

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	ALP Supported Living Services Ltd	
The provider was registered on:	28/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	ALP Supported Living Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/06/2018
	Responsible Individual(s)	Andrea Bayliss
	Manager(s)	Patricia Bayliss
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	ALP has a training and development policy in place. This is reviewed periodically. Through recruitment, supervision, appraisal and observations of staff practice, training needs are identified for the staff team. ALP aim to support staff with any training requests also. Training is purchased through a main training provider for online training. Direct training can be accessed via a Consultant if required for one-off training sessions and also our staff are able to attend Local Authority.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	ALP have a robust recruitment plan in place. We have historically managed to maintain a core of consistent staff members. During the last 2 years, we have experienced a period of change where some long-standing team members have retired from service. As a result of this we have successfully recruited replacements with the necessary qualifications, skills and experience to step into any vacant roles. However, we understand that it is a challenge generally to maintain a consistent staff team.

## Service Profile

### Service Details

Name of Service	ALP Supported Living Services Ltd
Telephone Number	07977117098
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	21
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### Fees Charged

The minimum hourly rate payable during the last financial year?	19.07
The maximum hourly rate payable during the last financial year?	19.10

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We conducted our annual Quality Assurance exercise. Questionnaires were issued to people who use our service and their relatives. Our Manager regularly consult users of our service to ensure that it continues to meet needs. This is also undertaken through quarterly review of the Service User Personal Plan and Risk assessment.

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Generally, ALP supports Service users to voice their wishes and feelings and aspirations. As identified in our QA Review there is a relationship of trust between most of the individuals the organisation supports and the staff team, given the length of time they have known each other. As a result of this staff are able to take cues from the Service user when they are unhappy about an issue and this prompts them to explore it further and attempt to resolve it. The RI is satisfied that the Service users supported by ALP have a good quality of life that meets their outcomes wherever possible, although this is constantly under review.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Service Users supported by ALP can be reassured that they will be assisted to seek prompt medical attention when required. Service Users will be supported to attend screening appointments, GP appointments and any other medical appointments if this is identified as a need. Service User's Personal plans will contain up to date information in relation to all aspects of their health to ensure that they obtain the correct level of support. Staff undertake the required training on a regular basis to ensure they maintain an up to date knowledge in relation to various other policies that promote good health. Some of these include, Food Hygiene, Infection Control, Health &amp; Safety, Safe Administration of medication.</p> <p>ALP benefit from a core of consistent staff, many of whom have been employed by the Organisation for a number of years. As a result of this Service Users are supported by a team of staff who know them really well and are able to identify activities that individuals enjoy or would like to pursue. The Staff team are flexible to meet Service User needs wherever possible. This enables Service users to attend activities of their choice that are fulfilling and encourage an increase in self-confidence and wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>ALP Supported Living Services support individuals with varying levels of needs. The Organisation has a good record in relation to Safeguarding referrals, with none identified during the last few years. Some of the individuals we support can access community services alone and this is managed through our risk assessments. The assessments are reviewed periodically and updated with any changes. If the individual does not agree with the risk assessment we try to empower them by offering Advocacy or a family representative to become involved. Working in partnership with others who support the individual is central to any risk assessment. Our staff teams are aware of what risks individuals can undertake safely and which ones require more support. The staff team are aware of the Safeguarding policies and procedures that form the guidance to enable the safety of vulnerable individuals.</p> <p>However, staff are aware of what action to take should this arise and will seek support from the on call Manager at the time. The relevant professionals would be contacted as documented in the Wales Safeguarding procedures. During this review period we have received positive feedback from relatives and service users in relation to the support provided. No concerns have been raised in relation to Service Users feeling unsafe.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>0</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>No</p>
	<p>Deputy service manager</p>	

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	7
Equality, Diversity & Human Rights	0
Manual Handling	7
Safeguarding	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Safe Guarding level 3  First Aid &amp; CPR level 2  Fire Warden Training level 3  GDPR level 2  Fire Safety level 2  Safe Handling of Medication level 2  Moving &amp; Handling of People  Moving &amp; Handling of Objects  Covid  Documentation &amp; Record Keeping  Understanding Mental Health Conditions  Sepsis Awareness  Understanding Alcohol Misuse  Lone Working  Understanding Risk Assessments  Managing Conflict in the Work Place  Managing Violence &amp; aggression  Complaints Handling  Infection Prevention &amp; Control level 2  Coaching &amp; Mentoring  Creative Problem Solving  Bullying &amp; Harassment  Application of MCA and Dols in care and Support settings  Leading Quality as a Responsible Individual  Risk Assessment  Appraising Staff Performance  Understanding Autism level 2</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	28
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	28
Safeguarding	28
Dementia	0
Positive Behaviour Management	0
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> <li>First Aid &amp; CPR level 2</li> <li>Basic Life Support level 2</li> <li>Fire Warden Training level 3</li> <li>GDPR level 2</li> <li>Fire Safety level 2</li> <li>Safe Handling of Medication level 2</li> <li>Moving &amp; Handling People</li> <li>Moving &amp; Handling Objects</li> <li>Covid</li> <li>Documentation &amp; Record Keeping</li> <li>Understanding Mental health conditions</li> <li>Sepsis Awareness</li> <li>Understanding Alcohol Misuse</li> <li>Lone Working</li> <li>Infection Prevention &amp; Control level 2</li> </ul>

### Contractual Arrangements

No. of permanent staff	28
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	2

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

No. of full-time staff (35 hours or more per week)	21
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	2

### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	28
No. of staff working towards the required/recommended qualification	0

### Other types of staff

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