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:	Livability
The provider was registered on:	05/02/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Livability Birchwood	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	05/02/2019
	Responsible Individual(s)	Stuart Dryden
	Manager(s)	Tina James
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service

Livability North Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	05/02/2019
Responsible Individual(s)	Stuart Dryden
Manager(s)	Tina James
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Livability Hafan Y Coed	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	12/02/2019
Responsible Individual(s)	Stuart Dryden
Manager(s)	Chika Chukwu
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Livability Brodawel	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	12/02/2019
Responsible Individual(s)	Stuart Dryden
Manager(s)	Chika Chukwu
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Livability Domiciliary Care Aberystwyth & West Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	04/04/2019
Responsible Individual(s)	Stuart Dryden
Manager(s)	Sally Burke
Partnership Area	West Wales
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	New staff members undertake an induction compliant with the All Wales Induction Framework followed by a service specific induction led by a manger to ensure they understand their role and the needs of the people they will support. All staff complete a mandatory training program to ensure they have the skills to deliver high quality support. Additionally, we operate service specific training to ensure additional needs of the people we support are able to be met by our staff teams.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We recognise the central importance of our excellent staff teams. Our pay scales meet the requirements of the Real Living Wage and recognise their achievements when they excel via our rewards framework. We enable staff to undertake personal development learning opportunities including qualifications to QCF 2 and above. We have flexible working practices so that staff can work flexibly if this can be accommodated. We have operated a joining bonus to encourage people to come to work for us.

Service Profile

Service Details

Name of Service	Livability Birchwood

Telephone Number	01492582501
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	The service does not currently use any other languages

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5

Fees Charged

The minimum weekly fee payable during the last financial year?	1260.30
The maximum weekly fee payable during the last financial year?	1371.49

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 consult the people we support in a variety of ways:
	Monthly newsletter - a monthly newsletter is co produced by the people we support and which covers our service provision across North Wales. This newsletter provides updates on events that have taken place and those which are upcoming, We use the newsletter to advise of staff leaving and new staff starting to work at our services.
	Surveys: We undertake an annual survey with the people we support. This survey informs us of what is working and what could be better. We use this information to develop an action plan to build on the service's strengths and to improve areas where issues are identified.
	House Meetings: We invite the people we support to regular house meetings where we discuss ideas they have for making the service better and where other issues can be raised for discussion.
	Forum: We operate a forum for the people we support where they elect a representative to raise issues with senior managers in the organisation.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a spacious garden area to the rear and side of the property. This includes a seating and dining area which the people we support are free to use at any time of their choosing. People are able to have parts of the garden allocated to them to engage in horticultural activities if they so choose.
Provide details of any other facilities to which the residents have access	The service provides access to a vehicle which the people we support can use to access the community/ health acre appointments/ visit friends and family.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Personalised Communication for people we support

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.	We involve the people we support in a variety of our governance arrangements. These include: - asking their opinion during Responsible Individual quarterly visits - seeking people's views during at least twice annual quality team audits - surveys which ask people to share their views regarding the service they receive Where people struggle to express their own views, we seek guidance from their nominated representatives (usually a family member) to advocate on their behalf. All feedback is incorporated into an action plan and we follow-up with people to explain how we have used their feedback to make changes/ improve practice. We co-produce care and support plans with the people we support and their nominated representatives. When developing care and support plans we have "what matters" conversations so that we build support with the goal of supporting the person to achieve what matters to them. Care and support plans are reviewed at least quarterly or more frequently as required/ requested. This means that people have care and support plans which accurately reflect their needs and wishes and which create a culture of self-directed care. Each person we support has a schedule of activities of their choosing which are incorporated into the service weekly plan. Examples of this include going to church, visiting family members, going to the cinema and going on holiday. We listen to the wishes of the people we support and plan the way we deliver the service around these requirements. The feedback we have received from the people we support at Birchwood is that they are happy living at their home and that they have a staff team who they trust and value. People tell us either directly or via behavioural observation that they enjoy living with the other people at Birchwood and that they feel safe and secure there. Family members tell us that they feel grateful for the service provided at Birchwood and that they believe their relative is well supported, content and happy. There is regular dialogue between staff members and family members and the feedback is that family members feel as involved as they want to be. Our internal quality assurance processes evidence that people have good quality care and support plans that are person-centred and enable the staff team to meet the needs of the people they support.

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.	Each person we support at the service has a detailed, person-centred set of care and support plans which outline how the care and support they need is to be delivered by our staff team. These plans are co-produced with the people we support and their representatives. We incorporate the views of health and social care professionals so that the care and support plans provide a comprehensive plan of how to support the person to achieve their health, development and well-being outcomes. We review care and support plans every three months, or more frequently if things change and this means that the plans always accurately reflect the needs and preferences of the people we support.

Where necessary we maintain recordings of people's key health data such as weight and dietary intake. We use this information to enable the people we support to make choices about their health and well-being, including sharing the information withy healthcare practitioners where appropriate to inform their clinical decision making.

We support people to attend all medical appointments and the range of support we offer includes making appointments on the person's behalf, attending the appointment with the person, advocating for the person at appointments and supporting the person to implement any agreed actions identified by the healthcare practitioner to improve health outcomes.

We audit the effectiveness of our support promote people's health at Responsible Individual visits to the service, our service specific auditing arrangements and via twice yearly visits from our Quality Team.

We plan for people to have active lives participating in a wide range of activities that support the person to maximise their independence and undertake activities that enrich their lives. We use monthly key worker meetings to plan for the month ahead so that people have access to all the opportunities they have identified.

We receive feedback form the people we support via our auditing processes and at surveys. Additionally, we survey the views of family members or other nominated representatives. The feedback we have received is that people are happy with the support their receive and that they live a life which they find fulfilling.

In addition to mandatory training programs, our staff team receive service and person specific training to ensure they have the knowledge and skills to meet the needs of the people they support. This includes, where needed, training in epilepsy, autism, dysphagia etc |

The extent to which people feel safe and protected from abuse and neglect.	The feedback we receive from the people we support and from their family members or other nominated representatives is that people feel safe and protected from abuse and neglect. We receive this feedback via Responsible Individual visits, internal quality auditing processes, surveys of key stakeholders and at review meetings arranged by other agencies.
	We train our staff team to be able to recognise the signs of abuse and neglect and this training is refreshed regularly. Our staff are also trained so they know how to report any concerns about abuse and neglect they may have. This includes providing information as to how to report concerns within our organisation and to external agencies as required. We use staff meetings to promote open discussion about abuse and neglect and to ensure that staff have read and understand our safeguarding protocols.
	All concerns about abuse and neglect are recorded onto our safeguarding system and the assigned appropriately for investigation. We work closely with other agencies and include the people we support in our investigations so that the process always holds them and their wishes at its centre. Once the investigation is concluded the findings are reviewed by the Responsible Individual and decisions are taken about further actions as necessary. We fulfil our duty of candour responsibilities by sharing our findings with the person we support and their representatives. Where we find issues we apologise and explains what we will do to improve.
	We review safeguarding records for trends so that we can address emerging themes by raising staff awareness or delivering additional training opportunities.
	We support people to ensure their human rights are being respected at all times. Examples of this include ensuring the people we support have equal access to the healthcare system, that discriminatory acts are reported to the appropriate authorities and that people, if they wish, avail themselves of their right to participate in democratic processes.
	Our staff are trained to understand and meet the requirements of the Mental Capacity Act and we ensure that on the rare occasions restrictions are necessary to ensure the welfare of a person, this is undertaken and approved in compliance with Deprivation of Liberty Safeguards legislation and for the minimum period necessary.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Everybody has their own personal bedroom which is private from all other people. We support people to decorate and furnish their bedroom to their own tastes and to meet their individual needs.
	The environment is spacious offering ample communal living space and has extensive outdoor areas which are accessible to the people we support. Outdoor areas are arranged to provide safety for the people we support so they can access the external environment with support or independently. There is the provision of garden furniture and dining facilities.
	Our staff support people to keep their home clean and tidy and follow a robust cleaning schedule to promote infection control and minimise hygiene hazards. Staff receive training in health and safety and infection control so they understand their responsibilities to keeping the environment safe and hygienic for the people we support.We complete regular health and safety checks to ensure the environment is safe and that remedial actions are undertaken where issues are identified.
	We have a schedule of maintenance works which ensures the property is safe and remains suitable for the people we support. This includes planned decoration which is undertaken in consultation with the people we support. We complete all necessary environmental checks via a qualified contracts (Portable Appliance Testing, Gas Safety Checks, Electrical Fixed Wiring Tests etc)
	We check compliance with health and safety checks and hygiene standards at Responsible Individual visits and via our Quality Team's twice yearly audits.
	Each person has a Personal Emergency Evacuation Plan which details how we will support them to evacuate the premises safely in the event of an emergency. This is practised at regular fire drills to ensure effectiveness.
	The people we support and their family members/ representatives tell us that they like their home, feel safe there and want to continue living there.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	5

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.

Staff Type	Service Manager	
	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	1
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service Culture Branding Supervision Active Support Service Improvement Plan Dignity in Care Time Management Incident and Accident Reporting Working Time Directive Accessible Information Standard Delegating Emotional Intelligence Giving Feedback Handling Difficult Conversations Inclusive Leadership Influencing People Introduction to Coaching Making Teams Work Managing Remote workers Maximising Potential Micro Behaviours Motivating People Diploma in Health and Social Care Level 4 Clinical Governance Display Screen Equipment

Contractual Arrangements

No. of permanent staff	1
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)	0
No. of part-time staff (17-34 hours per week)	1
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	1
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

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	1
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service Culture Branding Supervision Active Support Service Improvement Plan Dignity in Care Time Management Incident and Accident Reporting Working Time Directive Accessible Information Standard Delegating Emotional Intelligence Giving Feedback Handling Difficult Conversations Inclusive Leadership Influencing People Introduction to Coaching Making Teams Work Managing Remote workers Maximising Potential Micro Behaviours Motivating People Diploma in Health and Social Care Level 4 Clinical Governance Display Screen Equipment

Contractual Arrangements

No. of permanent staff	1
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)	1
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	1
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?	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	10
No. of posts vacant	2

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	1
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10

Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	6
Positive Behaviour Management	9
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness, Epilepsy, Lone Working, Legionella Awareness, Urinary Incontinence - Types & Causes, Bed Rails, Chaperoning, COVID-19, Diabetes Awareness for Care Staff, Learning Disabilities, Mental Health Awareness, Original Pack Dispensing, Pressure Ulcer Risk Assessment, Sexuality & Relationships, Topical Medication, Urinary Incontinence (UI) - Intro, Dysphagia, Epilepsy with Buccal Administration, Oliver McGowan Training, Assisting Peritoneal Dialysis, Fire Marshall Training, Log My Care Training, Oral Care, Fluids and Nutrition, End of Life Care, Asbestos Awareness, Consent , COSHH, Dignity and Respect, Prevent, Recording and Reporting, Professional Boundaries, Prevent, Dignity and Respect, Duty of Candour, Falls.

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	5
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.	7am to 8am - 1 staff 8am to 2pm - 2 staff 2pm to 9pm - 1 staff 2pm to 11pm - 1 staff 11pm - 7am - sleep ins - 1 staff Occassionally there could be 3 staff on duty for 1:1 purposes

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0

Domestic staff	
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	1
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> Contractual Arrangements

No. of permanent staff	1
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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

> Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

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

Service Profile

Service Details

Name of Service	Livability Brodawel

Telephone Number	01970611188
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	The service does not currently use any other languages

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4

Fees Charged

The minimum weekly fee payable during the last financial year?	987.14
The maximum weekly fee payable during the last financial year?	1525.68

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 consult the people we support in a variety of ways: Monthly newsletter - a monthly newsletter is co produced by the people we support and which covers our service provision across Aberystwyth. This newsletter provides updates on events that have taken place and those which are upcoming, We use the newsletter to advise of staff leaving and new staff starting to work at our services. Surveys: We undertake an annual survey with the people we support. This survey informs us of what is working and what could be better. We use this information to develop an action plan to build on the service's strengths and to improve areas where issues are identified. House Meetings: We invite the people we support to regular house meetings where we discuss ideas they have for making the service better and where other issues can be raised for discussion. Forum: We operate a forum for the people we support where they elect a representative to raise issues with senior managers in the organisation.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	0
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Brodawel is situated on the Plas Lluest site and as such the people we support have access to a private garden and ample surrounding grounds. The garden includes garden furniture and dining furniture and an outhouse that people can use when they want a more tranquil environment. People are free to access the wider grounds either with or without staff support as necessary.
Provide details of any other facilities to which the residents have access	There is a service vehicle which people can use to access the community/ medical appointments/ visiting friends or family.

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	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Communication book

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. | We involve the people we support in a variety of our governance arrangements. These include:
- asking their opinion during Responsible Individual quarterly visits
- seeking people's views during at least twice annual quality team audits
- surveys which ask people to share their views regarding the service they receive

Where people struggle to express their own views, we seek guidance from their nominated representatives (usually a family member) to advocate on their behalf.

All feedback is incorporated into an action plan and we follow-up with people to explain how we have used their feedback to make changes/ improve practice.

We co-produce care and support plans with the people we support and their nominated representatives. When developing care and support plans we have "what matters" conversations so that we build support with the goal of supporting the person to achieve what matters to them. Care and support plans are reviewed at least quarterly or more frequently as required/ requested. This means that people have care and support plans which accurately reflect their needs and wishes and which create a culture of self-directed care.

Each person we support has a schedule of activities of their choosing which are incorporated into the service weekly plan. Examples of this include going to church, visiting family members, support to obtain paid and voluntary employment, going for day trips and going on holiday. We listen to the wishes of the people we support and plan the way we deliver the service around these requirements.

The feedback we have received from the people we support at Brodawel is that they are happy living at their home and that they have a staff team who they trust and value. People tell us either directly or via behavioural observation that they enjoy living with the other people at Brodawel and that they feel safe and secure there.

Family members tell us that they feel grateful for the service provided at Brodawel and that they believe their relative is well supported, content and happy. There is regular dialogue between staff members and family members and the feedback is that family members feel as involved as they want to be.

Our internal quality assurance processes evidence that people have good quality care and support plans that are person-centred and enable the staff team to meet the needs of the people they support. This is corroborated by excellent feedback obtained from external agencies. |

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.	Each person we support at the service has a detailed, person-centred set of care and support plans which outline how the care and support they need is to be delivered by our staff team. These plans are co-produced with the people we support and their representatives. We incorporate the views of health and social care professionals so that the care and support plans provide a comprehensive plan of how to support the person to achieve their health, development and well-being outcomes. We review care and support plans every three months, or more frequently if things change and this means that the plans always accurately reflect the needs and preferences of the people we support.

Where necessary we maintain recordings of people's key health data such as weight and dietary intake. We use this information to enable the people we support to make choices about their health and well-being, including sharing the information withy healthcare practitioners where appropriate to inform their clinical decision making.

We support people to attend all medical appointments and the range of support we offer includes making appointments on the person's behalf, attending the appointment with the person, advocating for the person at appointments and supporting the person to implement any agreed actions identified by the healthcare practitioner to improve health outcomes.

We audit the effectiveness of our support promote people's health at Responsible Individual visits to the service, our service specific auditing arrangements and via twice yearly visits from our Quality Team.

We plan for people to have active lives participating in a wide range of activities that support the person to maximise their independence and undertake activities that enrich their lives. We use monthly key worker meetings to plan for the month ahead so that people have access to all the opportunities they have identified.

We receive feedback form the people we support via our auditing processes and at surveys. Additionally, we survey the views of family members or other nominated representatives. The feedback we have received is that people are happy with the support their receive and that they live a life which they find fulfilling.

In addition to mandatory training programs, our staff team receive service and person specific training to ensure they have the knowledge and skills to meet the needs of the people they support. This includes, where needed, training in epilepsy, autism, dysphagia etc |

The extent to which people feel safe and protected from abuse and neglect.	The feedback we receive from the people we support and from their family members or other nominated representatives is that people feel safe and protected from abuse and neglect. We receive this feedback via Responsible Individual visits, internal quality auditing processes, surveys of key stakeholders and at review meetings arranged by other agencies.
	We train our staff team to be able to recognise the signs of abuse and neglect and this training is refreshed regularly. Our staff are also trained so they know how to report any concerns about abuse and neglect they may have. This includes providing information as to how to report concerns within our organisation and to external agencies as required. We use staff meetings to promote open discussion about abuse and neglect and to ensure that staff have read and understand our safeguarding protocols.
	All concerns about abuse and neglect are recorded onto our safeguarding system and the assigned appropriately for investigation. We work closely with other agencies and include the people we support in our investigations so that the process always holds them and their wishes at its centre. Once the investigation is concluded the findings are reviewed by the Responsible Individual and decisions are taken about further actions as necessary. We fulfil our duty of candour responsibilities by sharing our findings with the person we support and their representatives. Where we find issues we apologise and explains what we will do to improve.
	We review safeguarding records for trends so that we can address emerging themes by raising staff awareness or delivering additional training opportunities.
	We support people to ensure their human rights are being respected at all times. Examples of this include ensuring the people we support have equal access to the healthcare system, that discriminatory acts are reported to the appropriate authorities and that people, if they wish, avail themselves of their right to participate in democratic processes.
	Our staff are trained to understand and meet the requirements of the Mental Capacity Act and we ensure that on the rare occasions restrictions are necessary to ensure the welfare of a person, this is undertaken and approved in compliance with Deprivation of Liberty Safeguards legislation and for the minimum period necessary.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Everybody has their own personal bedroom which is private from all other people. We support people to decorate and furnish their bedroom to their own tastes and to meet their individual needs.
	The environment is spacious offering ample communal living space and has extensive outdoor areas which are accessible to the people we support. Outdoor areas are arranged to provide safety for the people we support so they can access the external environment with support or independently. There is the provision of garden furniture and dining facilities.
	Our staff support people to keep their home clean and tidy and follow a robust cleaning schedule to promote infection control and minimise hygiene hazards. Staff receive training in health and safety and infection control so they understand their responsibilities to keeping the environment safe and hygienic for the people we support.We complete regular health and safety checks to ensure the environment is safe and that remedial actions are undertaken where issues are identified.
	We have a schedule of maintenance works which ensures the property is safe and remains suitable for the people we support. This includes planned decoration which is undertaken in consultation with the people we support. We complete all necessary environmental checks via a qualified contracts (Portable Appliance Testing, Gas Safety Checks, Electrical Fixed Wiring Tests etc)
	We check compliance with health and safety checks and hygiene standards at Responsible Individual visits and via our Quality Team's twice yearly audits.
	Each person has a Personal Emergency Evacuation Plan which details how we will support them to evacuate the premises safely in the event of an emergency. This is practised at regular fire drills to ensure effectiveness.
	The people we support and their family members/ representatives tell us that they like their home, feel safe there and want to continue living there.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	7

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.

Staff Type	Service Manager	
	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	1
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service Culture Branding Supervision Active Support Service Improvement Plan Dignity in Care Time Management Incident and Accident Reporting Working Time Directive Accessible Information Standard Delegating Emotional Intelligence Giving Feedback Handling Difficult Conversations Inclusive Leadership Influencing People Introduction to Coaching Making Teams Work Managing Remote workers Maximising Potential Micro Behaviours Motivating People Diploma in Health and Social Care Level 4 Clinical Governance Display Screen Equipment

Contractual Arrangements	
No. of permanent staff	1
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)	1
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	1
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

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	1
No. of posts vacant	1

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service Culture Branding Supervision Active Support Service Improvement Plan Dignity in Care Time Management Incident and Accident Reporting Working Time Directive Accessible Information Standard Delegating Emotional Intelligence Giving Feedback Handling Difficult Conversations Inclusive Leadership Influencing People Introduction to Coaching Making Teams Work Managing Remote workers Maximising Potential Micro Behaviours Motivating People Diploma in Health and Social Care Level 4 Clinical Governance Display Screen Equipment

Contractual Arrangements

No. of permanent staff	1
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)	1
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	1
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?	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	5
No. of posts vacant	1

> 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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5

Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness, Epilepsy, Lone Working, Legionella Awareness, Urinary Incontinence - Types & Causes, Bed Rails, Chaperoning, COVID-19, Diabetes Awareness for Care Staff, Learning Disabilities, Mental Health Awareness, Original Pack Dispensing, Pressure Ulcer Risk Assessment, Sexuality & Relationships, Topical Medication, Urinary Incontinence (UI) - Intro, Dysphagia, Epilepsy with Buccal Administration, Oliver McGowan Training, Assisting Peritoneal Dialysis, Fire Marshall Training, Log My Care Training, Oral Care, Fluids and Nutrition, End of Life Care, Asbestos Awareness, Consent , COSHH, Dignity and Respect, Prevent, Recording and Reporting, Professional Boundaries, Prevent, Dignity and Respect, Duty of Candour, Falls.

Contractual Arrangements	

No. of permanent staff	5
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)	5
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.	7am - 10pm - 2 staff 10pm - 7am - 1 staff Different hours for 1:1 hours for people we support

Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

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

Service Profile

Service Details

Name of Service	Livability Domiciliary Care Aberystwyth & West Wales

Telephone Number	01970612101
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	The service does not currently use any other languages

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0

Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

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?	There have been no people using this service in the past financial year.

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 extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The service is dormant and has not supported any person in the past 12 months as such no feedback has been obtained.
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.	The service is dormant and has not supported any person in the past 12 months as such no feedback has been obtained.
The extent to which people feel safe and protected from abuse and neglect.	The service is dormant and has not supported any person in the past 12 months as such no feedback has been obtained.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	1

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.

Staff Type	Service Manager	
	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	1
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	1
Equality, Diversity & Human Rights	1
Manual Handling	1

Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	As this service is currently dormant no further training has been necessary

Contractual Arrangements

No. of permanent staff	1
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)	1
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	1
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?	No

Other supervisory staff

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?	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	0
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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	This service is dormant and so no additional training has been identified.

Contractual Arrangements

No. of permanent staff	0
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

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Livability Hafan Y Coed

Telephone Number	01970611188
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	The service does not currently use any other languages

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7

Fees Charged

The minimum weekly fee payable during the last financial year?	963.28
The maximum weekly fee payable during the last financial year?	1409.35

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 consult the people we support in a variety of ways: Monthly newsletter - a monthly newsletter is co produced by the people we support and which covers our service provision across Aberystwyth. This newsletter provides updates on events that have taken place and those which are upcoming, We use the newsletter to advise of staff leaving and new staff starting to work at our services. Surveys: We undertake an annual survey with the people we support. This survey informs us of what is working and what could be better. We use this information to develop an action plan to build on the service's strengths and to improve areas where issues are identified. House Meetings: We invite the people we support to regular house meetings where we discuss ideas they have for making the service better and where other issues can be raised for discussion. Forum: We operate a forum for the people we support where they elect a representative to raise issues with senior managers in the organisation.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Hafan y Coed is situated on the Plas Lluest site and as such the people we support have access to a private garden and ample surrounding grounds. The garden includes garden furniture and dining furniture and an outhouse that people can use when they want a more tranquil environment. People are free to access the wider grounds either with or without staff support as necessary.
Provide details of any other facilities to which the residents have access	There is a service vehicle which people can use to access the community/ medical appointments/ visiting friends or family.

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	Yes
British Sign Language (BSL)	Yes
Other	No

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.	We involve the people we support in a variety of our governance arrangements. These include: - asking their opinion during Responsible Individual quarterly visits - seeking people's views during at least twice annual quality team audits - surveys which ask people to share their views regarding the service they receive Where people struggle to express their own views, we seek guidance from their nominated representatives (usually a family member) to advocate on their behalf. All feedback is incorporated into an action plan and we follow-up with people to explain how we have used their feedback to make changes/ improve practice. We co-produce care and support plans with the people we support and their nominated representatives. When developing care and support plans we have "what matters" conversations so that we build support with the goal of supporting the person to achieve what matters to them. Care and support plans are reviewed at least quarterly or more frequently as required/ requested. This means that people have care and support plans which accurately reflect their needs and wishes and which create a culture of self-directed care. Each person we support has a schedule of activities of their choosing which are incorporated into the service weekly plan. Examples of this include going to church, visiting family members, support to obtain paid and voluntary employment, going for day trips and going on holiday. We listen to the wishes of the people we support and plan the way we deliver the service around these requirements. The feedback we have received from the people we support at Hafan y Coed is that they are happy living at their home and that they have a staff team who they trust and value. People tell us either directly or via behavioural observation that they enjoy living with the other people at Hafan y Coed and that they feel safe and secure there. Family members tell us that they feel grateful for the service provided at Hafan y Coed and that they believe their relative is well supported, content and happy. There is regular dialogue between staff members and family members and the feedback is that family members feel as involved as they want to be. Our internal quality assurance processes evidence that people have good quality care and support plans that are person-centred and enable the staff team to meet the needs of the people they support. This is corroborated by excellent feedback obtained from external agencies.

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.	Each person we support at the service has a detailed, person-centred set of care and support plans which outline how the care and support they need is to be delivered by our staff team. These plans are co-produced with the people we support and their representatives. We incorporate the views of health and social care professionals so that the care and support plans provide a comprehensive plan of how to support the person to achieve their health, development and well-being outcomes. We review care and support plans every three months, or more frequently if things change and this means that the plans always accurately reflect the needs and preferences of the people we support.

Where necessary we maintain recordings of people's key health data such as weight and dietary intake. We use this information to enable the people we support to make choices about their health and well-being, including sharing the information withy healthcare practitioners where appropriate to inform their clinical decision making.

We support people to attend all medical appointments and the range of support we offer includes making appointments on the person's behalf, attending the appointment with the person, advocating for the person at appointments and supporting the person to implement any agreed actions identified by the healthcare practitioner to improve health outcomes.

We audit the effectiveness of our support promote people's health at Responsible Individual visits to the service, our service specific auditing arrangements and via twice yearly visits from our Quality Team.

We plan for people to have active lives participating in a wide range of activities that support the person to maximise their independence and undertake activities that enrich their lives. We use monthly key worker meetings to plan for the month ahead so that people have access to all the opportunities they have identified.

We receive feedback form the people we support via our auditing processes and at surveys. Additionally, we survey the views of family members or other nominated representatives. The feedback we have received is that people are happy with the support their receive and that they live a life which they find fulfilling.

In addition to mandatory training programs, our staff team receive service and person specific training to ensure they have the knowledge and skills to meet the needs of the people they support. This includes, where needed, training in epilepsy, autism, dysphagia etc |

The extent to which people feel safe and protected from abuse and neglect.	The feedback we receive from the people we support and from their family members or other nominated representatives is that people feel safe and protected from abuse and neglect. We receive this feedback via Responsible Individual visits, internal quality auditing processes, surveys of key stakeholders and at review meetings arranged by other agencies.
	We train our staff team to be able to recognise the signs of abuse and neglect and this training is refreshed regularly. Our staff are also trained so they know how to report any concerns about abuse and neglect they may have. This includes providing information as to how to report concerns within our organisation and to external agencies as required. We use staff meetings to promote open discussion about abuse and neglect and to ensure that staff have read and understand our safeguarding protocols.
	All concerns about abuse and neglect are recorded onto our safeguarding system and the assigned appropriately for investigation. We work closely with other agencies and include the people we support in our investigations so that the process always holds them and their wishes at its centre. Once the investigation is concluded the findings are reviewed by the Responsible Individual and decisions are taken about further actions as necessary. We fulfil our duty of candour responsibilities by sharing our findings with the person we support and their representatives. Where we find issues we apologise and explains what we will do to improve.
	We review safeguarding records for trends so that we can address emerging themes by raising staff awareness or delivering additional training opportunities.
	We support people to ensure their human rights are being respected at all times. Examples of this include ensuring the people we support have equal access to the healthcare system, that discriminatory acts are reported to the appropriate authorities and that people, if they wish, avail themselves of their right to participate in democratic processes.
	Our staff are trained to understand and meet the requirements of the Mental Capacity Act and we ensure that on the rare occasions restrictions are necessary to ensure the welfare of a person, this is undertaken and approved in compliance with Deprivation of Liberty Safeguards legislation and for the minimum period necessary.

| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | Everybody has their own personal bedroom which is private from all other people. We support people to decorate and furnish their bedroom to their own tastes and to meet their individual needs.

The environment is spacious offering ample communal living space and has extensive outdoor areas which are accessible to the people we support. Outdoor areas are arranged to provide safety for the people we support so they can access the external environment with support or independently. There is the provision of garden furniture and dining facilities.

Our staff support people to keep their home clean and tidy and follow a robust cleaning schedule to promote infection control and minimise hygiene hazards. Staff receive training in health and safety and infection control so they understand their responsibilities to keeping the environment safe and hygienic for the people we support.We complete regular health and safety checks to ensure the environment is safe and that remedial actions are undertaken where issues are identified.

We have a schedule of maintenance works which ensures the property is safe and remains suitable for the people we support. This includes planned decoration which is undertaken in consultation with the people we support. We complete all necessary environmental checks via a qualified contracts (Portable Appliance Testing, Gas Safety Checks, Electrical Fixed Wiring Tests etc)

We check compliance with health and safety checks and hygiene standards at Responsible Individual visits and via our Quality Team's twice yearly audits.

Each person has a Personal Emergency Evacuation Plan which details how we will support them to evacuate the premises safely in the event of an emergency. This is practised at regular fire drills to ensure effectiveness.

The people we support and their family members/ representatives tell us that they like their home, feel safe there and want to continue living there. |

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

Number of posts and staff turnover

| The total number of full time equivalent posts at the service (as at 31 March) | 4.50 |

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.

Staff Type	Service Manager	
	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	1
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service Culture Branding Supervision Active Support Service Improvement Plan Dignity in Care Time Management Incident and Accident Reporting Working Time Directive Accessible Information Standard Delegating Emotional Intelligence Giving Feedback Handling Difficult Conversations Inclusive Leadership Influencing People Introduction to Coaching Making Teams Work Managing Remote workers Maximising Potential Micro Behaviours Motivating People Diploma in Health and Social Care Level 4 Clinical Governance Display Screen Equipment

Contractual Arrangements	
No. of permanent staff	1
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)	1
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	1
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

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	1
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service Culture Branding Supervision Active Support Service Improvement Plan Dignity in Care Time Management Incident and Accident Reporting Working Time Directive Accessible Information Standard Delegating Emotional Intelligence Giving Feedback Handling Difficult Conversations Inclusive Leadership Influencing People Introduction to Coaching Making Teams Work Managing Remote workers Maximising Potential Micro Behaviours Motivating People Diploma in Health and Social Care Level 4 Clinical Governance Display Screen Equipment

Contractual Arrangements

No. of permanent staff	1
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)	1
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	1
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?	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	11
No. of posts vacant	2

> 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	3
Health & Safety	11
Equality, Diversity & Human Rights	10
Infection, prevention & control	11

Manual Handling	10
Safeguarding	11
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness, Epilepsy, Lone Working, Legionella Awareness, Urinary Incontinence - Types & Causes, Bed Rails, Chaperoning, COVID-19, Diabetes Awareness for Care Staff, Learning Disabilities, Mental Health Awareness, Original Pack Dispensing, Pressure Ulcer Risk Assessment, Sexuality & Relationships, Topical Medication, Urinary Incontinence (UI) - Intro, Dysphagia, Epilepsy with Buccal Administration, Oliver McGowan Training, Assisting Peritoneal Dialysis, Fire Marshall Training, Log My Care Training, Oral Care, Fluids and Nutrition, End of Life Care, Asbestos Awareness, Consent , COSHH, Dignity and Respect, Prevent, Recording and Reporting, Professional Boundaries, Prevent, Dignity and Respect, Duty of Candour, Falls.

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	4
No. of part-time staff (17-34 hours per week)	1
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.	7am - 10pm - 2 staff 10pm - 7am - sleep in - 1 staff Additionally 1:1 hours for individuals we support

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
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

Service Profile

Service Details

Name of Service	Livability North Wales

Telephone Number	01492 585954
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	The service does not currently use any other languages

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	24

Fees Charged

The minimum hourly rate payable during the last financial year?	17.80
The maximum hourly rate payable during the last financial year?	19.62

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 consult the people we support in a variety of ways: Monthly newsletter - a monthly newsletter is co produced by the people we support and which covers our service provision across North Wales. This newsletter provides updates on events that have taken place and those which are upcoming, We use the newsletter to advise of staff leaving and new staff starting to work at our services. Surveys: We undertake an annual survey with the people we support. This survey informs us of what is working and what could be better. We use this information to develop an action plan to build on the service's strengths and to improve areas where issues are identified. House Meetings: We invite the people we support to regular house meetings where we discuss ideas they have for making the service better and where other issues can be raised for discussion. Forum: We operate a forum for the people we support where they elect a representative to raise issues with senior managers in the organisation.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Personalised Communciation for people we support

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.	We involve the people we support in a variety of our governance arrangements. These include: - asking their opinion during Responsible Individual quarterly visits - seeking people's views during at least twice annual quality team audits - surveys which ask people to share their views regarding the service they receive Where people struggle to express their own views, we seek guidance from their nominated representatives (usually a family member) to advocate on their behalf. All feedback is incorporated into an action plan and we follow-up with people to explain how we have used their feedback to make changes/ improve practice. We co-produce care and support plans with the people we support and their nominated representatives. When developing care and support plans we have "what matters" conversations so that we build support with the goal of supporting the person to achieve what matters to them. Care and support plans are reviewed at least quarterly or more frequently as required/ requested. This means that people have care and support plans which accurately reflect their needs and wishes and which create a culture of self-directed care. Each person we support has a schedule of activities of their choosing which are incorporated into the service weekly plan. Examples of this include going to church, visiting family members,support to obtain paid and voluntary employment, going for day trips and going on holiday. We listen to the wishes of the people we support and plan the way we deliver the service around these requirements. The feedback we have received from the people we support at Livability North Wales is that they are happy with their support and have staff teams who they trust and value. Where people live with others they tell us either directly or via behavioural observation that they enjoy living with those other people. Family members are positive about the service provided by Livability North Wales and often praise the quality of the staff teams. We hear that family members are happy with the range of activities their relative has available to them. Our internal quality assurance processes evidence that people have good quality care and support plans that are person-centred and enable the staff team to meet the needs of the people they support.

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.	Each person we support at the service has a detailed, person-centred set of care and support plans which outline how the care and support they need is to be delivered by our staff team. These plans are co-produced with the people we support and their representatives. We incorporate the views of health and social care professionals so that the care and support plans provide a comprehensive plan of how to support the person to achieve their health, development and well-being outcomes. We review care and support plans every three months, or more frequently if things change and this means that the plans always accurately reflect the needs and preferences of the people we support. Where necessary we maintain recordings of people's key health data such as weight and dietary intake. We use this information to enable the people we support to make choices about their health and well-being, including sharing the information withy healthcare practitioners where appropriate to inform their clinical decision making. We support people to attend all medical appointments and the range of support we offer includes making appointments on the person's behalf, attending the appointment with the person, advocating for the person at appointments and supporting the person to implement any agreed actions identified by the healthcare practitioner to improve health outcomes. We audit the effectiveness of our support promote people's health at Responsible Individual visits to the service, our service specific auditing arrangements and via twice yearly visits from our Quality Team. We plan for people to have active lives participating in a wide range of activities that support the person to maximise their independence and undertake activities that enrich their lives. We use monthly key worker meetings to plan for the month ahead so that people have access to all the opportunities they have identified. We receive feedback form the people we support via our auditing processes and at surveys. Additionally, we survey the views of family members or other nominated representatives. The feedback we have received is that people are happy with the support their receive and that they live a life which they find fulfilling. In addition to mandatory training programs, our staff team receive service and person specific training to ensure they have the knowledge and skills to meet the needs of the people they support. This includes, where needed, training in epilepsy, autism, dysphagia etc

| The extent to which people feel safe and protected from abuse and neglect. | The feedback we receive from the people we support and from their family members or other nominated representatives is that people feel safe and protected from abuse and neglect. We receive this feedback via Responsible Individual visits, internal quality auditing processes, surveys of key stakeholders and at review meetings arranged by other agencies.

We train our staff team to be able to recognise the signs of abuse and neglect and this training is refreshed regularly. Our staff are also trained so they know how to report any concerns about abuse and neglect they may have. This includes providing information as to how to report concerns within our organisation and to external agencies as required. We use staff meetings to promote open discussion about abuse and neglect and to ensure that staff have read and understand our safeguarding protocols.

All concerns about abuse and neglect are recorded onto our safeguarding system and the assigned appropriately for investigation. We work closely with other agencies and include the people we support in our investigations so that the process always holds them and their wishes at its centre. Once the investigation is concluded the findings are reviewed by the Responsible Individual and decisions are taken about further actions as necessary. We fulfil our duty of candour responsibilities by sharing our findings with the person we support and their representatives. Where we find issues we apologise and explains what we will do to improve.

We review safeguarding records for trends so that we can address emerging themes by raising staff awareness or delivering additional training opportunities.

We support people to ensure their human rights are being respected at all times. Examples of this include ensuring the people we support have equal access to the healthcare system, that discriminatory acts are reported to the appropriate authorities and that people, if they wish, avail themselves of their right to participate in democratic processes.

Our staff are trained to understand and meet the requirements of the Mental Capacity Act and we ensure that on the rare occasions restrictions are necessary to ensure the welfare of a person, this is undertaken and approved in compliance with Deprivation of Liberty Safeguards legislation and for the minimum period necessary. |

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

Number of posts and staff turnover

| The total number of full time equivalent posts at the service (as at 31 March) | 24 |

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.

Staff Type	Service Manager	
	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	1
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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service Culture Branding Supervision Active Support Service Improvement Plan Dignity in Care Time Management Incident and Accident Reporting Working Time Directive Accessible Information Standard Delegating Emotional Intelligence Giving Feedback Handling Difficult Conversations Inclusive Leadership Influencing People Introduction to Coaching Making Teams Work Managing Remote workers Maximising Potential Micro Behaviours Motivating People Diploma in Health and Social Care Level 4 Clinical Governance Display Screen Equipment

Contractual Arrangements

No. of permanent staff	1
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)	1
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	1
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

> 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	1

> 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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	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.	Service Culture Branding Supervision Active Support Service Improvement Plan Dignity in Care Time Management Incident and Accident Reporting Working Time Directive Accessible Information Standard Delegating Emotional Intelligence Giving Feedback Handling Difficult Conversations Inclusive Leadership Influencing People Introduction to Coaching Making Teams Work Managing Remote workers Maximising Potential Micro Behaviours Motivating People Diploma in Health and Social Care Level 4 Clinical Governance Display Screen Equipment

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?	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	4
No. of posts vacant	1

> 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	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Service Culture Branding Supervision Active Support Service Improvement Plan Dignity in Care Time Management Incident and Accident Reporting Working Time Directive Accessible Information Standard Delegating Emotional Intelligence Giving Feedback Handling Difficult Conversations Inclusive Leadership Influencing People Introduction to Coaching Making Teams Work Managing Remote workers Maximising Potential Micro Behaviours Motivating People Diploma in Health and Social Care Level 4 Clinical Governance Display Screen Equipment

Contractual Arrangements

No. of permanent staff	4
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)	4
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	4
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	8
Health & Safety	26
Equality, Diversity & Human Rights	25
Manual Handling	28
Safeguarding	26
Dementia	17
Positive Behaviour Management	21
Food Hygiene	27
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness, Epilepsy, Lone Working, Legionella Awareness, Urinary Incontinence - Types & Causes, Bed Rails, Chaperoning, COVID-19, Diabetes Awareness for Care Staff, Learning Disabilities, Mental Health Awareness, Original Pack Dispensing, Pressure Ulcer Risk Assessment, Sexuality & Relationships, Topical Medication, Urinary Incontinence (UI) - Intro, Dysphagia, Epilepsy with Buccal Administration, Oliver McGowan Training, Assisting Peritoneal Dialysis, Fire Marshall Training, Log My Care Training, Oral Care, Fluids and Nutrition, End of Life Care, Asbestos Awareness, Consent , COSHH, Dignity and Respect, Prevent, Recording and Reporting, Professional Boundaries, Prevent, Dignity and Respect, Duty of Candour, Falls.

> Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	18
No. of Non-guaranteed hours contract (zero hours) staff	8

> 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 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