

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:	Life Long Learning 4 Living Ltd	
The provider was registered on:	12/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Llanerchrugog Hall	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	12/11/2018
	Responsible Individual(s)	Peter Greenwood
	Manager(s)	Oliver Greenwood, Peter Greenwood
	Maximum number of places	15
	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	We have a system in place for Induction, NVQS, Short Courses, Specific Courses, Graduate and Post Graduate training. Training is discussed during supervision.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff are paid living wage, there are additional enhancements for night staff, Senior staff and Management. Staff were given bonuses during COVID where we matched Welsh Government bonus. We have been able to attract staff when we have advertised. Existing and new staff like the fact that we are a small provider.

Service Profile

Service Details

Name of Service	Llanerchrugog Hall
Telephone Number	01978840186
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Only English is used at present

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	840
The maximum weekly fee payable during the last financial year?	1100

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?	Daily-open door for discussion, key worker reviews, Social Services resorted reviews. Service users have been very involved in individual room make overs and restarting external activities and community involvement.

Service Environment

How many bedrooms at the service are single rooms?	13
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Sensory garden, tennis court lawn, Seated covered patio area, vegetable garden
Provide details of any other facilities to which the residents have access	House car to support mobility and facilitate community involvement

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)	Yes
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.

<p>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.</p>	<p>The RI reports quarterly to the annual Development, Improvement and Maintenance Plan which focuses on the four areas. Given the impact of COVID our focus has been re establishing choices about care and support and opportunities being made available external to the house whilst maintaining those which were developed during COVID. People are listened to on a daily basis with the service responding appropriately to requests. For example a service user has requested to go to a cricket match for his birthday-arrangements are now in place to attend a first class cricket match at Lanchas hires ground with a group of friends. Many examples are in the RI quarterly report. A review of our new visiting chiropodist has been very positive by all service users who have requested this provision. We have stepped down a service user to independent living as he had been working toward this goal and he felt the timing was right.</p>
<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>Another focus in our DIM Plan. We have re established well persons checks with the local GP Surgery. Vaccinations are up to date. Engaged with Brighter Smiles (oral health care project)-Every one has seen a dentist, optician and opportunities for chiropody. Hair care is provided by visiting hairdresser. Regular walks have been offered and activities that include a degree of a physical activity have been offered along with physio activities for a service user. Catch up with hospitals and specialist appointments are proceeding however delays with ophthalmology still exist. Access to Mental Health professionals is difficult. Deputy Manager gained a first class honours in Mental Health Studies last year and is currently undertaking MSc in same area- researching Korsakoffs Syndrome. Using Deputy Manager as a resource for information and support with a cascade approach to other staff. Member of staff was won the Lord Brian Rix Award at the National Learning Disability and Autism Awards-working with elderly service users with Learning Disabilities</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There have been no complaints or safeguarding issues. Service users feel confident that they can raise any issues and concerns. This can be verified by family members and through recent reviews.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our house whilst registered as a residential carehome is run as a home from home where staff are supporting people in their home. Every one has a toward Independence Plan which is about furthering that Independence or maintaining as many of the individual skills as possible.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>13</p>
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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>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.

Filled and vacant posts

No. of staff in post	2
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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional refresher courses pertinent to service

Contractual Arrangements

No. of permanent staff	2
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)	2
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 Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
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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	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MSc Health, Mental Health and Wellbeing All staff have a three year rolling training programme with areas that are pertinent to our house and are delivered both on line with some being annually. Hands on training is offered in emergency Aid and Fire.
Contractual Arrangements	
No. of permanent staff	2
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)	2
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 Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No

Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
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>	
Filled and vacant posts	
No. of staff in post	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NEEBOSH- Level 3 NVQ Level 3 Diploma in Health and Social Care Additional Refresher courses on a three year rolling rota with some areas annually, Delivered on line and by hands on trainers ie Fire and Emergency Aid
Contractual Arrangements	
No. of permanent staff	2
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7-2,2-9,7-9- On call twice a week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
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	9
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	4
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	0
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	9
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff are expected to gain NVQ level 2 within 12 month of appointment. Currently 3 taff working toward NVQ Level 3 Diploma in Health and Social Care. All staff have a rolling 3 year training programme d elivered on line and by hands on trainers covering courses which are pertinent to our house ie Fire and Emergency First Aid. Some courses are anually. One staff working toward BSC in Occupational Health Studies.
Contractual Arrangements	
No. of permanent staff	9
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)

2

No. of part-time staff (16 hours or under per week)

0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

Same as Seniors - 4/5 Staff including Managers

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker

8

No. of staff working towards the required/recommended qualification

1

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No