Annual Return 2022/2023

2023.			ociated services on the 31st March ation displayed will be included in the	
Provider name:		Libertatem Healthcare G	roup Limited	
The provider was registere	ed on:	20/12/2022	•	
The following lists the provider conditions:	There are no imposed conditions a	ssociated to this provider		
The regulated services delivered by this provider	Libertatem Healthcare Group			
were:	Service Type	Domiciliary	v Support Service	
	Type of Care	None		
	Approval Date	20/12/2022	2	
	Responsible Individual(s)	Karen Gra	се	
	Manager(s)			
	Partnership Area	North Wale	2S	
	Service Conditions	There are	no conditions associated to this service	
	Libertatem Healthcare Group			
	Service Type	Domiciliary	v Support Service	
	Type of Care	None		
	Approval Date	20/12/2022	2	
	Responsible Individual(s)	Karen Gra	се	
	Manager(s)	Victoria Jo	nes	
	Partnership Area	Gwent		
	Service Conditions	There are	no conditions associated to this service	
	Libertatem Healthcare Group Linited			
	Service Type	Domiciliary	v Support Service	
	Type of Care	None		
	Approval Date	20/12/2022	2	
	Responsible Individual(s)	Karen Gra	се	
	Manager(s)	Victoria Jo	nes	
	Partnership Area	West Wale	es	
	Service Conditions	There are	no conditions associated to this service	
	Libertatem Healthcare Group Limited			
	Service Type	Domiciliary	v Support Service	
	Type of Care	None		
	Approval Date	20/12/2022	2	
	Responsible Individual(s)	Karen Gra	се	
	Manager(s)	Victoria Jo	nes	
	Partnership Area	Cardiff and	d Vale	
	Service Conditions	There are	no conditions associated to this service	

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 th
Libertatem Healthcare Group Limited	
Libertatem Healthcare Group Limited Service Type	Domiciliary Support Service
	Domiciliary Support Service None
Service Type	
Service Type Type of Care	None
Service Type Type of Care Approval Date	None 20/12/2022
Service Type Type of Care Approval Date Responsible Individual(s)	None 20/12/2022 Karen Grace

Training and Workforce Ranning

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 spe cific training that is undertaken by the support staff. This is popula ted with renewal dates which then appear as task for their line ma nager who will arrange updates at the appropriate time. The Regi stered manager and Responsible Individual can access this data at any time to ensure staff remain compliant. We utilise both on lin e 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 w ord 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/ c ase manager/ or nominated individual to undertake a 'meet and g reet' interview, so that the client has involvement in the selection of staff they feel will fit with them and their team. We maintain regu lar 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 billingual 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), infor mal reviews during clinician visits, client involvement in the MDT m eetings with wider health professional team, involvement of the cli ent 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 n eeds 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

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.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The clients voice is central to all aspects of our care service del ivery and care planning. We involve our clients, or their represe ntative, from the outset in helping to develop their care and sup port plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and int erviews prior to recruitment. We will involve the client and their MDT to help plan and integra te any opportunities they may wish to pursue. Our clinical lead nurse will maintain regular contact with the clie nt and their representative to ensure all parties are happy with t he ongoing service and where necessary will update care and s upport plans and disseminate to the team, to ensure we have cl
	upport plans and disseminate to the team, to ensure we have cl arity and understanding of what the client expects from us to su pport them to be as independent as possible.
	nt and their representative to ensure all parties are happy the ongoing service and where necessary will update care a upport plans and disseminate to the team, to ensure we ha arity and understanding of what the client expects from us t

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The care and support team are supported through clinical supe rvision, training and ongoing monitoring to ensure that the clien t is being supported to facilitate their rehabilitation goals. This i s underpinned by the involvement of a wider MDT with appropri ate specialisms including physiotherapy, occupational therapy, District Nurse, psychologist (as an example) The clients feedback is integral to the achievement of the outco mes. We plan regular team meetings to help to ensure that the whole team are working with the client to achieve those outcom es.
The extent to which people feel safe and protected from abuse and neglect.	The clients care and support team have been provided with ap propriate training to recognise signs of abuse. We have proces ses to raise concerns there is a question on the daily record form every time the sup port 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 anony mously to raise safeguarding concerns or whistle blow The clients have direct access to a named clinical nurse mana ger 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 (both planned and unplanned) and visi ts from the clinical nurse manager the client feels safe and prot ected.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) $% \left(1-\frac{1}{2}\right) =0$

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.

7

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 type?	of this Yes
		relate specifically to this role type only. Unless otherwise 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
	provided is only a sample of the trainir	nancial year for this role type. took relevant training. The list of training categories ng that may have been undertaken. Any training not listed dditional training undertaken pertinent for this role which is

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 Neur ogenic Bowel and Bladder Safeguarding of both adults and children
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)	0
staff	0
Outline below the number of permanent and fixe	d 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?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tition 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	ant training. The list of training categories y have been undertaken. Any training not listed
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.		
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)	0	
staff		
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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	7	
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	7	
	1	

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 gen eric including management of neurogenic bladder a nd bowel Learning Disability Awareness MCA Medication training
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
	0
No. of Agency/Bank staff	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	7
No. of Non-guaranteed hours contract (zero hours)	
No. of Non-guaranteed hours contract (zero hours) staff	
No. of Non-guaranteed hours contract (zero hours) staff Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	7
No. of Non-guaranteed hours contract (zero hours) staff Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	7 7

Service Details

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

Service Provision

People Supported		
How many people in total did the service provide care a support to during the last financial year?	and 1	

F	Tees 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	

Comp	laints
Comp	

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), infor mal reviews during clinician visits, client involvement in the MDT m eetings with wider health professional team, involvement of the cli ent 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 n eeds of staff and medication reviews

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

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.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The clients voice is central to all aspects of our care service del ivery and care planning. We involve our clients, or their represe ntative, from the outset in helping to develop their care and sup port plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and int erviews prior to recruitment. We will involve the client and their MDT to help plan and integra te any opportunities they may wish to pursue. Our clinical lead nurse will maintain regular contact with the clie nt and their representative to ensure all parties are happy with t he ongoing service and where necessary will update care and s upport plans and disseminate to the team, to ensure we have cl arity and understanding of what the client expects from us to su pport them to be as independent as possible.
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The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The care and support team are supported through clinical supe rvision, training and ongoing monitoring to ensure that the clien t is being supported to facilitate their personal rehabilitation go als. This is underpinned by the involvement of a wider MDT with appropriate specialisms including physiotherapy, occupational t herapy, District Nurse, psychologist (as an example) The clients feedback is integral to the achievement of the outco mes. We plan regular team meetings to help to ensure that the whole team are working with the client to achieve those outcom es.
The extent to which people feel safe and protected from abuse and neglect.	The clients care and support team have been provided with ap propriate training to recognise signs of abuse. We have proces ses to raise concerns- - there is a question on the daily record form every time the sup port worker fills in, which gives an opportunity to raise any conc erns 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 anony mously to raise safeguarding concerns or whistle blow. - The client will have regular checks and visits from the clinical nurse manager, to build a rapport to facilitate a trusting relation ship so they could talk to this individual if she did not feel safe a nd protected.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at	9
31 March)	

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 Yes type? 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 1 Health & Safety

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	
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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Deputy service manager		
Does your service structure include roles of this type?		
Other supervisory staff		
Does your service structure include roles of this type? Yes		
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
	·	

Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
Two. or part-time stan (10 hours of under per week)	v
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	
Other social care workers providing direct care Does your service structure include roles of this	Yes
	Yes
Does your service structure include roles of this type?	
Does your service structure include roles of this type?	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the position	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spec stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spec stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spea stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional training that	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the positive stated, the positive stated and vacant posts. No. of staff in post No. of posts vacant Training undertaken during the last financial year. Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is

Manual Handling	9
Safeguarding	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	9
pertinent to this role which is not outlined above.	MCA Learning Disability awareness Client specific training with the physio therapy team medication Hydrotherapy 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	9
Staff Qualifications	
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	

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 billingual 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

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), infor mal reviews during clinician visits, client and case manager involv ement in the MDT meetings with wider health professional team, i nvolvement 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 n eeds of staff

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.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The clients voice is central to all aspects of our care service del ivery and care planning. We involve our clients, or their represe ntative, from the outset in helping to develop their care and sup port plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and int erviews prior to recruitment. We will involve the client and their MDT to help plan and integra te any opportunities they may wish to pursue. Our clinical lead nurse will maintain regular contact with the clie nt and their representative to ensure all parties are happy with t he ongoing service and where necessary will update care and s upport plans and disseminate to the team, to ensure we have cl arity and understanding of what the client expects from us to su pport them to be as independent as possible.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The care and support team are supported through clinical supe rvision, training and ongoing monitoring to ensure that the clien t is being supported to facilitate their personal rehabilitation go als. This is underpinned by the involvement of a wider MDT with appropriate specialisms including physiotherapy, occupational t herapy, District Nurse, psychologist (as an example) The clients feedback is integral to the achievement of the outco mes. We plan regular team meetings to help to ensure that the whole team are working with the client to achieve those outcom es.

and neglect.	The clients care and support team have been provided with ap propriate training to recognise signs of abuse. We have proces ses to raise concerns there is a question on the daily record form every time the sup port worker fills in which gives an opportunity to raise any conc erns which would then be investigated by the clinical nurse and raised appropriately if concerns were validatedThere is an online form which staff can access and fill in anony mously to raise safeguarding concerns or whistle blow The client has direct access to a named clinical nurse manag er 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 mana ger the client feels safe and protected.
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Number of posts and staff turnover

T e

The total number of full time equivalent posts at the service (as at 4 31 March)

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	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Deputy service manager		
Does your service structure include roles of this type?	No	
	No	
type?	No Yes	
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes	
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position Filled and vacant posts	Yes cifically to this role type only. Unless otherwise	
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi-	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
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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	
Does your service structure include roles of this type? Important: All questions in this section relate spe		
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA, medication, epilepsy training including a stration of Buccal Midazolam, brain injury train
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	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

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 billingual elements
Other languages used in the provision of the service	Welsh

Service Provision

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

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), infor mal reviews during clinician visits, client involvement in the MDT m eetings with wider health professional team, involvement of the cli ent 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 n eeds of staff and medication reviews

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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The clients voice is central to all aspects of our care service del ivery and care planning. We involve our clients, or their represe ntative, from the outset in helping to develop their care and sup port plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and int erviews prior to recruitment. We will involve the client and their MDT to help plan and integra te any opportunities they may wish to pursue. Our clinical lead nurse will maintain regular contact with the clie nt and their representative to ensure all parties are happy with t he ongoing service and where necessary will update care and s upport plans and disseminate to the team, to ensure we have cl arity and understanding of what the client expects from us to su pport them to be as independent as possible.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The care and support team are supported through clinical supe rvision, training and ongoing monitoring to ensure that the clien t is being supported to facilitate his/her rehabilitation goals. Thi s is underpinned by the involvement of a wider MDT with appro priate specialisms including physiotherapy, occupational therap y, District Nurse, psychologist. The clients feedback is integral to the achievement of the outco mes he/she has established and regular team meetings help to ensure that the whole team are working with the client to achiev e those outcomes.

The extent to which people feel safe and protected from abuse and neglect.	The clients care and support team have been provided with ap propriate training to recognise signs of abuse. We have proces ses to raise concerns there is a question on the daily record form every time the sup port worker fills in which gives an opportunity to raise any conc erns which would then be investigated by the clinical nurse and raised appropriately if concerns were validatedThere is an online form which staff can access and fill in anony mously to raise safeguarding concerns or whistle blow The client has direct access to a named clinical nurse manag er 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 mana ger the client feels safe and protected.
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Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 0 31 March)

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		
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		
	1		
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1		
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1		
Deputy service manager			
Does your service structure include roles of this type?	No		
	-		
Other supervisory staff			
Does your service structure include roles of this	Yes		
type?			
Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.		
Important: All questions in this section relate spe stated, the information added should be the pos			
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.		
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Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	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	No	
type?		
туре ?		
Other social care workers providing direct care		
	Yes	
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise	
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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

ce Details	
Name of Service	Libertatem Healthcare Group Limited
Telephone Number	07940732672
Telephone Number What is/are the main language(s) through which your service is provided?	

Service Provision

People Supported	
How many people in total did the service provide care and support to during the last financial year?	1

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), infor mal reviews during clinician visits, client involvement in the MDT m eetings with wider health professional team, involvement of the cli ent 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 n eeds of staff and medication reviews

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

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.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The clients voice is central to all aspects of our care service del ivery and care planning. We involve our clients, or their represe ntative, from the outset in helping to develop their care and sup port plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and int erviews prior to recruitment. We will involve the client and their MDT to help plan and integra te any opportunities they may wish to pursue. Our clinical lead nurse will maintain regular contact with the clie nt and their representative to ensure all parties are happy with t he ongoing service and where necessary will update care and s upport plans and disseminate to the team, to ensure we have cl arity and understanding of what the client expects from us to su pport them to be as independent as possible.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The care and support team are supported through clinical supe rvision, training and ongoing monitoring to ensure that the clien t is being supported to facilitate achievement of rehabilitation g oals. This is underpinned by the involvement of a wider MDT wit h appropriate specialisms including physiotherapy, occupationa I therapy, District Nurse, psychologist. The client and family feedback is integral to the achievement of the outcomes that have been established and regular team me etings help to ensure that the whole team are working with the c lient to achieve those outcomes.

The extent to which people feel safe and protected from abuse and neglect.	The clients care and support team have been provided with ap propriate training to recognise signs of abuse. We have proces ses to raise concerns- - there is a question on the daily record form every time the sup port worker fills in which gives an opportunity to raise any conc erns 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 anony mously to raise safeguarding concerns or whistle blow. - The client and family have direct access to a named clinical n urse 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 mana ger the client is able to engage with the nurse and will have the
	ger the client is able to engage with the nurse and will have the opportunity to discuss concerns soi will feel safe and protected.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 3 31 March)

aff 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	
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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Does your service structure include roles of this type? No		
Other supervisory staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Manual Handling	1	
Safeguarding	1	
Dementia		
Bernentia	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	
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	d 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	
•	No	
type?	No Yes	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position Filled and vacant posts	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position Filled and vacant posts No. of staff in post	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position Filled and vacant posts	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
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type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that many can be added to 'Please outline any additional transitional transitional additional transitional transitional additional transity additional transity additional transity a	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year provided is only a sample of the training that may can be added to 'Please outline any additional transitional transitional above'. Induction	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added to positive stated stated, additional transmitted above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional transican be added to 'Please outline any additional transicant be added to 'Please outline any additis additine additional transicant be added to 'Please out	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3	
type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added to positive stated stated, additional transmitted above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3	
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type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 3	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication training, epilepsy including administration n of Buccal Midazolam, PEG training, physiotherap y training specific to client, hydrotherapy, brain inju- ry 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 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 billingual elements
Other languages used in the provision of the service	Welsh

Service Provision

Reople Supported		
How many people in total did the service provide care and support to during the last financial year?	1	

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), infor mal reviews during clinician visits, client involvement in the MDT m eetings with wider health professional team, involvement of the cli ent 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 n eeds of staff and medication reviews

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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The clients voice is central to all aspects of our care service del ivery and care planning. We involve our clients, or their represe ntative, from the outset in helping to develop their care and sup port plan. We will involve the client or their representative in the selection of the team of staff, through informal meetings and int erviews prior to recruitment. We will involve the client and their MDT to help plan and integra te any opportunities they may wish to pursue. Our clinical lead nurse will maintain regular contact with the clie nt and their representative to ensure all parties are happy with t he ongoing service and where necessary will update care and s upport plans and disseminate to the team, to ensure we have cl arity and understanding of what the client expects from us to su pport them to be as independent as possible.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The care and support team are supported through clinical supe rvision, training and ongoing monitoring to ensure that the clien t is being supported to facilitate their personal rehabilitation go als. This is underpinned by the involvement of a wider MDT with appropriate specialisms including physiotherapy, occupational t herapy, District Nurse, psychologist (as an example) The clients feedback is integral to the achievement of the outco mes. We plan regular team meetings to help to ensure that the whole team are working with the client to achieve those outcom es.

and neglect.	The clients care and support team have been provided with ap propriate training to recognise signs of abuse. We have proces ses to raise concerns there is a question on the daily record form every time the sup port worker fills in which gives an opportunity to raise any conc erns which would then be investigated by the clinical nurse and raised appropriately if concerns were validatedThere is an online form which staff can access and fill in anony mously to raise safeguarding concerns or whistle blow The client has direct access to a named clinical nurse manag er 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 mana ger the client feels safe and protected.
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Number of posts and staff turnover

I r

The total number of full time equivalent posts at the service (as at 2 31 March)

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	
N In H	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		
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	d term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1		
No. of part-time staff (17-34 hours per week)	0		
No. of part-time staff (16 hours or under per week)	0		
	-		
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1		
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1		
Deputy service manager			
Does your service structure include roles of this			
type?	No		
type?	No		
	No		
type?	Yes		
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes		
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi-	Yes cifically to this role type only. Unless otherwise		
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posit Filled and vacant posts No. of staff in post	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.		
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed		
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the positive stated should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trees and the positive state st	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed		
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type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the positive stated should be the positive stated. No. of staff in post No. of posts vacant No. of posts vacant Training undertaken during the last financial year provided is only a sample of the training that may can be added to 'Please outline any additional transitional transitional transitional transitional transitional statements Induction Induction	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1		
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year provided is only a sample of the training that marcan be added to 'Please outline any additional transitional transiterees transitient transitional transiterees transiter	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1		
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added to positive stated added to 'Please outline any additional transitional transition added to 'Please outline any additional transition additional transition additional transition additional transition additional transition addition additional transition addition additio	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1		
type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that marked can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1		
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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 fixe	d 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
Does your service structure include roles of this type? Other social care workers providing direct care	No
Does your service structure include roles of this type?	Yes
type? Important: All questions in this section relate spe stated, the information added should be the pos	
type?	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories
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type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	Spinal injury training- generic and tailored to specif c client needs, including neurogenice bladder and bowel Epilepsy awareness including administration of Buc cal Midazolam medication MCA
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