



Tir Morfa



March 2019

Community Lives Consortium

24 Walter Rd, Swansea SA1 5NN

Statement of Purpose

Section 1: About the provider	
Service provider	Community Lives Consortium
Legal structure	Charitable company
Chief Executive	Rick Wilson
Responsible individual	Lynda Rosselli
Manager of service	Pam Godwin – Acting Care Home Manager
Name of service	Tir Morfa
Address of service	57 Tir Morfa Road, Port Talbot. SA12 7PF

Section 2: Description of the location of the service

About Tir Morfa – Location and Accommodation

Tir Morfa was built by Dewi Sant Housing Association in 2002. It is now within Coastal Housing Association.

Tir Morfa is located in the Sandfield area of Port Talbot and is a purpose built bungalow. The bungalow is situated off the main road in a small close which has easy 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 parking facility for 4 vehicles.

When you enter the bungalow there is a large entrance hall which gives wheelchair access to all four bedrooms, lounge, bathrooms, shower room, utility room, kitchen and staff room.

The surrounding area provides community activities, such as Aberavon Beach Front, shops local restaurants, cafes, pubs, beach and clubs.

The individuals that live at Tir Morfa are supported to take part in their chosen activities both in the local and surrounding areas.

Tir Morfa offers 24 hour support and there is always a minimum of two staff member on duty to provide this support. There is also a wakeful staff member and a sleep-in staff member on duty every night. The majority of the staff team live in the local community and are able to respond to any emergencies that may require additional staff.

Tir Morfa is supported by the Community Lives Consortium. On Call Services operates out of office hours. This service enables staff to speak to a senior manager and seek support and advice as when required.

Tir Morfa is registered for Adults with Learning Disabilities and Physical Disabilities.

The Home is not Registered to provide Nursing Care although arrangements can be made for district nurse etc to visit as and when required.

Tir Morfa provides services in the Western Bay regional partnership board area.

Section 3 About the service provided

About the range of needs we can support

Tir Morfa provides support to individuals over the age of 18 years old and with the following conditions:

- Individuals that have a Learning Disability
- Individuals that have Epilepsy
- Individuals that have Dementia
- Individuals with Physical Disabilities.

We support individuals to manage the following health and care needs.

Medication

Individuals have a personal medication support plan, risk assessment and a MARR sheet is used to record medication administration. Medication is stored securely in medication cabinets that are situated within the individual's bedroom.



- **Specialist Services:** We regularly liaise with our Pharmacist "Boots" regarding prescriptions, side effects, general advice and guidance. Individuals also have access to health care professionals such as GP's, Psychiatrist and Community Nurse

Personal Care

Individuals have their own personal and intimate Care Plans that describe the type of support that they require such as; bathing, dressing and personal grooming, These plans also include skin integrity and all plans are regularly reviewed.

- **Specialist Services:** Individuals have access to a range of services such as District Nurses, GP's, Chiropodist, Dentist, Hairdresser and Opticians.

Mobility

Individuals have their own moving and handling support plan and risk assessment. These plans also include use of , hoists, specialists baths, beds, chairs walking aids and wheelchairs.

- **Specialist Services:** Individuals living at Tir Morfa have access to Physiotherapists, Occupational Therapist and our organisational moving and handling trainers who are able to respond quickly to review and amend support plans and risk assessments as a result of the person's changing needs.

Diet

Individuals have their own personal eating and drinking plan and risk assessment that describe dietary & health needs as well as the type of support needed to help them maintain a healthy diet.

- **Specialist Services:** Individuals have access to Speech and Language therapists, dieticians and diabetic nurses. Tir Morfa staff are trained to promote a healthy diet.

Communication

Individuals have a personal communication passport that is used to describe any communication needs they have.

- **Specialist Services:** Individuals have access to Speech and Language therapists who offers advice on various communication strategies. Tir Morfa staff are trained in the technique of inclusive communication and this enables them to use communication aids and produce accessible information and recordings.

Positive Behavioural Support

Individuals if required have a personal Behaviour Support plans, management guidelines and risk assessment. Support staff use these plans to help individuals to manage their psychological well-being. These plans are regularly reviewed to reflect any changes and to support participation in community activities.

- **Specialist Services:** Individuals have access to Community Nurses, Psychiatrist and to Tir Morfa staff are trained in Positive Behavioural Management. This training covers both theory and practical aspects of managing behaviour.

Individuals personal support plans and risk assessments are reviewed regularly.

When there are any changes to health and care needs we are able to request additional support from the Local Authority Care Managers and the primary health care providers.

We are also able to be flexible and support individuals when they require more support at Tir Morfa or they have been admitted to hospital after discussion and agreement with their Care Managers.

Age range of people using the service	18 years and above
Accommodation Based services	Maximum Capacity – 4 people
Number of care hours delivered	251 to 500 hours per week

Section 4: How the service is provided

Tir Morfa provides support to individuals over the age of 18 years old with the following conditions:

- **Individuals that have a Learning Disability**

Staff receive personal centred training to support the individuals, this includes Positive Behavioural Management, Moving and Handling, and management of Medication.

- **Individuals that have Epilepsy**

All staff are trained in Epilepsy and the administration of rescue medication. An Epilepsy Profile will be devised in partnership with the Community Nurse. Support Plans and Risk Assessments will be compiled by staff. We can provide assisted technology such as bed sensors to alert staff and monitor seizure patterns.

- **Individuals that have Dementia**

Staff at Tir Morfa have Dementia training which is person centred. We also have support from the Speech and Language Therapist and individuals have access to a Memory Clinic.

- **Individuals with Physical Disabilities.**

Tir Morfa has adaptations such as overhead tracking, a wet room, Hi Low beds that enable individuals with physical disabilities to be supported comfortably. We are also able to access a range of assisted Technology equipment to support individuals to be more independent or to call for assistance. All staff are trained in Moving & Handling, and Health & Safety.

Arrangements for admitting, assessing, planning and reviewing people's care

When a referral is made for a new person receiving support, numerous meetings are held with the care manager, the person's family members, representatives from Community Lives Consortium and any other involved professionals.

People will be able to visit the property to assess its suitability for this individual. The Consortium will also carry out a compatibility assessment to understand how the person will get on with the other tenants. The people we support are introduced to their prospective new house mate to start the 'getting to know you' process. This starts with team visits then gradually overnight stays, moving on to weekend visits, then when all involved feel the time is right a move in date will be made. Sometimes this process can take longer than others. There is always a clear plan in place for this process that we will work to.

Admission Criteria:-

- Referral from Local Authority
- Learning Disability, Physical Disabilities as the Primary Condition
- Assessments carried out as part of the multi-disciplinary process

Care Managers

Each person receiving support has access to a Care Manager or a duty care manager can be contacted in the absence of a care manager. These people are usually a Social Worker from the Community Support Team in Neath and Port Talbot County Borough Council.

Care Managers arrange regular reviews of each service user's plans and also monitor the schemes Individual Care Plans and Individual Service Agreements.

Care Managers are also involved with the development of Unified Assessments & Care planning.

The Neath Port Talbot Learning Disability Team are available to provide additional support for individuals at Tir Morfa if and when their needs change such as:

- Assisted Eating & Drinking {SALT}: To provide support to individuals with difficulties with swallowing & barriers to eating & drinking.
- Community Nurse {specialised in learning disabilities}: To provide support with changes in behaviour/health/medication/advice around care needs.
- Occupational Therapist: To provide support around equipment for mobility purposes
- Physiotherapist: To provide support around posture/rehabilitation
- Inclusive Communication: To provide support around intensive communication / communication techniques & overcoming communication barriers.
- Psychiatrist: To provide support around mental health & wellbeing / medication and review of health needs.
- District Nurses: To monitor skin integrity / health & wellbeing
- Acute Team: To provide support to prevent hospital admission, IV fluids, monitor health needs and wellbeing.
- Social Worker: To ensure that wellbeing & needs are being met. Provide support to support individuals to achieve goals. To devise unified assessments to ensure care needs are being met.

Standard of care and support

Being physically, mentally and emotionally healthy as possible

Individuals at Tir Morfa will be supported by staff in meeting their own personal health needs, this may include managing their medication and actively encouraging healthy life choices.

Staff will support individuals living in Tir Morfa to attend all health appointments which includes their Annual Health Check. Staff will maintain and update all relevant health related recordings

The Registered Manager and staff at Tir Morfa will liaise with Care Managers to refer individuals with specific health concerns, these can include Speech and Language Therapists, Occupational Therapists, Physiotherapists who will ensure individuals at Tir Morfa have the correct health advice and equipment. e.g. sensory equipment, communication aids, moving and handling equipment.

Individuals at Tir Morfa health related support plans and assessments are completed and reviewed regularly; and records completed to monitor mental health and physical wellbeing as appropriate e.g. seizure activity, fluid intake, behaviour observation charts.

Maintaining family and personal relationships

Staff at Tir Morfa will support individuals to actively maintain family and personal relationships by:

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

Being and feeling safe

Staff at Tir Morfa are committed to keeping individuals safe and will do this by:

- working within our Safeguarding Policy and complying with the Local Authority Safeguarding procedures.
- taking part in training about Safeguarding and how to recognise and report suspicions and allegations of abuse.
- working within our Finance Policy; staff and managers will support individuals to manage their money so that they minimise their 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 each individual and 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

Individuals at Tir Morfa will each have a Person Centred Assessment which will include their interests, hobbies, aspirations and development goals. Staff will work with each individual to plan how to achieve these outcomes.

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

Staff at Tir Morfa will actively promote and encourage each individual to join in with the wide range of 'Time to Meet' activities and events organised together with people supported by Community Lives Consortium.

Staff can support individuals to plan holidays and day trips of their choice. Staff will be provided to accompany individuals if needed.

We promote learning and development opportunities by:

- providing day care opportunities as agreed in the individuals personal centre plan.
- becoming responsible for organising activities with the 'Time to Meet' admin team.

Maintaining your communication, language and culture

Inclusive communication

Staff at Tir Morfa promote and use the 'Inclusive Communication Model' to communicate in the language and method that is most appropriate for each individual, this 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 if required and develop an individual communication plan for you.

Welsh Language and Culture

Community Lives Consortium has a Welsh Language Policy which ensures that all individuals can receive support through the medium of the Welsh Language.

This could include;

- providing accessible information about the organisation and your support in the Welsh Language.

Staff will also assess and help individuals to be involved with Welsh based cultural activities and events that are important.

- Welsh Rugby matches
- Eisteddfodau
- St David's Day
- Listening to Male Voice Choirs.

As part of each individual’s assessment for support, staff will help individuals to explore aspects of their own culture and any religious beliefs that are important to them.

Staff at Tir Morfa will then plan any support needed to express their cultural identity and observe religious practices

This could include:

- supporting individuals to attend a place of worship;
- planning menus in accordance with dietary requirements;
- personal care preferences to include cultural observances;
- or wearing clothing associated with religious or cultural observance.

Section 5: Staffing arrangements

Numbers and qualifications of staff

Rick Wilson - Chief Executive

Qualifications

CQSW, BSc (Econ),

MSc

Social Work Qualification CQSW

Currently working towards the BTEC Advanced Professional

Diploma in Positive Behaviour Support

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

NVQ Level 4 Management

Alice O’Sullivan - Director of Operations

Qualifications:

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

Michael Connolly - Registered Network Manager (Network 5)

Qualifications:

NVQ Level 4 Registered Care Home Manager’s Award (City & Guilds)
A1 Assessor’s Award (City & Guilds)
Teacher’s College Diploma
Trained Teacher’s Certificate
IOSH Managing Safely

Staff information is offered as of March 2019

Pam Godwin - Acting Care Home Manager

Qualifications:

NVQ level 2 Health & social Care
NVQ level 3 Health & social Care
NVQ level 3 in Management
Level 5 Diploma in Leadership for Health and Social Care Services.

Experience - 16 years within CLC

Joined CLC - 22/4/2002

Dawn Davies – Acting Deputy Manager (Seconded)

Qualifications:

NVQ L3

Experience – 23 years+

Joined CLC - 5/12/94

Sarah Isaacs- Support Worker

Qualifications:

NVQ L2

Experience - 3 years +

Joined CLC - 3/01/05

Scott Day - Support Worker

Qualifications:

NVQ L2 Health & Social Care, QCF level 3 Health & Social Care.

Experience - 13 years

Joined CLC - 14/04/05

	<p>Daryl Sweetman – Support Worker Qualifications: Awaiting placement to work towards QCF L2 Experience – 2 years + Joined CLC -1/12/15</p> <p>Terry Halfyard - Support Worker Qualifications: Working towards QCF L2 Experience - 2 years Joined CLC - 27/05/15</p> <p>Robert Williams-Support Worker Qualifications: NVQ 3 Experience - 16 years + Joined CLC - August 2001</p> <p>Rachel O’Brien- Support Worker Experience - 14 Months Joined CLC - 23/01/18</p> <p>Tasha Lee Hopkins – Support Worker Experience – Two and a half years with the Consortium Joined CLC – 31/08/16</p> <p>Neil Trevelyan – Support Worker Experience – 6 months Joined CLC – 16/10/2018</p> <p>Karen Killa – Support Worker Qualifications: NVQ 3 Experience – 15 years Joined CLC – September 2004</p> <p>Harrison Thomas – Support Worker Qualifications: Working towards NVQ 2 Experience – 22 Months Joined CLC – 31/05/2017</p>
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<p>Staff levels</p>	<p>The amount and level of support that individuals require is individually assessed. We will then develop a plan to meet the person's needs for both day and night support. This will be agreed with the person and their supporters, and will include a combination of individual and shared support. Where the person's support is commissioned by the local authority or health provider. A rota for allocating staff to support them is developed from this plan. We will ensure staff and managers have the required training, skills and knowledge to effectively and safely support the person including meeting any specialist support needs they may have.</p> <p>Tir Morfa provides 24 hour care & support. Tir Morfa provides support during the daytime to cater for individual needs and a wakeful staff member and a sleep in staff member during the night time to cater for individual needs.</p> <ul style="list-style-type: none"> • The Consortium delegates the responsibility of ensuring staff support is provided at the correct quantity, frequency and ratio to the Registered Manager for the service. • The Registered Manager will produce weekly staff rotas at least 4 weeks in advance. Where possible people we support will have these rotas made available to them in an accessible format. <p>The Registered Manager will complete a monthly timesheet via Roster at the end of each month to show the individual hours worked by each staff member and any time off they may have had either through sickness, annual leave or other reason.</p> <p>For full details our policy 'Rota Management' should be referred to.</p> <ul style="list-style-type: none"> • People we support will not be expected to sign any timesheet system to confirm staff attendance. Timesheets will be authorised by the designated manager. <p>The Consortium acknowledge how important it is for people we support to have people who they know and trust support them. When staff are absent for a length of time The Consortium have procedures and policy in place to ensure continuity is maintained.</p> <p>The Registered Manager will first attempt to cover sickness and other absence by using staff who already work with people we support, as listed within the service user guide.</p> <p>Where these staff are not available regular casual staff will be used, who should already be known to the people we support and also listed in the service user guide.</p> <p>In extreme circumstances staff will be used from other services either from within the network or wider agency.</p>
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Specialist staff	None supporting people living at Tir Morfa
a) Deployment of staff at service (for accommodation based services only)	<p style="text-align: center;">Staff Structure Registered Care Home Tir Morfa</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p>Rick Wilson Chief Executive</p> </div> <p style="text-align: center;">↓</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p>Lynda Rosselli Responsible Individual</p> </div> <p style="text-align: center;">↓</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p>Michael Connolly Registered Network Manager</p> </div> <p style="text-align: center;">↓</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p>Pam Godwin Acting Care Home Manager</p> </div> <p style="text-align: center;">↓</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p>Dawn Davies Deputy Care Home Manager</p> </div> <p style="text-align: center;">↓</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p>Support Staff</p> </div> <p>Two support staff are on duty working various shifts between 7 a.m. - 10 p.m 7 days a week.</p> <p>There is also two staff on duty between 10pm and 7am (1 wakeful staff member and 1 Sleep in) 7 days a week.</p> <p>The rota is reviewed daily to reflect the changing needs, activities, interest of the individuals. This then means that staff ratio can be increased to quickly respond to any changes.</p>
Arrangements for delegated tasks	Where specialist health care tasks are required, e.g. administration of rescue medication {epilepsy}, 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. Community Nurse.

<p>Supervision arrangements</p>	<p>All staff are required to participate in bi-monthly supervision and annual appraisal sessions with the Registered 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.</p>
<p>Staff training</p>	<p>Training requirements are assessed for each member of staff on an individual basis, depending on the range of care need of the specific people they are supporting. This includes the following list:</p> <ul style="list-style-type: none"> • Epilepsy • Diabetes • Dementia • Mental Health & Learning Disability • PEG • Stoma care • Oral hygiene • Skin Bundle • Assisted eating & drinking • Manual Handling • SOVA Training • Food Hygiene • First Aid • Welsh language • Positive Behaviour management <p>Our staff training programme aims to ensure that people are supported by competent and qualified staff, who have the knowledge and skills to meet their specific support needs, preferences and help to develop their skills.</p> <p>The training 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.</p> <p>This includes:-</p> <ul style="list-style-type: none"> • 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 for the individual.
- **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.

	<p>Personal Development Planning & Continuous Professional Development - All staff have their own Personal Development Plan which records their 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.</p> <p>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.</p> <p>All the training courses attended and online courses completed are recorded by the Staff Development team and this information is shared with the Registered Manager.</p> 
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Section 6: Facilities and services

<p>Number of single and shared rooms</p>	<p>Tir Morfa has four single bedrooms.</p> <p>Bedroom one measures 12'3"x 9' and faces the front of the bungalow. This room has a hand basin.</p> <p>Bedroom two measures 13'1"x 9' and faces the front of the bungalow. This is fitted with overhead tracking and hoist facility.</p> <p>Bedroom three measures 12'3"x13' and faces the rear of the property, which overlooks the back garden. This is fitted with overhead tracking and hoist facility.</p> <p>Bedroom four measures 9'1"x10' and faces the rear of the property, which overlooks the back garden.and is also fitted with overhead tracking and hoist facility. This room also has a hand basin.</p>
<p>Number of rooms with en suite facilities</p>	<p>Bedroom two has on-suite wet room shower with seat and hand rail facilities also a wash hand basin and toilet.</p> <p>Bedroom three has en-suite bathroom facilities. This bathroom is fitted with Malibu hi/low bath with attached shower chair, a hi/low sink with attached mirror and a closomat toilet. Hand and wall rails are fitted and also overhead tracking.</p>

<p>Number of dining areas</p>	<p>There is one large communal kitchen/dining room which measures 19'x23'.</p> <p>The kitchen is fully fitted with integral fridge, integral freezer, built in double oven and hob and dishwasher.</p> <p>The dining area has a dresser cupboard and a large dining table.</p>
<p>Number of communal areas</p>	<p>Tir Morfa has a large lounge measuring 17'15". The lounge contains a three seater sofa and one comfy chair.</p> <p>There is a communal kitchen/dining.</p> <p>Tir Morfa has a large communal entrance hall measuring 47'x17'. All rooms lead off from the hallway.</p> <p>There is a communal utility room measuring 14'x6' which contains a large washing machine, tumble dryer sink with drainer/cupboard. This room also has a large walk-in cupboard where the gas boiler is situated.</p> <p>Both shower room and bathroom are for communal use for both staff and service Users.</p>
<p>Specialist bathing facilities</p>	<p>En suite bathroom contains specialist bathing facilities including hi/low bath, hi/low sink and closomat toilet. There is also a fitted overhead hoist and tracking.</p>
<p>Specialist equipment</p>	<p>Tir Morfa has overhead tracking fitted in the communal lounge, one bathroom and three bedrooms.</p>
<p>Security arrangements in place and use of CCTV</p>	<p>The scheme is fitted with Intruder alarm which is linked to life line call centre.</p> <p>Staff are given training on the use of the alarm system and the secure locking of the property when empty.</p> <p>Finances are stored in a safe.</p> <p>All confidential information is securely locked away.</p>
<p>Access to outside space and facilities at this service</p>	<p>The front exterior of the property has been landscaped for minimal maintenance, it has raised flower beds for ease of access and planted with seasonal plants, the property is surrounded by a wall. There is parking are for 4-5 vehicles.</p> <p>The rear of the property has a large garden with lawn and landscaped areas. There is also a paved area which has patio furniture and large sun umbrella for Service Users to use, weather permitting.</p> <p>At the side of the bungalow there is a a covered seating area with raised flower beds and a garden shed.</p> <p>Gardens are maintained by local gardener.</p>

Section 7: Governance and quality monitoring arrangements

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 have supported longest.



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 Registered Care Home 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.

Individuals that live at Tir Morfa 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.

Once every three months the Registered Network Manager, The Registered Manager of Tir Morfa and the Responsible Individual will meet with staff, 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 services at Tir Morfa.

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

Individuals at Tir Morfa 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 Individuals can approach whichever staff member they feel most comfortable speaking to.
- Make a complaint verbally, either face to face or over the phone.
- Individuals can make a complaint in writing, by letter, email or text message
Email -complaints@communitylives.co.uk or text - 07814779935.



The Registered Manager at Tir Morfa will work with the Individual to sort out the complaint, they will do this in 14 days, or 28 days. They will agree with the individual a written record of how the complaint is resolved.

If the Individual would like somebody independent of Tir Morfa to sort out their complaint then we can ask an investigation officer to arrange this. They will agree a report with the complainant about the investigation and what they have found, this may take up to 35 days. If this takes longer the complainant will be informed.

Individuals can also ask the **Social Services Department** to sort out their 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.



Individuals that live at Tir Morfa 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.

