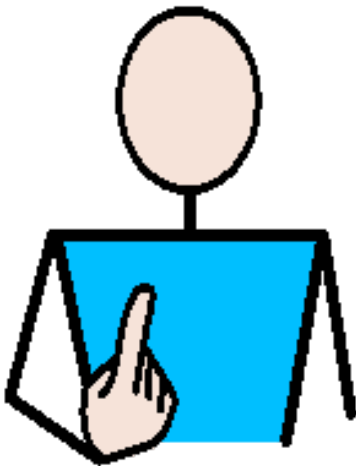




Supporting people to live the life they choose

Information about our Support Service Guide



June 2023

'Community Lives Consortium is regulated by the Care Inspectorate Wales and commissioned by Swansea Council and Neath Port Talbot County Borough Council.

I understand that this form may be used for the planning, development and delivery of services including helping to establish value for money, within Neath Port Talbot & Swansea Councils. Additionally it may be used for research and statistical purposes where it is appropriate to do so. Information collected will be stored securely and used anonymously Information collected may be shared with third-parties in the interests of housing support related research or for further provision of non-housing-related support services v5

This Guide explains:



- The purpose of Community Lives Consortium (CLC) and it's culture
- CLC's Statement of Purpose
- How to contact the Responsible Individual
- Who will be your support team
- How you can make decisions about your life
- How your relatives can be involved if you wish them to be
- How you can make a compliment or a complaint
- How you can see the latest inspection report on CLC
- How you can access other support services
- How Assistive Technology may help you
- How we manage records about you.
- What fees or charges you may have to pay



The purpose of Community Lives Consortium is:

'To support people to live the life they choose'



Becoming a Service User

Once you have been referred from the Local Authority by your Care Manager or Community Nurse to receive a service from CLC there will be a process of getting to know you. The first step is to visit the agreed property if you wish with your relatives, carers, friends, care manager or advocate. The Locality Manager or one of the senior staff will be pleased to arrange transport and an escort for a visit if this is discussed and agreed upon prior to the visit. During the first visit, we will discuss with you your individual requirements and the range of services and support we are able to provide. This will then be formalised into an initial assessment of your needs, which will form the basis of the getting to know you process which will include tea visits and overnight stays.

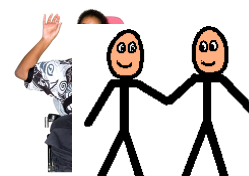
Once you agree to move in we will support you to :

- Develop a plan about how you will live a fulfilled, happy and safe life that you choose.



- Arrange the support that you need to make this plan successful.

- Be treated with dignity and respect.



- Have the same rights as any other person in our society.



- Develop relationships with people and get involved with organisations and groups that help you to live the life that you choose.

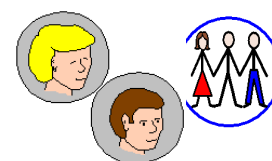


- Have a Service Agreement, this is an agreement to offer you support. This will be a copy of your Personal Plan, an outline of the hours of support that you will be offered and a breakdown of the cost of your package and costs that you will need to pay.



To make this happen for people the Consortium works with:

Family (if you choose)



The Social Services Department.



The Health Authority.



Housing Associations.



Advocacy Organisations.



Statement of Purpose:

When you start to receive support from CLC you will receive a copy of our Statement of Purpose which will have information to help you get to know us.



The Statement of Purpose:

- 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.
- explains the range of support services CLC can offer such as:



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. We will work within our Health and Safety Policy to promote a safe and healthy home and workplace for you and your staff. This will include regular health and safety audits and fire PEEPs (personal emergency evacuation plans for daytime and nighttime).



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 to Contact the Responsible Individual:

Under the Regulation and Inspection of Social Care Act 2016 CLC has a Responsible Individual for the organisation. This person is responsible for making sure that CLC follows all of the legal requirements of the act.



The Responsible Individual for CLC is:

Name: Lynda Rosselli

Job Title: Responsible Individual



Lynda has worked for the Consortium since 1993 since then she has worked as a support worker, a Support Manager, and has been the registered Manager of one of our Networks since 2007

Lynda's qualifications

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

Accredited trainer with ABMUHB for Positive Behaviour Management

BTEC Advanced Professional Diploma in Positive Behaviour Support

You can contact Lynda by ringing: **01792 646640**

or by emailing: lynda.rosselli@communitylives.co.uk

or by writing to: **24, Walter Road Swansea SA1 5NN**

About Community Lives Consortium And Your Support Team:

- CLC is your Support Provider



- CLC expect the staff who support you to be helpful, polite and to listen to you.
- You have a right to have a say in which staff work with you and can help to recruit staff if you wish.



Support Staff will be staff who will provide the support you need to achieve your personal outcomes.

Other Managers who will help you:

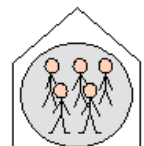
The Personal Support Manager manages the support staff and makes sure they are available so that you get the support you need when you need it.

Your Personal Support Manager works with a Locality Support Manager and a member of the Staff Development Team who makes sure you have trained staff who can meet your needs.

Your Locality Manager has overall responsibility for the staff and managers. They make sure CLC work with you in the way that has been agreed with the Care Manager and in line with the law. They must also make sure that all staff follow policies, procedures, support plans and risk assessments.

Your Contracted Support Staff

There are contracted support staff who work with you regularly as part of your team.



Your Casual Support Staff

There may also be regular casual / agency staff who might work with me if there are not enough contracted staff:

How can you make decisions about your life?



The Consortium wants YOU to make decisions about the things that happen in your life and about the support and services you get from them.

Some of the ways you can do this are:

- Talk to your Personal Support Manager or Support staff at any time about things that matter to you, they will listen and discuss with you how we can help you to make things happen. These will be written up in your Personal Plan.



- We will meet with you and your actively involved family members and Care Manager at least every 3 months to see how well your Personal Plan is working. *For full details about how we will organise your personal plan please see our Co-production policy.*

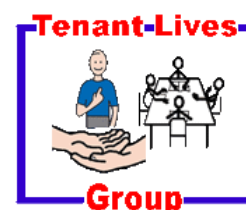


- You can tell us what you think about your life or support by using our Personal Wellbeing Assessment, please ask your Personal Support Manager for details.



- You can come to Locality Change events where you can meet the staff and managers from your network to discuss things that are important to you. These events are also social events to meet other people we support who you may like to get to know and join in with activities.

- You can come along to the Consortium Tenants Lives Group which meets quarterly in the Consortium office in Swansea.



At the Tenants Lives Group you can:

- ✓ talk about what you like and don't like about where you live and your support service, hear about what Consortium is doing and say what you think of any changes they want to make
 - ✓ meet other people the Consortium supports
 - ✓ Meet a member of the Board and the Responsible Individual
- You will be able to give your views in a meeting with other people you may live with and the staff who support you.
 - There will be monitoring visits by CLC managers, your Care Manager, The Local Authority Contract monitoring Officer and if you choose, by an independent group of people we support and Swansea People first. At these visits, you can give your views on your support and CLC service.
 - The Responsible Individual will also complete quarterly RI visits and reports for a percentage of Supported living services



- You can attend the Annual General Meeting to hear about how CLC has performed, you can become a member and vote at the AGM and ask questions about the future

- You can help to choose new CLC staff for your team



- You can change which organisation supports you with your personal support, this will not affect your tenancy or where you live.

- You can choose to have different people, who do not work for the Consortium.



- You can choose to have a Direct Payment and use the money to recruit your own staff.

How can you make this happen?

- Talk to your Care Manager who will help you decide and tell you about other people who can support you.



- Talk to family, friends or an independent person. These people are often called advocates.

- You will need to tell the Landlord if the people who support you to live in your home change and they will have to agree to this.

- The service may cease to be provided to you if you are in breach of your Tenancy agreement, If CLC believes they can no longer support you in your home then a notice period will be negotiated with the Commissioning Authority and you and your supporters.



How your family members can be involved

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 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.
- We will meet with you and your actively involved family members and care manager at least every three months to see how well your Personal Plan is working. For full details about how we will organise your Personal Plan please see our Co-Production Policy.

Making sure that people are safe and how to make a complaint



- We all need to make sure that people are safe. If you or someone you know is at risk or is unhappy with support then you will be helped to report this. To make people safe we will ensure they are not at risk of abuse.

What do we mean by abuse?

- Abuse means being treated badly.
- Abuse can happen because somebody has done something or not done something that a person needs to stay safe, happy or well.
- Abuse can be physical abuse, financial or material abuse, sexual abuse, psychological abuse and neglect.
- It may be something that happens once or something that is repeated over time.



If you don't want to involve CLC you can contact other professionals:

In Swansea, you can ring 01792 635700 or email CAP@swansea.gov.uk



In Neath Port Talbot you can ring 01639 686802 or email spoc@npt.gov.uk

Once concerns have been reported to the Safeguarding Team they will be investigated and action will be taken to make sure that the person is safe.

If you think that a criminal act has or may have taken place you can contact the police on 01792 456999 or 101.



In serious emergency circumstances please call 999.

Who can make complaints?



Complaints can be made by:

- Any person who uses the Consortium's services
- A person's family members, friends or advocates when they are acting on the person's behalf with their agreement or in their best interest.
An advocate is somebody who is independent and makes sure your views and interests are heard.
- The family member or friend of an individual who is supported by the Consortium when they are complaining about the way that they have been treated by the Consortium.
- A professional when they are complaining about how the Consortium has worked with them.
- Neighbours of people we support, or people who live in the community who may be affected by the support that we provide.



How can you make a complaint?

- A complaint can be made verbally (either face to face or over the phone) or in writing (by letter, email or text message).
- A complaint can be made to any member of the Community Lives Consortium staff.
- This means people can approach whichever staff members they feel most comfortable speaking to.



If you want to send your complaint directly to the Consortium you can write to us or ring us at:



Community Lives Consortium, 24 Walter Road, Swansea, SA1 5NN
Telephone No. 01792 646640



You can email a complaint to complaints@communitylives.co.uk or text a complaint to 07814779935.

This email and text inbox will be looked at by our Safeguarding and Complaints officer who will make contact with you directly.

You can also make your complaint directly to the two Local Authorities that commission most of the support we provide.

- 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.



You can also raise a concern or complaint about the care or treatment of children directly to the child safeguarding teams by contacting:

- Swansea Local Authority: 01792 635700
- NPT Local Authority: 01639 686802

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.



There are also independent advocacy organisations locally who can give you help and advice.

- Swansea People First - 01792 646573 - www.swanseapeoplefirst.co.uk
- Your Voice Advocacy - 01792 646573 - www.yourvoiceadvocacy.org.uk



The Care Inspectorate Wales

The Care Inspectorate Wales is responsible for ensuring that care and support services provide good quality services.



'Community Lives Consortium is regulated by the Care Inspectorate Wales and commissioned by Swansea Council and Neath Port Talbot County Borough Council, we may share information about our services and the people we support for quality and regulatory purposes'

They inspect the services that we provide every year and provide a report about how good they are. You can meet our inspector when they are doing their inspection.

They can be contacted on: **0300 7900 126**

If you would like to see the most recent inspection report on CLC then please ask your Personal Support Manager or ask for support to look at the report online.

You can access the report on the CIW website:

www.careinspectorate.wales

If you would like the report to be made easier to understand your support staff can help you with this.



How you can access other support services:

Your Social Worker or Community Nurse can help you in the following ways:

- If I don't understand something about the way that the Consortium is supporting me or if my needs are changing and I need a review.
- To make complaints if I don't want to speak to Consortium staff.
- Help me get support from other health care professionals who can help such as:
 - Physiotherapists.
 - Occupational Therapists.
 - Speech & Language Therapists.
 - Psychologists.



How Assistive Technology may help you:

Assistive technology is used to enable people to become more independent in their homes and in the development of new skills.

This can be achieved by the following:



- You will have an assistive technology assessment completed by our Assistive Technology Coordinator.
- Assessments are completed using a person-centred approach, putting the individual at the centre of planning, developing and monitoring their service. These are reassessed four weeks into your support in your new home and then annually unless needs change.
- The assessments are used alongside teaching plans to help identify the skills you want to learn and the support needed.
- The assessments are also used with support plans and risk assessments to identify how technology can be used to help support you and minimise any risks.



The Assistive Technology Coordinator sources and installs equipment and will coach you and your staff on using and maintaining the equipment.

How you can access records kept about you:

CLC collects, uses and is responsible for certain personal information about you. We are regulated under the General Data Protection Regulation and the Data Protection Bill 2018 and we are legally responsible as ‘controller’ for your personal information.



How and why we use your personal information

Under data protection law, we can only use your personal information if we have a proper reason for doing so such as:

- to comply with our legal and regulatory obligations
- for our legitimate interests or those of a third party
- where you have given consent

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.



What we use your personal information for



We may use your personal information to:-

- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, Time 2 Meet activities and so on.

Who we share your personal information with

- We will share personal information with law enforcement or other authorities if required by law.
- We will not share your personal information with any other third party.



How long your personal information will be kept

- We will hold membership details for the period that you are a member of the Consortium and 12 months after you leave.
- Information regarding your support and service will be held for a period of 6 years.



Reasons we can collect and use your personal information

- We have a legal obligation to collect and use your personal data to ensure we comply with Health and Safety Laws.
- To be able to provide quality services to you
- To comply with our legal obligations and to make sure we follow our policies
- To help us manage our organisation in relation to our financial performance and quality assurance measures
- Ensuring safe working practices, staff administration and assessments

You can access your records held at your home by asking your Personal Support Manager or Support Staff. If you would like to see any other information held at the CLC office then you can ask your Locality Manager who will support you with this request.

Fees or Charges you may have to pay:

Care Charges



If we are providing personal care to you, you may need to pay a contribution towards the cost of your care. This is called your care charge.

This charge is not set by the Consortium. Your Care charge is assessed by the Social Services Department following national guidance from Welsh Government.

CLC want you to live a full life and part of this is to help you with your money. We must have an agreement between us and you to make sure that we are doing what is best for you and that you give us the information we need to help us do that.

Purchasing extra support from CLC as a Private package:

If you would like to purchase extra support then you can discuss it with your Personal Support Manager and they will help you work with the Tenant Services Department to develop a support agreement. This will detail the following:



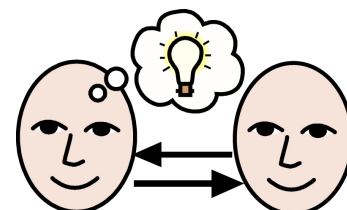
- If you are purchasing extra support from us with your own money between March 2023 & April 2024 it will cost you:
- £13.67 per hour for a staff member to support you, or
- £10.62 per hour for a sleep-in
- If you do not want this support you can give your Personal Support Manager 48 hours notice and we will not charge you. We will need to charge you if the notice period is less than 48 hours.
- We will charge you every month for any support that you have received. This information will come directly from our on-line staff rostering system.
- Wherever possible your Personal Support Manager will arrange this support for you by a staff member that you know well.



Charges for support to manage your money and financial affairs?

Financial Deputyship

One way for us to help you is by making decisions on your behalf about your money and what we think is best for you. This is called **Court Deputyship**.



We will work with your care manager and family to do this. Staff from the Tenant Services Department will manage this service.

They will make sure that you are receiving the benefits you are entitled to, help you budget and manage your personal money. Staff will fill in forms and reports to let the courts know how we are helping you.



We will charge you for this service in line with the Court of Protections guidance on charging for public deputies.

If you can make decisions about your money for yourself we can still help with the more difficult things. This is called a **Financial Management Service** and staff from Tenant Services Department will support you with this. There is also a charge for this service of £14.50 per week.

