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:	YourLife Management Services Ltd
The provider was registered on:	29/01/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Yourlife Management Services Ltd.	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	29/01/2019
	Responsible Individual(s)	Jeanette Martin
	Manager(s)	Charlotte Jellings, Rosemary Grimaldi
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We use Elearning in addition we have signed up with Cardiff Council and able to attend training courses through the portal, we measure and record training on a matrix, we receive emails informing us when staff training is needing updating so helps keep us updated and informed.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Whilst there have been difficulties in the last financial year we have held open days and increased our social media presence. This has allowed us improve our staffing levels slightly and we continue to concentrate our efforts in this area. Over the last year we have lost 4 long term staff members as they wished to change careers.

Service Profile

Service Details

Name of Service	Yourlife Management Services Ltd.

Telephone Number	02920498365
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?	20

Fees Charged

The minimum hourly rate payable during the last financial year?	18.00
The maximum hourly rate payable during the last financial year?	22.00

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?	Visit with the RI took place with individuals. Everyone is met with by the manager or a duty manager every 6 months and more often if required. We have recently introduced a new 3 monthly review with a more in depth questionnaire asking about the services received and the quality.

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.	Our service users involvement in the services that they are receiving from us is paramount and makes them feel empowered and valued and confident that their wishes will be carried out. All service users would be involved in the setting up of their care and support plan along with their family members and representative as required. We aim to support people to manage their own health and wellbeing and to become involved as much as they would like or are able to in any decisions about their care. We work with individuals to identify their strength's and abilities in order that they can make their own decisions. Regular 3 monthly reviews of services provided are in place and give the opportunity to discuss any changes that they feel may be needed. For example someone using the service upon return from a hospital stay may make the decision to reduce the level of support as their abilities improve and therefore maintain a more independent lifestyle lifestyle. We have recently identified the need to improve our reviews and have added a questionnaire to allow us to seek broader feedback and identify any possible areas of improvement. Service users are encouraged to approach the manager with any concerns and feedback received at RI visits shows that our service is responsive to changes in need and concerns raised. As a company we believe that feedback and concerns raised are an opportunity for us to improve and meet service users needs and required outcomes. Our service users also have the opportunity to express their views about our services at the regular coffee mornings held at the development. Feedback at recent RI visits to our service users identified that they felt that they were involved in their care and support and that they were able to seek changes if this was required. They were confident that if they had a concern that the manager would listen and be responsive.
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.	We believe that involving service users in decisions about their care and support improves their general health and well being and adds value to peoples lives. Care planning involving the service user ensures that a conversation is had, about the impact that their health is currently having on their life, and how best we can support them to meet their health and well being needs. The care plan is owned by the individual and shared with their consent. It is important that users feel comfortable with the staff providing the service and that they are confident in their abilities Our regular reviews by mangers and involvement with users have shown that they are happy with the services that we are providing and that they have a choice about how these are delivered. They feel that the staff are well trained and that they are treated with dignity and respect and importantly that they are warm and friendly. They look forward to seeing them. Service users have the opportunity to use our well being suite where they have access to a hairdresser and also a restaurant/bistro where they can purchase a meal and socialize with others, supporting their overall well being. Regular activities and events chosen by people living at the development are held and service users have access to and are encouraged to attend. Recently a service user had not been able to administer medication correctly resulting in a severe deterioration in her health. At the request of the GP and with the individuals consent we were able to set up a call to support with this and whilst the damage cannot be corrected the health of the Individual is now being monitored and maintained.
The extent to which people feel safe and protected from abuse and neglect.	All staff receive safeguarding training which is updated at regular intervals. This allows them to recognize different types of abuse and the ways that they are able to report any concerns. Staff are aware of their responsibilities to prevent, identify and report abuse where we are providing care and support services to individuals. We ensure that we promote and protect the interests of our service users. We communicate appropriately and effectively and ensure that staff work within the limits of their knowledge and skill set. We respect confidentiality and manage risk and would report an concerns about safety. We also feel that it is important to be open and honest should things go wrong. We have a clear safeguarding policy in place which is updated regularly. Regular reviews carried out at the service show that service users feel safe and protected at the developments and feel that they could approach any of the staff if they had any concerns. The service has not had to raise any safeguarding's in the in the last 12 months.

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)	23

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	2
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	2
	Equality, Diversity & Human Rights	2
	Manual Handling	2
	Safeguarding	2
	Dementia	2
	Positive Behaviour Management	0
	Food Hygiene	2
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Liquor license
	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

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	8
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	8
Equality, Diversity & Human Rights	8
Manual Handling	7
Safeguarding	8
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> Contractual Arrangements

No. of permanent staff	8
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)	3
No. of part-time staff (17-34 hours per week)	5
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	8
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	8
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	8
Equality, Diversity & Human Rights	8
Manual Handling	4
Safeguarding	8
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	8
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)	8
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	6
No. of staff working towards the required/recommended qualification	2

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