them also hold one of the following assessor awards - Training, Assessment and Quality Assurance Award
A1 Assessor award, D32/33

Our Network staff

Across all Networks we currently have:

- 82 Support Coordinators
The required qualification for these posts is the Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland or equivalent (as per Social Care Wales Qualification Framework).
- 426 Support Workers
The required qualification for these posts is the Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland or equivalent (as per Social Care Wales Qualification Framework).
- 111 Casual Support Workers
The required qualification for these posts is the Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland or equivalent (as per Social Care Wales Qualification Framework).

Key Managers providing Business Support services are:

- Debbie Chegwen - Health & Safety & Administration Manager
Qualifications - BTEC Business & Finance, NVQ Level 4 Management, First Aid at Work, NEBOSH General Certificate
- Del Rees - Tenant Services Manager
Qualifications - NVQ Level 5 Management
- Joanne Davies - Human Resource Manager
Qualifications - C.I. P.D., Level 7, Post Graduate Certificate in Personnel and Development, C.I.P.D. PDS Scheme, C.I.P.D., Certificate in Personnel Practice, I.O.S.H., Managing Safely, I.L.M. Level 3 Certificate in 1st Line Management, Level 2 Award for Health and Safety in the Workplace
- Mandy Hopkins - Business & Finance Manager
Qualifications - NVQ level 4 Management, AAT
- Helen Waters - Staff Development Manager
Qualifications - Bachelor of Nursing, Post Graduate Certificate in Education.

Staffing Levels

The amount and level of support that you require is individually assessed. We will then develop a plan to meet your needs for both day and night support. This will be agreed with you and your supporters, and will include a combination of individual and shared support. Where your support is commissioned by the local authority or health provider, this will be agreed with them. You can purchase a private package from us in addition to the support being purchased by the commissioner.



You will receive a copy of the Personal Support Profile that specifies the level of support that you will receive, the charges you will pay and the costs being met by the commissioner.

A rota for allocating staff to support you is developed from this plan. We will ensure staff and managers have the required training, skills and knowledge to effectively and safely support you including meeting any specialist support needs you may have.

Supervision and support arrangements

All staff are required to participate in bi-monthly supervision and annual appraisal sessions with their line manager. Supervision aims to help staff reflect on their practice and make sure their professional competence is maintained, this includes feedback about their performance in delivering support and monitor progress in their own learning and development.



Specialist delegated health tasks

Where specialist health care tasks are required, e.g. PEG feeding, relevant external health professionals will lead with the risk assessments and support planning before these tasks are delegated to staff. This may include specialist training, advice, guidance and monitoring provided by the external health professional e.g. Abbot Nurse.



Staff training Programme

Our staff training programme aims to ensure that you are supported by competent and qualified staff, who have the knowledge and skills to meet your specific support needs, preferences and help you progress in your life. The program is managed by the Staff Development Department, who work with operational managers to ensure that the learning and development needs of all staff and managers are met. This includes:-



Induction - All new employees participate in an induction programme. For support staff and managers this meets the inductions standards specified by Social Care Wales. This induction consists of a combination of attending courses, 'on the job' training and completion of online courses.

Specific training relating to individual support - All staff are required to participate in a program of further training designed for them to have the specific knowledge and skills needed to provide person focused, effective and safe support to you. This is based on your own support needs but can include a wide range of courses such as:-

- Managing Epilepsy
- Understanding and responding to Dementia
- Positive Behaviour management
- Decision Making and Mental Capacity
- Welsh language skills

Refresher Training - We require some training to be updated on a regular basis e.g. Safeguarding, Medication, First Aid, Data protection, Health & Safety, moving & handling.



There is an annual program of courses for staff to attend or online courses for them to complete, to ensure they stay in compliance with their training requirements.

Courses are delivered by a combination of internal managers who have additional training qualifications (e.g. moving & handling), health professionals (e.g. SALT) or by approved external trainers (e.g. First Aid)

We have our own online learning site - 'Time to Learn' and are currently building a portfolio of courses and learning resources that staff can access at any time to support their learning and development.

Qualifications - We have a comprehensive program for support staff and managers to achieve the recommended vocational qualifications for their post, in accordance with the Social Care Wales' Qualification Framework. As we are an accredited Agored Cymru Centre we are able to deliver some of this in-house, but also work in partnership with local colleges to offer these qualifications to staff, particularly for those at higher levels.



Personal Development Planning & Continuous Professional Development - All staff have their own Personal Development Plan which records the identified learning and development needs, how those learning needs are to be met, and to review their progress in learning. This includes any training or qualifications that the staff would like to achieve to progress both professionally and personally and also to support the required learning hours for ongoing registration with Social Care Wales.

Progress in the learning and development of staff is monitored through the supervision and appraisal process, with the Personal Development Plan being reviewed and updated at each supervision session.



All the training courses attended and online courses completed are recorded by the Staff Development team and this information is shared with managers. The Staff Development team meet every 3 months with each Registered Network Manager to:

- Review qualification levels and plans to improve them
- Review training completed/not yet completed by network staff
- Update the network training needs analysis
- Plan and prioritise future training for the network teams and individual staff.

Governance and monitoring quality

Our purpose is to 'Support People to live the lives they choose'



Community Lives Consortium is a membership based organisation with 226 members; of these members:

- 80 are people we support
- 16 are family members
- 54 are people we employ and
- 76 are independent people



These people elect our Management Committee at our AGM.

Our Management Committee has places for 12 members; 2 are tenants, 2 are family members, 2 are staff and we have 6 places for independent individuals.

- Our Chairperson is **Stuart Harper**, our Vice Chairperson is Nicola Roberts who is one of the people we support.



Our Management Committee links with the Tenants Lives and Managing the Consortium sub groups to gather views and information from across the organisation about the quality of our service. We also have a Health & Safety Committee which meets quarterly and regular Joint Consultative Committee Meetings with UNISON representatives.



Our staff and operation managers collect the following performance information:

- Agreed personal outcomes and underpinning support plans for each person we are supporting.
- All incidents, concerns, accidents, complaints, grievances and notifications with details of how these were reported, acted on and resolved.
- The qualifications and training required by each member of staff and the dates when these have been completed.
- The delivery of support hours compared with the hours commissioned for or purchased by each person.
- The number of staff hours available to meet the required support hours, absence levels and turnover rate including reasons for staff leaving.
- The management actions being taken by Registered Network Managers and Support Managers to address issues and improve the service.

This information is assessed with an agreed Red, Amber, Green criteria, which enables us to:

- celebrate and recognise where services are performing well for people,
- identify where issues need to be addressed and are not getting resolved,
- act where improvement needs to be made.

People we support tell us what they think of their lives and support through our Personal Wellbeing Assessment. We gather feedback from staff about what they think of their employment through our Annual Employee Survey. Our Commissioners also tell us what they think of our services through Service Reviews.

The Responsible Individual will meet with 10% of the people we support to understand in more detail what people are experiencing in their lives and support.

Once every three months the Registered Network Manager and the Responsible Individual will meet with staff, managers and people supported and actively involved family members to review all of the above information. An action plan or way forward will be agreed to improve support and services.

Reports and plans from these meetings will be presented to the Management Committee and will form the basis of the six monthly quality of care review.

Making complaints

You are able to make complaints in a number of ways:

- A complaint can be made to any member of the Community Lives Consortium staff. This means you can approach whichever staff member you feel most comfortable speaking to.
- Make a complaint verbally, either face to face or over the phone.
- You can make a complaint in writing, by letter, email or text message. You can email a complaint to complaints@communitylives.co.uk or text a complaint to 07814779935.



Your Support Manager can work with you to sort out your complaint, they will do this in 14 days, or 28 days with your agreement. They will agree with you a written record of how your complaint was resolved.

If you want somebody independent of your service to sort out your complaint then we can ask an investigation officer to arrange this. They will agree a report with you about the investigation and what they have found, which may take up to 35 days. If this takes longer they will inform you.

You can also ask the **Social Services Department** to sort out your complaint:

- The City & County of Swansea complaints team can be contacted at 01792 637345, or by email at complaints@swansea.gov.uk.
- The Neath Port Talbot County Borough Council complaints team can be contacted at 01639 763445, or by email at complaints@npt.gov.uk.



You can also approach the Public Services Ombudsman for Wales and can call them on 0300 790 0203 or visit their website at www.ombudsman.wales.

