



Tal Y Wern



October 2023

Community Lives Consortium

24 Walter Rd, Swansea SA1 5NN

Statement of Purpose

| Section 1: About the provider | |
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| Service provider | Community Lives Consortium |
| Legal structure | Charitable company |
| Chief Executive | Rick Wilson |
| Responsible Individual | Lynda Rosselli |
| Manager of the service | Lisa Davies |
| Name of the service | Tal Y Wern |
| Address of service | 22 Tal Y Wern, Margam, Port Talbot. SA13 2LZ |

Section 2: Description of the location of the service

a) Accommodation based services

Tal Y Wern was built by Dewi Sant Housing Association in 2002. It is now within Coastal Housing Association.

Tal-Y-Wern is located in Port Talbot and is a purpose-built bungalow. The bungalow is situated in a close that has easy access for wheelchair users. 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. The ground is flat and wheelchair friendly. All doors are wide enough for wheelchair access. At the rear of the property, there is a small grassed area with flower pots. There is a patio area to the rear and side where there is a table and chairs for service users use, weather permitting. The back garden is accessible for wheelchair users and there are patio doors beside the back door to use the back garden

The surrounding area provides community activity, such as shopping/local restaurants/cafes & pubs, local day services/beach and clubs. All activities are supported by staff members.

Tal-Y-Wern offers 24-hour support, there is always a minimum of one staff member on duty when the service users are at home. Additional staff members are available to meet the individual needs of the service users. There is a sleep in staff member on duty every night to meet the required needs of the service users.

Tal Y Wern 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 and when required.

Tal Y Wern 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 nurses etc to visit as and when required.

Tal Y Wern provides services in the Western Bay regional partnership board area.

Section 3 About the service provided

a) Range of needs we can support

Tal Y Wern provides support to individuals over the age of 18 years old and with the following conditions:

- Individuals that have Epilepsy
- Individuals that have a Mental Health & Learning Disability (dual diagnosis)
- Individuals that have a Sensory impairment

These individuals 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

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

- Managing medication
- Managing epilepsy
- Managing mental health problems
- Maintaining skin integrity
- Managing sensory impairment
- Supporting end of life care

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.



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| b) Age range of people using the service | 18 years and above |
| c) Accommodation Based services | Maximum Capacity 4 |
| d) Number of Care Hours delivered | 251 to 500 hours per week |

Section 4: How the service is provided

Tal Y Wern provides support to individuals over the age of 18 years old with the following conditions:

- **Individuals that have a Learning Disability**
Staff receive person centred training to support the individuals, this includes Positive Behavioural Management, Moving and Handling, and management of Medication.

- **Individuals that have Epilepsy**

Currently there are no individuals that have an epilepsy profile, If individuals needs change staff will receive training 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 with Physical Disabilities.**

Tal Y Wern 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 housemates 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 too.

Admission Criteria:-

- Referral from Local Authority
- Learning Disability, Physical Disabilities as the Primary Condition
- Assessments carried out as part of the multi-disciplinary process and in line with community lives consortium admission and commencement policy

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 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 Tal Y Wern 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 Tal Y Wern to attend all health appointments which includes their Annual Health Check. Staff will maintain and update all relevant health-related recordings

The Registered Care Home 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 are completed to monitor mental health and physical wellbeing as appropriate e.g. seizure activity, fluid intake, behaviour observation charts.

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 daycare opportunities as agreed in your plan
- supporting you to access colleges and community courses.
- 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

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

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 Tal Y Wern 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

a) Numbers and qualifications of staff

Rick Wilson - Chief Executive;

Qualifications:

- CQSW, BSc (Econ),
- MSc
- Mencap Homes Foundation 1986/1987
- 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
- BTEC Advanced Professional Diploma in Positive Behaviour Support
- Registered Manager with CSSIW & Social Care Wales since 21/12/2007

Dean Bromham - Locality 5 Manager

Qualifications:

- QCF Level 5 Diploma Leadership in Health & Social Care Services
- TAQA level 3 assessors award
- Key Trainer Cert; People Handling and Risk Assessment Trainers refresher;

Lisa Davies Registered Care Home Manager

- QCF Level 5 Diploma Leadership in Health & Social Care

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| | <p>Services</p> <ul style="list-style-type: none"> ● IML Level 3 award in leadership and management <p>Other Staff There are currently 7 support staff working at Tal Y Wern,</p> |
| <p>b) Staff levels</p> | <p>The amount and level of support that you require is individually assessed. We will develop a plan to meet your daily and night support needs. 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. 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.</p> <p>Tal Y Wern provides 24-hour care & support. Tal Y Wern provides support during the daytime to cater for individual needs and a sleep-in staff member during the nighttime to cater for individual needs.</p> <p>The Consortium delegates the responsibility of ensuring staff support is provided at the correct quantity, frequency and ratio to the Registered Care Home Manager of the service.</p> <p>The Registered Care Home Manager will produce weekly staff rotas at least 4 weeks in advance. Where possible people supported will have these rotas made available to them in an accessible format.</p> <p>The Registered Care Home Manager will complete a monthly timesheet via Rosta 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 reasons.</p> <p>For full details, our policy 'Rota Management' should be referred to. Individuals receiving support will not be expected to sign any timesheet system to confirm staff attendance. Timesheets will be authorised by the designated manager.</p> <p>The Consortium acknowledges how important it is for individuals to have people who they know and trust to support them. When staff are either ill or going to be absent for a length of time The Consortium have procedures and policy in place to ensure continuity is maintained.</p> <p>The Registered Care Home Manager will first attempt to cover sickness and other absences by using staff who already work with these people, as listed within the service user guide.</p> |

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| | <p>Where these staff are not available regular casual /agency staff will be used, who should already be known to the person and also listed in the service user guide.</p> <p>Out of hours – Staff can access our ‘On call’ system delivered by 1 experienced Manager during the evening or at weekends to liaise with in regard to an emergency. They can get additional support, advice and direction regarding staffing levels from rota’d Locality Managers. In doing this staff follow our On-call / Response Policy.</p> <p>In extreme circumstances, staff will be used from other services either from within the network or wider agency.</p> |
| <p>c) Specialist staff</p> | <p><i>Not used at Tal y Wern</i></p> |
| <p>d) Deployment of staff at service (for accommodation-based services only)</p> | <p style="text-align: center;">Staff Structure Registered Care Home Tal Y Wern</p> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">Rick Wilson Chief Executive / Responsible Person</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">Lynda Roselli Responsible Individual</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">Dean Bromham Locality 5 Manager</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">Lisa Davies Registered Care Home Manager</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">(Sian Davies) Deputy Care Home Manager</p> </div> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">7 x support staff</p> </div> </div> <p>At least two support staff are on duty working various shifts between</p> |

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| | <p>7 a.m. - 10 p.m. 7 days a week . There is also one staff on duty between 9 pm and 7 am 7 days a week.</p> <p>The rota is reviewed daily to reflect the changing needs, activities, interests of the individuals. This then means that the staff ratio can be increased to quickly respond to any changes.</p> |
| e) Arrangements for delegated tasks | <p>Where specialist health care tasks are required, e.g. administration of Buccolam Midazolam {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 Acute Care Team</p> |
| f) Supervision arrangements | <p>All staff are required to participate in at least quarterly supervision and annual appraisal sessions with the Registered Care Home 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> |
| g) Staff training | <p>Training requirements are assessed for each member of staff on an individual basis, depending on the range of care needs of the specific people they are supporting. This may include the following list:</p> <ul style="list-style-type: none"> ● Positive Behaviour Management ● Positive Behaviour Support ● Medication ● Mental Health and Learning Disability ● First Aid ● Safeguarding. ● DoLs/Mental Capacity ● Skin bundle ● Infection Control ● Fire Safety Awareness ● Food hygiene ● Inclusive Communication ● GDPR ● Complaints ● Health & Safety <p>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 Learning & Development Team, who work with operational managers to ensure that the learning and development needs of all staff and managers are met.</p> |

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| | <p>This includes:-</p> <p>Induction - All new employees participate in an induction programme. For support staff and managers this meets the All Wales Induction Framework standards specified by Social Care Wales. This induction consists of a combination of attending courses, ‘on the job’ training and completion of online courses.</p> <p>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 a 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:-</p> <ul style="list-style-type: none"> ● Decision Making and Mental Capacity ● Managing Epilepsy ● Autistic Spectrum Disorder ● Understanding and responding to Dementia ● Welsh language skills <p>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.</p> <p>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.</p> <p>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)</p> <p>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.</p> <p>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.</p> <p>We work in partnership with local colleges to offer these qualifications to staff, particularly for those at higher levels.</p> |
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| | <p>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.</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 Learning & Development team and this information is shared with the Registered Care Home Manager and Locality Manager.</p> |
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Section 6: Facilities and services

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| <p>a) Number of single and shared rooms</p> | <p>Tal Y Wern has 4 single bedrooms</p> <p>Bedroom One (single room)</p> <p>12'6" x 10'. This bedroom faces the front of the bungalow and is a good size. The bedroom has 6 power points, a radiator, aerial point. The room is well furnished with a beech colour bedroom suite.</p> <p>Bedroom Two (single room)</p> <p>12'6" x 10'. This bedroom faces the rear/side of the bungalow and is a good size. The bedroom has 6 power points, a radiator, aerial point. This room is well furnished with a light bedroom suite.</p> <p>Bedroom Three (single room)</p> <p>11' x 14'6". This bedroom faces the side of the property. The bedroom has 6 power points, a radiator and an aerial point. The room has an H frame track fitted and has an adjoining door leading into the bathroom. The room also has the facility of a hand washbasin. The room is well furnished with a light bedroom suite.</p> <p>Bedroom Four (single room)</p> |
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| | <p>10' x 12'. This room faces the rear of the property onto the back garden. This room is a good size and has 6 power points, an aerial point, radiator. The room is well furnished with a dark pine bedroom suite. This room has an H frame track fitted.</p> |
| b) Number of rooms with en suite facilities | <p>Bedroom four has a joining door leading to the bathroom</p> |
| c) Number of dining areas | <p>Kitchen/Dining Area (shared room)</p> <p>19½'x23'. This room is situated to the right of the front door. There is a fully fitted kitchen with a freezer/ fridge, built-in double oven and hob. Also an integral dishwasher. The kitchen area is suitable for tenants to actively involve themselves in preparation for meals and assist in general duties – washing dishes etc. The kitchen has a dining area with a dining table and chairs suitable for all tenants and staff alike. At the end of the kitchen, there is a small sitting area which has a TV, Video, DVD and music centre and two comfy chairs</p> |
| d) Number of communal areas | <p>Lounge Area (shared room)</p> <p>16'x16'. To the left is the door to the lounge. The lounge comprises with a 3 seater 2 seater and armchairs, electric fire, T.V. and video/DVD. This room is accessible to all residents.</p> <p>Utility Room (shared room)</p> <p>8' 9"x8'. This room is situated opposite the bathroom. There are two washing machines, a tumble dryer, a sink, a gas boiler for central heating, a cupboard to store cleaning materials and work surfaces. There is a door to the rear garden. This room is used by staff & residents to complete laundry duties and store household materials</p> <p>Staff Room (Shared room for staff)</p> <p>11'x8'. To the immediate left of the front door is the staff room office and where all keys are stored in a locked cabinet for medication, monies, tenants' files etc. Staff use this room for supervision meetings, information sharing. There is a computer, and washbasin in this room for staff usage. All staff personnel belongs are stored in this room.</p> |

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| <p>e) Specialist bathing facilities</p> | <p>Bathroom (shared room)</p> <p>11'6" x 10'6". The bathroom is in the middle of the hallway. The bath is a Malibu high/low bath with a bath chair attached and a wash hand basin. The toilet is a paros toilet which has the facility to attend to personal care. There is also overhead tracking from toilet to the bath. There are steps to the side of the bath to enable all the service users to access the bath independently.e</p> <p>Shower Room (shared room)</p> <p>6'x 8'. The shower room is around the corner to the left . It comprises of a small wash hand basin, w.c. a walk in shower with shower curtain and pull down seat. This is accessible to all individuals.</p> |
| <p>f) Specialist equipment</p> | <ul style="list-style-type: none"> ● High Low Bath ● H frame hoist in bedrooms 3 & 4 ● Paros toilet ● Shower chair equipment & w.c. room |
| <p>g) Security arrangements in place and use of CCTV</p> | <p>Intruder Alarm is present and in working order in the staff bedroom. Instructions are provided to use this equipment.</p> <p>Door sensor Alarms are placed on the front door with plans in place of using this equipment effectively.</p> <p>All information, finances, medication and confidential information is locked away correctly and only accessible to those that need access to it.</p> <p>Policies and procedures are in place to ensure security and they are adhered to by staff.</p> <p>No CCTV Used</p> |
| <p>h) Access to outside space and facilities at this service</p> | <p>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. The ground is flat and wheelchair friendly. All doors are wide enough for wheelchair access.</p> <p>At the rear of the property, there is a small grassed area with flower pots. There is a patio area to the rear and side where there is a table and chairs for service users use, weather permitting. The back garden is accessible for wheelchair users and there are patio doors aside the back door to use the back garden.</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 228 members; of these members:

- 52 are people we support
- 21 are family members
- 29 are people we employ and
- 121 other
- 5 professional agencies



These people elect our Management Committee at our AGM.

Our Management Committee has places for 12 members; 3 are tenants, 5 are independent individuals, we have 2 vacancies for family members, 1 vacancy is for a staff member.



- 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 Locality 5 Manager 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 who live at Tal Y Wern 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.

Personal Support Managers / Registered Care Home Managers Forums and Supporting Staff Forums are held every 3 months. Reports and plans from these meetings will be presented to the Management Committee.

Making complaints

Individuals at Tal Y wern 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 Care Home Manager at Tal Y Wern 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 Tal Y Wern to sort out their complaint then we can ask an investigation officer to arrange this. They will agree on 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 Swansea Council 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.

