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:	G.H. Supported Living Limited
The provider was registered on:	29/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	G.H. Supported Living Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	29/04/2019
	Responsible Individual(s)	Anthony Davies
	Manager(s)	Dawn Davies
	Partnership Area	West Glamorgan
	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	In house training is provided to all staff via 'BVS' Training utilising the 'Home Care Series'. This encompasses an extensive package of study, involving DVDS and handouts with end of session questions to establish understanding. A training matrix is employed to ensure up to date training. This is monitored by the Manager and audited by The Responsible Individual. Training needs are also discussed during staff Supervision sessions.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	There has been one new member of staff recruited in the Summer of 2022, a returning employee. This was a result of a member of staff leaving through long term sickness, having worked for the Service for 16 years. Having completed our most recent Quality of Service program the staff questionnaires indicated an aggregate Score of 4.7 out of 5, 'a very positive response', this score was very similar to the previous review. This is suggestive of a generally happy work force.

Service Profile

Service Details

Name of Service	G.H. Supported Living Limited

Telephone Number	01792465435
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?	12

Fees Charged

The minimum hourly rate payable during the last financial year?	14.59
The maximum hourly rate payable during the last financial year?	14.60

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?	The R.I. has visited both projects on a 3 monthly basis. This generates a formal report in which the staff and Service User comments are recorded. Twice a year the R.I. canvasses the opinions of the Service Users, Staff and Stakeholders. The results are recorded on a 6 monthly Quality of Care Review Report. This system allows for issues highlighted to be addressed in a timely fashion and are recorded with a time scaled action plan. In conjunction with this the Manager undertakes meetings with the Service Users individually on a 3 monthly basis to discuss their Support Plans (more frequently if indicated). During these meetings Service Users identify goals for the next 3 months. At both Projects there are Service User meetings, prompted by the Service Users to discuss any day to day issues that they feel are important.

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.	There is an 'open door' policy that continues to be evident at both sites, this was observed by the R.I. on numerous occasions during visits to the properties. It was evident that the Service Users were happy to approach all members of staff as well as the Manager with their queries. On R.I. visits, when asked if they encountered a problem, the Service Users invariably said they would speak to the manager or a member of staff, citing them by name. Results from the most recent Quality of Service Programme indicated the following: (Service Users are canvassed via questionnaires, they can remain anonymous if they wish): All service Users answered positively to the statements provided. In a general response to the Delivery of Service questionnaire, one person commented "you [the staff] do what you have to do and extra", and for the 'Conduct of Business' commented "very good". Another responder said "[I have] always been happy here" and continued "I like all the staff…no complaints about the staff". They explained that they "feel safe" to question 5 [Service User Questionnaire]. In response to the question regarding the staff, another Service User stated said that "they care" and entered "100 % perfect" on both parts of the questionnaire. The numerical analysis of the responses provided a score of 4.2. This reflects "a very positive response and shows the [service] in a very good light overall", in terms of Delivery of Service. From the Conduct of business point of view the analysis furnished a figure of 2.9, suggesting that the majority of the respondents responded positively to the statements in the questionnaire (the nearer to 3 being the most positive).
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.	All Service Users have access to a G.P. of their choice, they have Community Psychiatric Nurses, Care Coordinators, Advocates, Distict Nurses and Pharmacy services. The Project maintains good relationships with these Multidisciplinary services through close monitoring of appointments, employing a communication log regarding daily phone calls and visits from health professionals allied to a daily account of these appointments. There are also service users who meet with health professionals without involvement from the Service. The introduction of MAR sheets, as suggested in the last CIW Inspection, along with separate Service User folders (comprising Staff Signatures, Service User identification, indication of allergies and accompanying audit tools), has proved to be a more effective way of monitoring and auditing medication. One Service User stated that they were very grateful for the help and support they had had from the staff team during a recent event. This was achieved by the Manager and the staff team successfully liaising with agencies outside of their normal remit. The Service Users' Care Coordinator was pleased that due to this successful collaboration, their stable mental health was maintained. Another Service User explained that they suffer with anxiety attacks. This person has adopted a suggestion made by the staff to employ distraction techniques resulting in the use of less medication. Another Service User explained to the R.I. on one of his visits, that they were concerned about a physical problem. The Manager informed the R.I. that this person being visited by the Primary Health Care Team and that they were all working together to remedy this issue. This information was fed back to the Service User who was reassured by this.

The extent to which people feel safe and protected from abuse and neglect.	There is an extensive policy in place regarding the Safeguarding of the Service Users at the project. All staff interviewed were aware of the policy and process regarding suspected abuse. When asked, Service User responses were positive, one service User stated 'I feel safe [here].'
	All staff undergo in house Safeguarding Training. The contact details for all the Community Mental Health Teams, CIW and Local Health Boards can be found in the Policies and Procedures files at both Sites.
	There are policies in place regarding the rights of the Individual, and this is reflected in the Statement of Purpose.
	There were no official complaints during the period between reviews.
	An audit of the Accident Books at both sites was completed.
	Quotes from our most recent Quality of Service Questionnaires: One Service User said "I feel safe here" whilst another stated that, "They care" and "100 % perfect".
	The outcome of the Quality Service Programme indicated a 'very positive response and showed [the service] in a very good light overall' (Delivery of Service). The 'Conduct of Business' analysis scored 2.9 (a score of 3 being the most positive).
	The R.I. makes 3 monthly formal visits where he not only interviews staff and Service Users but also undertakes a series of checks, this takes the form of monitoring the audits performed by the Manager. These include medication, risk assessments and daily note entries and Staff Training and Supervision.
	Since the last inspection, it was recommended that there should be a documentation change, with reference to medication. This has been achieved and has proved to be an improvement and favoured by the staff team.

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)	11.85

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	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Renting Homes Act. 'Rentsmart' Wales. 14/12/20222 Commissioning Seminar. Supporting People. 22/11/2022 Care Forum Wales seminar. 18/07/2022

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?	Yes

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	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication update. Basic First Aid. Infection Control.

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 social care worker	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

Filled and vacant posts	
No. of staff in post	6
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	0
Safeguarding	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Effective Communication. Dignity and Respect. Emergency First Aid. Medication Administration. Managing Distressed Behaviour. Infection Control.

Contractual Arrangements	
No. of permanent staff	6
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)	1

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	1

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