

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:	Live Well Healthcare Limited	
The provider was registered on:	01/04/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Live Well Healthcare Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/04/2022
	Responsible Individual(s)	Sibusisiwe Mbwembwe
	Manager(s)	Adoniah Nyambi
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Live Well Healthcare Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	04/11/2022
	Responsible Individual(s)	Sibusisiwe Mbwembwe
	Manager(s)	Adoniah Nyambi
	Partnership Area	Cwm Taf Morgannwg
	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	<p>At Live Well Healthcare continuous training and staff development is integral to our service. We follow our staff training matrix to inform us when individuals need to go on refresher training. This is also identified as part of their supervision. In addition, all our care staff are required to have gained or work towards QCF level 2 and 3.</p> <p>All our staff have completed our blended mandatory training via our online training portal and physical training e.g manual handling, medication, safeguarding</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We followed our robust recruitment process, identifying the role, job descriptions, advertising on different job platforms e.g Indeed, shortlisting's, interviews, employment checks, job offers, induction, shadowing and training.</p> <p>As part of staff retention we have managed to offer career progression by advertising some senior roles internally.</p> <p>We have also secured a Home Office Sponsorship Licence to offer skilled worker visas for international workers.</p>

Service Details

Name of Service	Live Well Healthcare Limited
Telephone Number	01792732078
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	33
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	21.20
The maximum hourly rate payable during the last financial year?	24

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?	<p>At Live Well, the wellness of our service users is our top priority, and this is reflected in our mission statement, which we take great pride in. To achieve this, we prioritize listening to the voices of our service users and promoting their choice and independence.</p> <p>To ensure that we meet the care needs and level of support required, we conduct a thorough assessment with the service user and their family at the start of our service. We listen carefully to their preferences, needs, and any triggers that may affect them. This information is then documented and used to guide our daily provision of care. Our carers always respect our service users and their choices, allowing them to take a lead in their care by asking them what they would like to do during each call.</p> <p>We engage our service users by sending them feedback surveys to help us identify areas which are working well and areas that require improvement. The Responsible Individual also conducts visits with service users to consult</p>

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	Yes
List 'Other' forms of non-verbal communication used	Facial expression, Gestures, Eye contact and writing information on cue cards

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.

At Live Well, the wellness of our service users is our top priority, and this is reflected in our mission statement, which we take great pride in. To achieve this, we prioritize listening to the voices of our service users and promoting their choice and independence.

To ensure that we meet the care needs and level of support required, we conduct a thorough assessment with the service user and their family at the start of our service. We listen carefully to their preferences, needs, and any triggers that may affect them. This information is then documented and used to guide our daily provision of care. Our carers always respect our service users and their choices, allowing them to take a lead in their care by asking them what they would like to do during each call.

At Live Well Healthcare, we have robust policy documents that detail all aspects of running our service, which ensures that we comply with social care regulations. We ensure that everyone understands their role in delivering the service and monitor policies and procedures to identify areas for improvement. We also conduct ongoing internal audits, hold regular meetings, and provide continuous professional development for our staff.

To improve our service further, we seek to engage our service users more by sending them feedback surveys. This will help us to continue identifying areas that are working well and areas that require improvement, such as staffing levels and recruitment strategies. We also intend to recruit a more diverse workforce to provide a wide range of staff from all walks of life, and provide more training and career development opportunities for our staff to maintain consistency in service delivery.

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.

At our organisation, we prioritise the health and wellbeing of our service users by providing comprehensive support for their medication regimen. We not only remind and encourage them to take their prescribed medications but also facilitate communication with their GP when they are unwell. Additionally, we manage the ordering and administration of medications and keep detailed records on our Medication Administration Record (MAR Chart).

We recognise the importance of mobility for our service users, especially those with limited mobility. Therefore, we encourage them to use mobility aids such as Zimmer frames to increase blood circulation and reduce water retention. We also assist with reclining their chairs to keep their legs elevated, as necessary.

Collaboration with medical professionals is vital to our approach, and we work closely with a variety of healthcare professionals such as dieticians, speech therapists, occupational therapists, physiotherapists, and pharmacists.

We understand the value of socialization and participation in activities for our service users' wellbeing. Thus, we assist in preparing them to attend Day Centres to socialize and engage in activities suitable for them.

The extent to which people feel safe and protected from abuse and neglect.

Our service users report they feel safe and protected from abuse and neglect. We promote choice when working with our service users.

Our service users receive a service user guide when they commence a package of care with us. This is a detailed document of how our service is provided, our suggestion policy, complaint and details of other external boards that can be involved.

Our staff completes safeguarding training they are aware of the safeguarding policy and how to whistle blow to protect people being supported by Live Well and the entire staff.

Staff knows the standard procedures to follow in regards to any safeguarding issues, staff are also trained to identify any unexplained body marks on service users, document about any marks or bruises on service users, inform the manager to seek guidance in regards to making any safeguarding referrals or to alert or involve any relevant professional on board to protect and safeguard our service users.

Every service user at Live Well is treated with respect and protected from abuse and neglect despite of gender, sexuality, religion and disability.

At Live Well, we prioritise the safety and protection of our service users from abuse and neglect. We believe in promoting choice and ensuring our service users feel empowered in the care they receive.

To ensure transparency and clarity, every service user is provided with a comprehensive service user guide when they commence a package of care with us. This guide contains detailed information about how we provide our services, our suggestion policy, complaint procedures, and details of other external boards that can be involved if necessary.

Our staff members are well-trained in safeguarding, and they are fully aware of our safeguarding policy and procedures. They are trained to identify any signs of abuse or neglect, such as unexplained body marks on service users. Our staff members also know how to document any marks or bruises on service users and inform the manager to seek guidance in regards to making safeguarding referrals or alerting or involving any relevant professionals to protect and safeguard our service users.

We ensure that every service user at Live Well is treated with the utmost respect and is protected from abuse and neglect, regardless of gender, sexuality, religion, or disability. Our commitment to safeguarding and protecting our service users is unwavering, and we continuously strive to provide the highest level of care possible.

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) 17

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
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.	Designated Safeguarding lead.

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	1

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?	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
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.	Medication Management Competency Assessor. Assessing needs

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 social care worker	0
No. of staff working towards the required/recommended qualification	1

Senior 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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
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.	
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 social care worker	0
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	15
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	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	stoma care

Contractual Arrangements

No. of permanent staff	15
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	2

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

No. of full-time staff (35 hours or more per week)	15
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	0
No. of staff working towards the required/recommended qualification	15

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	HR and Admin. Responsible for staff recruitment, interviews, compliance checks, processing DBS's, staff files. The day to day running of the office liaising with service users, families and other professionals.

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
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.	NVQ business and administration

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

Service Profile

Service Details

Name of Service	Live Well Healthcare Limited
Telephone Number	01792732078
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	21.20
The maximum hourly rate payable during the last financial year?	24

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?	No packages have been picked as yet

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	No packages have been picked as yet
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.	No packages have been picked as yet
The extent to which people feel safe and protected from abuse and neglect.	No packages have been picked as yet

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) 17

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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
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.	Designated safeguarding lead. Assessing needs.
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
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	1
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?	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
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.	Assessing needs, Medication Management Competent Assessor
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 social care worker	1
No. of staff working towards the required/recommended qualification	1
Senior 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	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	
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 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	15
No. of posts vacant	10

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	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Training.

Contractual Arrangements

No. of permanent staff	15
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)	15
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	15
No. of staff working towards the required/recommended qualification	15

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	HR and Admin Officer Responsible for staff recruitments, doing all the compliance checks, staff files. The day to day running of the office answering telephone calls and liaising with service users, families and other professionals.

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
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.	NVQ business and Admin

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