

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:	Liberty Placements Ltd	
The provider was registered on:	15/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Liberty House	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	15/10/2018
	Responsible Individual(s)	John Shirreffs
	Manager(s)	Tracy Hunter
	Maximum number of places	6
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>All staff at Liberty House are required to provide evidence of their training on commencement of employment. Training needs are identified as part of this process and training is commissioned accordingly.</p> <p>A training matrix is maintained and updated as and when new and /or updated training is undertaken.</p> <p>Training requirements are based on the optimum combination of regulatory and various commissioner requirements/suggestions.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Staffing levels are determined, based on the individual levels of support required, which is specified in the referral/brokerage forms. In addition, appropriate staffing levels, to meet the needs of other individuals more generally, is included in the overall staffing levels.</p> <p>Recruitment arrangements are based on the above.</p> <p>Retention of staff includes a variety of approaches, including training, supervision, remuneration, development opportunities etc.</p>

Service Profile

Service Details

Name of Service	Liberty House
Telephone Number	07341819772
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	1136.99
The maximum weekly fee payable during the last financial year?	1337.63

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Every week at Liberty House, there is a community meeting. All individuals resident are encouraged and expected to engage in this meeting, the purpose of which is to look at any and all matters relating to the operation of (and life at) Liberty House. Topics discussed vary and range from (as examples) the weekly menu, maintenance matters and care and support provided.</p> <p>All individuals have dedicated 1:1 time with their Key Worker, a large part of which is to ensure that the purpose of their residency at Liberty House is understood, personal plans are understood and to glean feedback on their views of the care and support provided.</p> <p>All individuals are involved in the development, monitoring and review of their personal plans and also in discussions and reviews with Commissioners.</p>

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a secure back garden, which has a range of garden furniture and is used for barbeques, small outdoor events and outdoor games.
Provide details of any other facilities to which the residents have access	Individuals have (supervised) access to the laundry and access (at times supervised) to the kitchen facilities.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

"Staff treat people as individuals whose choices, likes and dislikes are considered", is the opening "Summary" statement from the latest Care Inspectorate Wales report (published 3rd December 2021) and that "Whenever possible, staff encourage people to be as independent as they can be and to have control over their day-to-day life choices."

Individuals resident at Liberty House have overall, continued to express and indicate that they feel their voices are heard. This is evidenced by their participation in community meetings, whereby they express their views regarding matters such as the type, range and quality of food they have available. Similarly (through community meetings) internal and external activities are discussed, agreed and planned for.

One of the most important factors (outside of care and support), which is also included in the community meetings is the continued maintenance programme at Liberty House, which inevitably deals with what could be classed as the more mundane (but incredibly important) daily living events, i.e. a blown light bulb, toilet seat adjustments/replacements, shower adjustments etc.

From this stems a routine maintenance programme delivered by a (very) local tradesman, who visits Liberty House regularly (monthly).

In terms of personal plans care and support, all individuals participate in the development, monitoring and review of their plans and progress. Again, the most recent Care Inspectorate Wales report confirms that care workers "are familiar with and understand the needs and preferences of people they support". These "preferences" are, as far as is practically possible, built into personal plans, e.g. it is a fact that Bridgend and surrounding areas, i.e. MacArthur Glen, have more shopping opportunities than Porthcawl, so every effort will be made to facilitate this.

Management, via the Registered and Service Managers monitor, review and ensure that individuals are included and supported in the planning and reviewing of their care needs. Again, this is evidenced by the Care Inspectorate Wales report, which states that "The service asks individuals about their wishes, involves them in the planning of their care and ensures their support is appropriate."

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.

Individuals resident at Liberty House have expressed that they are happy and feel supported, as is again evidenced by the latest Care Inspectorate Wales report and that they "are happy with the care and support they receive from care workers".

The report goes on to say that, "People receive a good standard of care from care workers who are professional, well trained and motivated."

On admission to Liberty House, all individuals are registered with a dentist and General Practice of their choice (preferably local) and are also supported to access other primary and secondary healthcare services, e.g. opticians, follow up hospital appointments and reviews etc.

Information regarding individuals physical and mental health, well-being and behavioural support needs are identified within their care files.

Quality monitoring audits are completed throughout the service, e.g. to ensure that personal plans, care and support are "person-centred" (individualised to need and preferences), to ensure that individuals are treated with dignity and respect (privacy, equality etc).

There are now a number of examples of development, as a result of receiving care and support at Liberty House. This can be evidenced throughout an individuals stay, e.g. managing own finances, completing a medication programme (both of which have been instrumental in move on plans being progressed), through to individuals leaving the service and moving onto independent living.

Other well-being factors that Liberty House benefits from is the access to local services, which the staff team optimise, e.g. the close proximity to outdoor activities (walking along the beach), the variety of events that take place locally etc. More widely, individuals and staff access activities further afield, e.g. a day out in Cardiff Bay. Such activities are undertaken at both an individual and group level.

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

Examples of how individuals feel safe and protected from abuse and neglect, are again evidenced by the Care Inspectorate Wales report, which does state that "People are safe and protected from harm".

Relational safety aspects include;

- 1) The home environment being described as "safe"
- 2) Staff and individuals having "positive relationships"
- 3) The vision, values and purpose of the service being "clear and actively implemented"
- 4) The Responsible Individual (RI) having a "good oversight of the service" and being "in regular contact with the manager"
- 5) There being a "consistent staff team", who "know people very well and are able to recognise any physical or mental health issues quickly".

Physical safety aspects include;

- 1) The home being secure, with lockable access and egress points, including a secure locked back courtyard area is secure (covered by PIR security lighting)
- 2) The home benefits from CCTV coverage
- 3) There is a full range of fire protection equipment, e.g. a sprinkler system, emergency lights, smoke alarms, fire alarms and the full range of fire fighting equipment.

Procedural safety aspects include:

- 1) Staff practicing good infection prevention and control procedures and being confident in their use of Personal Protective Equipment (PPE) and there being a sufficient supply of such
- 2) Staff understanding their safeguarding responsibilities and feeling confident in raising concerns with management
- 3) Routine audits being in place, e.g. the nightly medication "stock control" count

In terms of any incidents, these are fully investigated and actioned accordingly, e.g. Regulation 60 "notifications" submitted if required and all interested parties (Commissioners, Care Co-ordinators etc) notified and involved as necessary.

Any "lessons learnt" from any events (not just incidents) are considered and wherever possible to do so, incorporated into updated policies and procedures documents.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Arguably, one of the best features about Liberty House, is its location, its presentation and amenities (the decor) and the range of activities available both locally (in Porthcawl) and the wider surrounding area.

We pride ourselves in maintaining a good and homely environment and use the services of a (very) local tradesman, who visits at least once a month for routine maintenance and sooner (when urgent).

We expect our resident individuals to contribute to this ethos, through the cleanliness and tidiness of themselves personally, their personal space (their bedrooms) and the communal areas. This includes for example, playing an active part in waste recycling, e.g. separating waste into its individual receptacles and ensuring the waste/bins are put out each week.

Personal space (individual bedrooms) and to a large extent communal areas are decorated to include the wishes and choices of individuals resident, e.g. one individual accompanying the registered manager to choose the carpet for the office (again sourced from local suppliers/fitters).

The accommodation (and surrounding facilities) are ideal in supporting personal goals and outcomes. An example of this is our Shop, Cook and Serve activity, which links communication/discussion with fellow individuals, budgeting skills, daily living skills and use of local community resources.

As far as is possible, within the accommodation we try to provide for a wide variety of cultural activities (both from a food and educational point of view), e.g. celebrating the Chinese New Year, St Davids Day etc with appropriate meal choices and decoration/discussion.

More widely (in the local community), we are very lucky to have the shoreline very close by and have little difficulty in persuading all individuals and staff to go for walks together and individually. Our individuals also, very much enjoy other events, e.g. the annual Elvis festival and going to the pantomime at Christmas.

All of the above contribute to and support the individuals wellbeing and achievement of personal outcomes.

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)	8.60
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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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.	
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Liberty House has one "Senior" social care worker, who works days, nights, weekends and bank holidays as required.
<div style="border: 1px solid green; padding: 5px;"> Staff Qualifications </div>	
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
<div style="background-color: #e0e0e0; padding: 5px;"> Other social care workers providing direct care </div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> 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. </div>	
<div style="border: 1px solid green; padding: 5px;"> Filled and vacant posts </div>	
No. of staff in post	6
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> 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'. </div>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	6
Safeguarding	4
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;"> Contractual Arrangements </div>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;"> Outline below the number of permanent and fixed term contact staff by hours worked per week. </div>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

All staff work across days, nights, weekends and bank holidays.

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

1

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No