

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name: Libertatem Healthcare Group Limited

The provider was registered on: 20/12/2022

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Libertatem Healthcare Group

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/12/2022
Responsible Individual(s)	Karen Grace
Manager(s)	
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Libertatem Healthcare Group

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/12/2022
Responsible Individual(s)	Karen Grace
Manager(s)	Victoria Jones
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Libertatem Healthcare Group Limited

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/12/2022
Responsible Individual(s)	Karen Grace
Manager(s)	Victoria Jones
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Libertatem Healthcare Group Limited

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/12/2022
Responsible Individual(s)	Karen Grace
Manager(s)	Victoria Jones
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Libertatem Healthcare Group Limited	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/12/2022
Responsible Individual(s)	Karen Grace
Manager(s)	Victoria Jones
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service
Libertatem Healthcare Group Limited	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/12/2022
Responsible Individual(s)	Karen Grace
Manager(s)	Victoria Jones
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	We currently utilise a electronic database which was designed be spokely for our service to record all the mandatory and client specific training that is undertaken by the support staff. This is populated with renewal dates which then appear as task for their line manager who will arrange updates at the appropriate time. The Registered manager and Responsible Individual can access this data at any time to ensure staff remain compliant. We utilise both on line training and face to face training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The service utilises the Indeed platform, our facebook page and word of mouth (recommend a friend) to assist us in the recruitment of staff, with the relevant skills for each individual client. Although we undertake interviews to ascertain skills, we involve the client/ case manager/ or nominated individual to undertake a 'meet and greet' interview, so that the client has involvement in the selection of staff they feel will fit with them and their team. We maintain regular supervision of staff

#### Service Profile

##### Service Details

Name of Service	Libertatem Healthcare Group
Telephone Number	01189730006
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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#### Fees Charged

The minimum hourly rate payable during the last financial year?	27.95
The maximum hourly rate payable during the last financial year?	28.85

#### 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?	Care service reviews undertaken at least 6 monthly (formal), informal reviews during clinician visits, client involvement in the MDT meetings with wider health professional team, involvement of the client to provide feedback for team meetings. Regular contact via telephone, email and teams meeting with the operational team regarding day to day aspects of service delivery including rota's, personnel, and recruitment requirements Regular contact with clinical nurse to discuss care plan, training needs of staff and medication reviews

#### 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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The clients voice is central to all aspects of our care service delivery and care planning. We involve our clients, or their representative, from the outset in helping to develop their care and support plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and interviews prior to recruitment.</p> <p>We will involve the client and their MDT to help plan and integrate any opportunities they may wish to pursue.</p> <p>Our clinical lead nurse will maintain regular contact with the client and their representative to ensure all parties are happy with the ongoing service and where necessary will update care and support plans and disseminate to the team, to ensure we have clarity and understanding of what the client expects from us to support them to be as independent as possible.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The care and support team are supported through clinical supervision, training and ongoing monitoring to ensure that the client is being supported to facilitate their rehabilitation goals. This is underpinned by the involvement of a wider MDT with appropriate specialisms including physiotherapy, occupational therapy, District Nurse, psychologist (as an example) The clients feedback is integral to the achievement of the outcomes. We plan regular team meetings to help to ensure that the whole team are working with the client to achieve those outcomes.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The clients care and support team have been provided with appropriate training to recognise signs of abuse. We have processes to raise concerns-</p> <ul style="list-style-type: none"> <li>- there is a question on the daily record form every time the support worker fills in which gives an opportunity to raise any concerns which would then be investigated by the clinical nurse and raised appropriately if concerns were validated.</li> <li>- There is an online form which staff can access and fill in anonymously to raise safeguarding concerns or whistle blow.</li> <li>- The clients have direct access to a named clinical nurse manager and an operational coordinator. They also have the contact details to speak with the Clinical Team manager and Managing Director. Clients can also email the office anytime.</li> </ul> <p>Through regular checks (both planned and unplanned) and visits from the clinical nurse manager the client feels safe and protected.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>Filled and vacant posts</p>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>
	<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	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.	QCF Leadership and Management Level 5 Spinal Injuries Association Training- including Neurogenic Bowel and Bladder Safeguarding of both adults and children
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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	0
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	7
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	7

Health & Safety	7
Equality, Diversity & Human Rights	7
Manual Handling	7
Safeguarding	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Spinal Injury training- tailored to the client and generic including management of neurogenic bladder and bowel Learning Disability Awareness MCA Medication training
<b>Contractual Arrangements</b>	
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	7
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
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	Libertatem Healthcare Group
Telephone Number	07940732672
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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### Fees Charged

The minimum hourly rate payable during the last financial year?	29.71
The maximum hourly rate payable during the last financial year?	29.71

### 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?	Care service reviews undertaken at least 6 monthly (formal), informal reviews during clinician visits, client involvement in the MDT meetings with wider health professional team, involvement of the client to provide feedback for team meetings. Regular contact via telephone, email and teams meeting with the operational team regarding day to day aspects of service delivery including rota's, personnel, and recruitment requirements Regular contact with clinical nurse to discuss care plan, training needs of staff and medication reviews

### 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	Eye gaze technology

### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The clients voice is central to all aspects of our care service delivery and care planning. We involve our clients, or their representative, from the outset in helping to develop their care and support plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and interviews prior to recruitment.</p> <p>We will involve the client and their MDT to help plan and integrate any opportunities they may wish to pursue.</p> <p>Our clinical lead nurse will maintain regular contact with the client and their representative to ensure all parties are happy with the ongoing service and where necessary will update care and support plans and disseminate to the team, to ensure we have clarity and understanding of what the client expects from us to support them to be as independent as possible.</p>



<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The care and support team are supported through clinical supervision, training and ongoing monitoring to ensure that the client is being supported to facilitate their personal rehabilitation goals. This is underpinned by the involvement of a wider MDT with appropriate specialisms including physiotherapy, occupational therapy, District Nurse, psychologist (as an example) The clients feedback is integral to the achievement of the outcomes. We plan regular team meetings to help to ensure that the whole team are working with the client to achieve those outcomes.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The clients care and support team have been provided with appropriate training to recognise signs of abuse. We have processes to raise concerns-</p> <ul style="list-style-type: none"> <li>- there is a question on the daily record form every time the support worker fills in, which gives an opportunity to raise any concerns which would then be investigated by the clinical nurse and raised appropriately if concerns were validated.</li> <li>- There is an online form which staff can access and fill in anonymously to raise safeguarding concerns or whistle blow.</li> <li>- The client will have regular checks and visits from the clinical nurse manager, to build a rapport to facilitate a trusting relationship so they could talk to this individual if she did not feel safe and protected.</li> </ul>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.  
The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>Filled and vacant posts</p>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>
	<p>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'.</p>	
	<p>Induction</p>	<p>0</p>
	<p>Health &amp; Safety</p>	<p>1</p>

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.	All mandatory training has been maintained QCF Level 5 management in health and social care is being completed
<b>Contractual Arrangements</b>	
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
<b>Staff Qualifications</b>	
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.	
<b>Filled and vacant posts</b>	
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.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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	0
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	9
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	9
Health & Safety	9
Equality, Diversity & Human Rights	9

Manual Handling	9
Safeguarding	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA Learning Disability awareness Client specific training with the physio therapy team medication Hydrotherapy training
<b>Contractual Arrangements</b>	
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	9
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
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	Libertatem Healthcare Group Limited
Telephone Number	07940732672
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	25.48
The maximum hourly rate payable during the last financial year?	26.10

#### 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?	Care service reviews undertaken at least 6 monthly (formal), informal reviews during clinician visits, client and case manager involvement in the MDT meetings with wider health professional team, involvement of the client to provide feedback for team meetings. Regular contact via telephone, email and teams meeting with the operational team regarding day to day aspects of service delivery including rota's, personnel, and recruitment requirements Regular contact with clinical nurse to discuss care plan, training needs of staff

#### 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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The clients voice is central to all aspects of our care service delivery and care planning. We involve our clients, or their representative, from the outset in helping to develop their care and support plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and interviews prior to recruitment.</p> <p>We will involve the client and their MDT to help plan and integrate any opportunities they may wish to pursue.</p> <p>Our clinical lead nurse will maintain regular contact with the client and their representative to ensure all parties are happy with the ongoing service and where necessary will update care and support plans and disseminate to the team, to ensure we have clarity and understanding of what the client expects from us to support them to be as independent as possible.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The care and support team are supported through clinical supervision, training and ongoing monitoring to ensure that the client is being supported to facilitate their personal rehabilitation goals. This is underpinned by the involvement of a wider MDT with appropriate specialisms including physiotherapy, occupational therapy, District Nurse, psychologist (as an example)</p> <p>The clients feedback is integral to the achievement of the outcomes. We plan regular team meetings to help to ensure that the whole team are working with the client to achieve those outcomes.</p>

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

The clients care and support team have been provided with appropriate training to recognise signs of abuse. We have processes to raise concerns-

- there is a question on the daily record form every time the support worker fills in which gives an opportunity to raise any concerns which would then be investigated by the clinical nurse and raised appropriately if concerns were validated.
- There is an online form which staff can access and fill in anonymously to raise safeguarding concerns or whistle blow.
- The client has direct access to a named clinical nurse manager and an operational coordinator. They also have the contact details to speak with the Clinical Team manager and Managing Director. Clients can also email the office anytime.

Through regular checks and visits from the clinical nurse manager the client feels safe and protected.

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

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.	Level 5 QCF management training ongoing
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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.	MCA learning disability awareness brain injury training
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	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	4
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	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4



Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA, medication, epilepsy training including administration of Buccal Midazolam, brain injury training,
<b>Contractual Arrangements</b>	
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	4
<b>Staff Qualifications</b>	
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
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	Libertatem Healthcare Group Limited
Telephone Number	07940732672
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	30.09
The maximum hourly rate payable during the last financial year?	30.06

##### 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?	Care service reviews undertaken at least 6 monthly (formal), informal reviews during clinician visits, client involvement in the MDT meetings with wider health professional team, involvement of the client to provide feedback for team meetings. Regular contact via telephone, email and teams meeting with the operational team regarding day to day aspects of service delivery including rota's, personnel, and recruitment requirements Regular contact with clinical nurse to discuss care plan, training needs of staff and medication reviews

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The clients voice is central to all aspects of our care service delivery and care planning. We involve our clients, or their representative, from the outset in helping to develop their care and support plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and interviews prior to recruitment.</p> <p>We will involve the client and their MDT to help plan and integrate any opportunities they may wish to pursue.</p> <p>Our clinical lead nurse will maintain regular contact with the client and their representative to ensure all parties are happy with the ongoing service and where necessary will update care and support plans and disseminate to the team, to ensure we have clarity and understanding of what the client expects from us to support them to be as independent as possible.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The care and support team are supported through clinical supervision, training and ongoing monitoring to ensure that the client is being supported to facilitate his/her rehabilitation goals. This is underpinned by the involvement of a wider MDT with appropriate specialisms including physiotherapy, occupational therapy, District Nurse, psychologist.</p> <p>The clients feedback is integral to the achievement of the outcomes he/she has established and regular team meetings help to ensure that the whole team are working with the client to achieve those outcomes.</p>

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

The clients care and support team have been provided with appropriate training to recognise signs of abuse. We have processes to raise concerns-

- there is a question on the daily record form every time the support worker fills in which gives an opportunity to raise any concerns which would then be investigated by the clinical nurse and raised appropriately if concerns were validated.
- There is an online form which staff can access and fill in anonymously to raise safeguarding concerns or whistle blow.
- The client has direct access to a named clinical nurse manager and an operational coordinator. They also have the contact details to speak with the Clinical Team manager and Managing Director. Clients can also email the office anytime.

Through regular checks and visits from the clinical nurse manager the client feels safe and protected.

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) 0

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.	Level 5 QCF health care Management
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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	0
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	0
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA, Learning disability awareness, brain injury training

### 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
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## Service Profile

### Service Details

Name of Service	Libertatem Healthcare Group Limited
Telephone Number	07940732672
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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### Fees Charged

The minimum hourly rate payable during the last financial year?	23.94
The maximum hourly rate payable during the last financial year?	25.53

### 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?	Care service reviews undertaken at least 6 monthly (formal), informal reviews during clinician visits, client involvement in the MDT meetings with wider health professional team, involvement of the client to provide feedback for team meetings. Regular contact via telephone, email and teams meeting with the operational team regarding day to day aspects of service delivery including rota's, personnel, and recruitment requirements Regular contact with clinical nurse to discuss care plan, training needs of staff and medication reviews

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Eye gaze technology

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The clients voice is central to all aspects of our care service delivery and care planning. We involve our clients, or their representative, from the outset in helping to develop their care and support plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and interviews prior to recruitment.</p> <p>We will involve the client and their MDT to help plan and integrate any opportunities they may wish to pursue.</p> <p>Our clinical lead nurse will maintain regular contact with the client and their representative to ensure all parties are happy with the ongoing service and where necessary will update care and support plans and disseminate to the team, to ensure we have clarity and understanding of what the client expects from us to support them to be as independent as possible.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The care and support team are supported through clinical supervision, training and ongoing monitoring to ensure that the client is being supported to facilitate achievement of rehabilitation goals. This is underpinned by the involvement of a wider MDT with appropriate specialisms including physiotherapy, occupational therapy, District Nurse, psychologist.</p> <p>The client and family feedback is integral to the achievement of the outcomes that have been established and regular team meetings help to ensure that the whole team are working with the client to achieve those outcomes.</p>

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

The clients care and support team have been provided with appropriate training to recognise signs of abuse. We have processes to raise concerns-

- there is a question on the daily record form every time the support worker fills in which gives an opportunity to raise any concerns which would then be investigated by the clinical nurse and raised appropriately if concerns were validated.
- There is an online form which staff can access and fill in anonymously to raise safeguarding concerns or whistle blow.
- The client and family have direct access to a named clinical nurse manager and an operational coordinator. They also have the contact details to speak with the Clinical Team manager and Managing Director. Client or family can also email the office any time.

Through regular checks and visits from the clinical nurse manager the client is able to engage with the nurse and will have the opportunity to discuss concerns so will feel safe and protected.

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) 3

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.	Level 5 QCF health care management
<b>Contractual Arrangements</b>	
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
<b>Staff Qualifications</b>	
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.	
<b>Filled and vacant posts</b>	
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.	MCA, and brain injury awareness, epilepsy training, PEG training
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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	0
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication training, epilepsy including administration of Buccal Midazolam, PEG training, physiotherapy training specific to client, hydrotherapy, brain injury training
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	3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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	Libertatem Healthcare Group Limited
Telephone Number	07940732672
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	27.95
The maximum hourly rate payable during the last financial year?	28.25

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
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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?	Care service reviews undertaken at least 6 monthly (formal), informal reviews during clinician visits, client involvement in the MDT meetings with wider health professional team, involvement of the client to provide feedback for team meetings. Regular contact via telephone, email and teams meeting with the operational team regarding day to day aspects of service delivery including rota's, personnel, and recruitment requirements Regular contact with clinical nurse to discuss care plan, training needs of staff and medication reviews

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The clients voice is central to all aspects of our care service delivery and care planning. We involve our clients, or their representative, from the outset in helping to develop their care and support plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and interviews prior to recruitment.</p> <p>We will involve the client and their MDT to help plan and integrate any opportunities they may wish to pursue.</p> <p>Our clinical lead nurse will maintain regular contact with the client and their representative to ensure all parties are happy with the ongoing service and where necessary will update care and support plans and disseminate to the team, to ensure we have clarity and understanding of what the client expects from us to support them to be as independent as possible.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The care and support team are supported through clinical supervision, training and ongoing monitoring to ensure that the client is being supported to facilitate their personal rehabilitation goals. This is underpinned by the involvement of a wider MDT with appropriate specialisms including physiotherapy, occupational therapy, District Nurse, psychologist (as an example)</p> <p>The clients feedback is integral to the achievement of the outcomes. We plan regular team meetings to help to ensure that the whole team are working with the client to achieve those outcomes.</p>

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

The clients care and support team have been provided with appropriate training to recognise signs of abuse. We have processes to raise concerns-

- there is a question on the daily record form every time the support worker fills in which gives an opportunity to raise any concerns which would then be investigated by the clinical nurse and raised appropriately if concerns were validated.
- There is an online form which staff can access and fill in anonymously to raise safeguarding concerns or whistle blow.
- The client has direct access to a named clinical nurse manager and an operational coordinator. They also have the contact details to speak with the Clinical Team manager and Managing Director. Clients can also email the office anytime.

Through regular checks and visits from the clinical nurse manager the client feels safe and protected.

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)	2
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

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.	Level 5 QCF healthcare management
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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.	Spinal injury training
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	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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Spinal injury training- generic and tailored to specific client needs, including neurogenic bladder and bowel Epilepsy awareness including administration of Buccal Midazolam medication MCA		
<table border="1"> <tr> <td colspan="2" data-bbox="406 264 1455 353">Contractual Arrangements</td> </tr> </table>		Contractual Arrangements	
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	3		
<table border="1"> <tr> <td colspan="2" data-bbox="406 600 1455 689">Staff Qualifications</td> </tr> </table>		Staff Qualifications	
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3		
No. of staff working towards the required/recommended qualification	0		
<table border="1"> <tr> <td colspan="2" data-bbox="406 846 1455 936">Other types of staff</td> </tr> </table>		Other types of staff	
Other types of staff			
Does your service structure include any additional role types other than those already listed?	No		