



# Lower Lodge



**October 2025**

**Community Lives Consortium  
24 Walter Rd, Swansea SA1 5NN**

## Section 1: About the provider

<b>Service provider</b>	Community Lives Consortium
<b>Legal entity</b>	We are a Charitable Company
<b>Chief Executive</b>	Nick Day
<b>Responsible individual</b>	Lynda Rosselli
<b>Manager of service</b>	Ellen Lewis
<b>Name of service</b>	Lower Lodge
<b>Address of service</b>	Lower Lodge, Cadle, Cadle Mill, Swansea SA5 4NN

## Section 2: Description of the location of the service

### **About Lower Lodge and Woodlands – Location and Accommodation**

Lower Lodge offers a 24-hour Respite support service that provides opportunities for families to have regular breaks from their caring responsibility.

Each Respite service offered is bespoke and is commissioned on an individual basis. The average allocation is 42 nights per annum per individual.

There is always a minimum of one staff member on duty during the day and nighttime support will vary according to the assessed individual need.

Lower Lodge is a two storey property and is owned by Coastal Housing Association. Cadle is located on the edge of Cadle Woodlands. Access to the property is via an unadopted lane. The property has a gated and walled entrance. At the front of the property, there is a tarmac driveway and parking facilities for ten vehicles. The front and side of the property have a wooden gazebo with several seating areas along with a patio. There are numerous bedding plants, hanging baskets and a vegetable plot to the front side of the property along with a water feature. There is a small sensory garden under development. The service is not adapted for wheelchair access.

On the same site is Woodlands day service, this is a fully adapted building used by a range of individuals as a base from which people enjoy individually organised packages of daycare. A number of the individuals who receive respite at Lower Lodge also enjoy support during the day in Woodlands day service.

The semi-rural location offers a safe environment for the people we support and both properties are enclosed by a perimeter wooden fence which means these people are able to have unlimited access to the garden area. This is particularly important as a lot of the young adults we support have autistic spectrum disorders and enjoy having an area that they can move freely in.

Its close proximity to the Penllergaer valley woods enables the people we support to go on walks and enjoy the natural beauty of the area, (wet weather clothing is available for individuals so that this activity can be undertaken irrespective of the change of seasons).

The surrounding area provides opportunities to access community activities such as; country walks, shopping and accessing local cafes, pubs and restaurants.

Cadle has three respite bedrooms. Two are located on the ground floor with access to a wet room and a WC on the same floor. One room is located on the first floor of the property accessed by a flight of stairs, there is a large bathroom adjacent to this bedroom.

The service is registered for Adults with a Learning Disability.

The home is not registered to provide nursing care although arrangements would be made for district nurses etc to visit when required.

**We work in the Western Bay regional partnership board area**

## Section 3 About the service provided

### About the range of needs, we can support

Lower Lodge and Woodlands currently provides support to individuals over the age of 18 years old and with the following conditions:

- Individuals that have Epilepsy:  
We provide a range of Assistive Technology equipment that helps alert us to seizures and seizure patterns. Each individual will have a Joint Epilepsy Council, (otherwise known as a JEC ) plan. Staff are trained in epilepsy and in the use of rescue treatment medication, care plans and risk assessments.
- Individuals that have Autism:  
Staff are trained in Autistic Spectrum Disorders and receive person-centred training for individuals prior to them receiving a service with us.
- Individuals that have a Mental Health & Learning Disability:  
Bespoke Staff training is undertaken to include joint diagnosis eg. Bipolar, anxiety and OCD.
- Individuals who have PICA:  
Staff have undertaken the relevant training and support plans are in place that enables the team to manage the individuals safely.
- Individuals who have Challenging Behaviour:  
Staff have undertaken training in Positive Behavioural Support (PBS) and Positive Behaviour Management.

Where we need to provide these services our staff will be trained by the relevant health professionals.

At Lower Lodge and Woodlands we are committed to providing support for a wide variety of people.

#### **What needs can be met at these Services:**

Aside from the list of conditions that we currently support we will consider all referrals providing they have a diagnosis of Learning Disability.

- We can provide respite stays for up to 3 people at any given time – (compatibility of individuals will be considered).
- Individuals, family members and involved stakeholders will be consulted and invited to contribute to the assessment and planning process.
- Introductory visits will be planned prior to the individual's first daytime support or an overnight stay - (these are undertaken for a minimum of 4 weeks).
- We will provide individuals with up to 42 respite nights per year.
- We can provide both male and female staff according to individual's preference and need: - (This is achieved by planned rota management via our Home Care Roster system).
- We can offer support with all aspects of personal care - (support plans and risk assessments will support this).

<ul style="list-style-type: none"> <li>● We will provide support for people who display challenging behaviours: - (Positive Behaviour Management Plans and Risk Assessments will be tailored to the individual and followed).</li> <li>● We will support people to access their day services (whether or not it is provided by the Woodlands service) during their stay with us (transport to and from the service is available if required).</li> <li>● We will source and undertake relevant training for all staff when working with new individuals.</li> </ul>	
a) <b>What ages of people will we support</b>	<b>18 years and above</b>
b) <b>How many people will we serve at the same time - Respite</b>	<b>Maximum Capacity 3</b>
c) <b>How many people will we serve at the same time – Day time support</b>	<b>Maximum Capacity 3</b>
d) <b>How many hours of support will we provide in a typical week?</b>	<b>Respite 251-500</b>

## Section 4: How do we provide our service?

### Arrangements for admitting, assessing, planning and reviewing people’s care

When a referral is made for a new person receiving support, numerous meetings are held with the care manager, relatives, representatives from Community Lives Consortium and any other involved professionals, who will visit the property to assess the suitability.

We will work with other professionals when carrying out compatibility assessments and personal plans. Individuals will have opportunities to meet their support staff and some other people using the service. They will have a Person Centred Plan which will include the following;

- A member of staff will visit them in their own home to tell them about the respite and give them a copy of our Service Guide.
- The family will be involved in devising support plans
- The individual and their family members will be invited to visit the service to meet staff and have a look around the properties.
- Introductory visits will be arranged to the properties.
- Community Lives Consortium staff will liaise with family to book in the first respite stay or daytime package.

Regular review meetings will be held during the “Getting to Know You” period with a formal review after the first respite stay or week of day service.

## **What is our Admission Criteria?**

- Referral from Local Authority
- Learning Disability as the Primary Condition
- The individual has been recently assessed by the Local Authority, and Community Lives Consortium refers to its Admissions and Commencement Policy where applicable.
- The individual is 18 years or older.

## **Care Managers,**

Each individual receiving support has access to a Local Authority Care Manager or a duty care manager who can be contacted in the absence of a care manager who is usually a Social Worker from the Community Support Team in Swansea.

Registered Care Home Manager will invite the Care Manager to engage in the individuals 3 monthly reviews of their personal plan.

Care Managers are responsible for reviewing individuals respite support plans and day support plans annually in partnership with Community Lives Consortium.

Care Managers are also involved with the development of Outcome focussed assessments that inform their individual's bespoke care plan.

The Swansea Learning Disability Team are available as a wider network to provide support to individuals such as

- Assisted Eating & Drinking {SALT} To provide support to individuals with difficulties with swallowing & barriers to eating & drinking.
- Community Nurse {specialised in learning disabilities} To provide support with changes in behaviour/health/medication/advice around care needs.
- Occupational Therapist: To provide support around equipment for mobility purposes.
- Physiotherapist: To provide support around posture/rehabilitation.
- Speech & Language Therapists: To provide support around intensive communication/communication techniques & overcoming communication barriers.
- Psychiatrist: To provide support around mental health & wellbeing/medication and review of health needs.

## **Standard of care and support**

### **Being physically, mentally and emotionally healthy as possible**

The standard of care at Lower Lodge is monitored by a Locality Manager from Community Lives Consortium who visits the service regularly.

The Responsible Individual will produce a Quality Assurance report that is then given to the Board of Trustees.

The Responsible Individual will also visit the service every three months to view the quality of the service and meet individuals who use it.

Local Authority Contract and Monitoring visits take place, reports of these visits are sent to the Locality Manager and Registered Care Home Manager.

Individuals will be supported to be physically, mentally and emotionally healthy by ensuring that their care plans reflect ongoing health and wellbeing conditions.

Individuals will be supported to access their G.P and attend any medical appointments whilst on their respite stay.

Individuals will be supported to be safe whilst on their respite stay by ensuring an environmental risk assessment is completed as part of their admissions procedure. The plan will take into consideration any adaptation to the layout of the furniture in their bedroom and the communal areas.

A fire risk assessment and personal evacuation plan will also be in place during the individual's respite stay and use of the Woodlands building. Our staff are trained in both Safeguarding and Positive Behavioural Support.

### **Maintaining family and personal relationships**

We will support individuals during their stay at Lower Lodge to contact their relatives by using their preferred method of communication eg. telephone, text, messenger, 'whatsapp' or 'facetime'.

We have both telephones and iPads available to support this.

### **Being and feeling safe**

We are committed to keeping the individual safe and will do this by:

- working within our Safeguarding Policy and complying with the Local Authority Safeguarding procedures.
- training all our staff in Safeguarding and how to recognise and report suspicions and allegations of abuse.
- working within our Finance Policy; staff and managers will support you to manage your money to minimise the risk of financial abuse and exploitation.
- providing a copy of our complaints and compliments procedure in an accessible format.
- working within our Health and Safety Policy to promote a safe and healthy home and work place for you and your staff. This will include regular health and safety audits.

- providing personalised risk assessment/support plans to cater for individual needs which are reviewed and updated when required.
- ensuring Assistive Technology assessments are completed to provide guidance, information and equipment tailored to individual needs to promote safety. This includes door sensors; epilepsy sensors; movement monitors etc.

### **Being involved in activities, hobbies, individual interests and access to development opportunities**

Individuals are encouraged to develop their preferred activities, events and hobbies. We will offer them the opportunity to experience new activities during their respite stay. We will devise a teaching plan as part of the planning for an individual's respite stay or daytime programme.

We promote learning and development opportunities by:

- providing daycare opportunities as agreed in your plan.
- supporting you to access your colleges and Day centres.
- offering opportunities via ICT and Social Media.

### **Language and communication needs for people using the service**

#### **Maintaining your communication, language and culture**

##### **Inclusive Communication**

We promote and use the 'Inclusive Communication Model' to communicate in the language and method that is most appropriate for you, which may include translation, pictures, signs, flashcards, multimedia, objects of reference etc. All staff are trained in this approach. We work in partnership with speech and language therapists to complete assessments and develop an individual communication plan for you.

This is incorporated in the transition period where we will discuss your preferences around communication & culture and we will reflect this in your outcomes via individualised support plans.

##### **Welsh Language and Culture**

Community Lives Consortium have a Welsh Language Policy which ensures that all individuals can receive support through the medium of the Welsh Language.

This could include;

- providing you with accessible information about the organisation and your support in the Welsh Language.
- holding meetings about your support in the Welsh Language e.g. service reviews,
- ensuring staff and managers communicate and have conversations with you and your supporters in Welsh.

- using Welsh keywords and phrases that are important to you
- Welsh language signage at home. e.g toilet, bathroom,
- keeping records about you and the service you receive written in Welsh if this is your preferred language .
- Check whether visitors to your home and other professionals are able to communicate with you in Welsh. e.g. GPs, Care Managers
- ensuring that Welsh media of your choice is available to you (e.g.TV, radio programmes, books, newspaper, computer apps)
- supporting you to learn or improve your Welsh skills as one of your personal outcomes

We will also assess and help you be involved with Welsh-based cultural activities and events that are important to you e.g.

- Welsh Rugby matches
- Eisteddfodau
- St David’s Day
- Listening to Male Voice Choirs.

### **Culture**

As part of the individual’s assessment for support, we will help the individual to explore aspects of their own culture and any religious beliefs that are important to them. We will then plan any support they need to express their own cultural identity and observe religious practices e.g;

- supporting them to attend a place of worship;
- menus are planned in accordance with dietary requirements;
- personal care preferences are respected;
- supporting the individual with clothing of their choice.

We will support individuals to have access to a translator if their first language is not English.

## **Section 5: Staffing arrangements**

**Numbers and qualifications of staff**

**Nick Day - Chief Executive**

**Qualifications:**

2013 - Prince 2 Project Management - APMG International  
 2009 - 2011 Foundation Degree (FDA) Teaching in the Lifelong Learning Sector - Canterbury Christchurch University  
 1992 - 1994 Postgraduate Diploma, Communication Design - University of the Arts London

	<p>1987 - 1990 BA (Hons) Graphic Design, Brighton University 1986 - 1987 Art and Design Foundation, Brighton University</p> <p><b>Lynda Rosselli – Responsible Individual</b> Qualifications - NVQ Level 4 Care, NVQ Level 4 Management, D32/33 Assessor award BTEC Advanced Professional Diploma in Positive Behaviour Support Preparing to Teach Registered Manager with CSSIW &amp; Social Care Wales since 21/12/2007</p> <p><b>Michelle Thomas -- Locality Manager ( Locality 2)</b> Qualifications - QCF Level 5 Care, TACA Assessor award, Certificate Post Graduate teaching certificate and essential skills Accredited Trainer with ABMU for Positive Behaviour Management Registered with Social Care Wales People Handling and Risk Assessment Key Trainer’s Certificate from Edge Training services. Registered with Social Care Wales</p> <p><b>Overview of Manager and the Staff Team:</b> 1 Registered Manager <ul style="list-style-type: none"> <li>● QCF Level 5 Diploma, Leadership in Health &amp; Social Care.</li> </ul> 11 Support Staff</p>
<p><b>Staff levels</b></p>	<p><b>Person-centred approach for a tailored service</b></p> <ul style="list-style-type: none"> <li>● The number of hours and level of support that you require is individually assessed. We will then develop a plan to meet your needs for both day and night support.</li> <li>● A rota for allocating staff to support you is developed from this plan example we will consider the staff ratio of support 1-1 or 2-1 and any requirements for specific trained staff and gender as applicable.</li> <li>● We are able to include in most instances transport arrangements from home into Respite and Day Service and after your stay we can support you to your day service (if not Woodlands)</li> </ul> <p><b>Staff</b></p> <ul style="list-style-type: none"> <li>● We will ensure staff and managers have the required training, skills and knowledge to effectively and safely support you</li> </ul>

including meeting any specialist support needs you may have.

- Lower Lodge Respite provides 24-hour care & support all year round including bank holidays and during the festive season.
- The Consortium delegates the responsibility of ensuring staff support is provided at the correct quantity, frequency and ratio to the Registered Care Home Manager for the service.
- We confirm the shifts weekly and produce a report on delivered hours. We complete a Log of Delivery of Respite hours for billing purposes and for monitoring purposes by Care managers or Commissioning organisations.
- The Registered Care Home Manager will produce weekly staff rotas at least 4 weeks in advance. Where possible the individuals we support will have these rotas made available to them in an accessible format.

The Registered Care Home Manager will complete a weekly log culminating in a completed monthly timesheet via Roster at the end of each month.

This shows the individual hours worked by each staff member also; booked leave, booked training, meetings and any time off they may have due to sickness. This is used to monitor absences in line with our Absence and Sickness policy.

For full details, our policy on 'Rota Management' should be referred to.

- People we support will not be expected to sign any timesheet system to confirm staff attendance. Timesheets will be authorised by the designated manager.

The Consortium acknowledges how important it is for people we support to have people who they know and trust support them. When staff are either sick or going to be absent for a length of time The Consortium have procedures and policy in place to ensure continuity is maintained.

The Registered Care Home Manager will first attempt to cover sickness and other absences by using staff who already work with people we support, as listed within the Service User guide.

Where these staff are not available regular casual/agency staff will be used, these staff should already be known to the people we support and also listed in the Service Guide.

We are able to be creative and liaise with our managers in utilising other staff in our Locality.

	<p>Out of hours – Staff can access our ‘On call’ system delivered by 1 experienced Manager during the evening or at weekends to liaise with in regard to an emergency. They can get additional support, advice and direction regarding staffing levels from rota’d Locality Managers. In doing this staff follow our On-call / Response Policy.</p> <p>In extreme circumstances, staff will be brought in from other services or the wider agency.</p>
<p><b>Specialist staff</b></p>	<p>The Senior Locality Manager is a qualified Positive Behaviour Management Trainer.</p>
<p><b>Deployment of staff at Lower Lodge</b></p>	<p style="text-align: center;"><b>Staff Structure</b></p> <p style="text-align: center;"><b>Cadle</b></p> <div style="text-align: center;"> <pre> graph TD     A["Nick Day Chief Executive"] --&gt; B["Lynda Rosselli Responsible Individual"]     B --&gt; C["Michelle Thomas Locality Manager"]     C --&gt; D["Ellen Lewis Registered Care Home Manager"]     D --&gt; E["Support Staff"] </pre> </div> <p>We use an online rota management system called Sona. This allows us to create a schedule of Support shifts that meets the needs of each individual.</p> <p>We book staff into the unallocated shifts produced by the schedule, once complete we provide a printout for both the Respite and the staff member each week.</p>

	<p>Lower Lodge provides 24-hour care &amp; support all year round, and includes bank holidays and festive times so we can be reasonable and flexible in meeting your Respite stay requirements.</p> <p>Lower Lodge often provides support at these times</p> <ul style="list-style-type: none"> <li>● Weekends additional 2nd staff 11.00 - 14.00pm for community access- flexible to needs</li> <li>● Weekday Daytime hours 15.30pm pick up from your Day service providing transport to Respite</li> <li>● Afternoon support from 15.30 pm to 22.00 pm.</li> <li>● Wakeful - staff 22.00 pm till 08.30 am the following day.</li> <li>● Sleep in staff 22.00 - 07.00 am can be called should an emergency arise</li> </ul> <p>The staff have an individual print out of their shift patterns for the week and where practical we can allocate staff to specific individuals according to the support needs and skill set.</p>
<p><b>Arrangements for delegated tasks</b></p>	<p>Where specialist health care tasks are required, e.g. administration of Buccolam Midazolam (or other rescue medication), relevant external health professionals will lead with the risk assessments and support planning before these tasks are delegated to staff. This may include specialist training, advice, guidance and monitoring provided by the external health professional e.g. Epilepsy Nurse. We will liaise with our Assisted technology officer to ensure the Epilepsy sensors are fit for purpose.</p> <p>We liaise with a range of professionals to support assessed needs, Occupational Therapists, Physiotherapists around any small aids or adaptations. Staff will have additional training around any new equipment.</p>
<p><b>Supervision arrangements</b></p>	<p>All staff are required to participate in quarterly supervisions.</p> <p>All staff are required to participate in annual appraisal sessions with the Registered Care Home Manager.</p> <p>Supervision aims to help staff reflect on their practice and make sure their professional competence is maintained, this includes feedback about their performance in delivering support and monitor progress in their own learning and development.</p>
<p><b>Staff training</b></p>	<p>Training requirements are assessed for each member of staff on an individual basis, depending on the range of care needs of the specific people they are supporting. This may include the following list:</p> <ul style="list-style-type: none"> <li>● Positive Behaviour Management</li> <li>● Positive Behaviour Support</li> </ul>

	<ul style="list-style-type: none"> <li>● Autistic Spectrum Disorder</li> <li>● Medication</li> <li>● Mental Health and Learning Disability</li> <li>● First Aid</li> <li>● Safeguarding.</li> <li>● DoLs/Mental Capacity</li> <li>● Skin bundle</li> <li>● Infection Control</li> <li>● Fire Safety Awareness</li> <li>● Food hygiene</li> <li>● Inclusive Communication</li> <li>● GDPR</li> <li>● Complaints</li> <li>● Health &amp; Safety</li> </ul> <p>Our staff training programme aims to ensure that you are supported by competent and qualified staff, who have the knowledge and skills to meet your specific support needs, preferences and help you progress in your life. The program is managed by the Learning &amp; Development Team, who work with operational managers to ensure that the learning and development needs of all staff and managers are met. This includes:-</p> <p><b>Induction</b> - All new employees participate in an induction programme. For support staff and managers this meets the inductions standards specified by Social Care Wales. This induction consists of a combination of attending courses, ‘on the job’ training and completion of online courses.</p> <p><b>Specific training relating to individual support</b> - All staff are required to participate in a program of further training designed for them to have the specific knowledge and skills needed to provide a person-focused, effective and safe support to you. This is based on your own support needs but can include a wide range of courses such as:-</p> <ul style="list-style-type: none"> <li>● Managing Epilepsy</li> <li>● Welsh language skills.</li> <li>● PICA</li> <li>● Preferred language</li> <li>● Polydipsia</li> </ul>
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**Refresher Training** - We require some training to be updated on a regular basis e.g. Safeguarding; Medication; First Aid; Data Protection/GDPR; Health & Safety; Moving & Handling.

There is an annual program of courses for staff to attend or online courses for them to complete, to ensure they stay in compliance with their training requirements.

Courses are delivered by a combination of internal managers who have additional training qualifications (e.g. moving & handling) PBM, health professionals (e.g. SALT) or by approved external trainers (e.g. First Aid).

We have our own online learning site - 'Time to Learn' and are currently building a portfolio of courses and learning resources that staff can access at any time to support their learning and development.

**Qualifications** - We have a comprehensive program for support staff and managers to achieve the recommended vocational qualifications for their post, in accordance with the Social Care Wales' Qualification Framework.



We also work in partnership with local colleges to offer these qualifications to staff, particularly for those at higher levels.

**Personal Development Planning & Continuous Professional Development** - all staff have their Personal Development Plan discussed and recorded during their Supervisions where their learning and development needs and aspirations are identified and recorded.

Progress in the learning and development of staff is monitored through the supervision and appraisal process, with the Personal Development Plan being reviewed and updated at each supervision session.



All the training courses attended and online courses completed are recorded by the Learning & Development team and this information is shared with the Registered Care Home Manager and Responsible Individual.

## Section 6: Facilities and services

<p><b>Lower Lodge</b></p> <p><b>Number of single and shared rooms</b></p>	<p>We have 3 Bedrooms with double divan beds, (x2 are specialist “tough Furniture” beds).</p> <p><b>Bedroom 1</b> is situated on the ground floor(13.1m)</p> <p><b>Bedroom 2</b> is situated on the ground floor also(15.2m).</p> <p><b>Bedroom 3</b> is situated on the 1st floor(15.6m).</p> <p>Wardrobes and chest of drawers in each room and 1 portable TV available.</p> <p>Each room has an armchair for any visitors who wish to have some privacy when visiting their relative.</p> <p>There is also a vanity unit in each room.</p> <p>We have no bedrooms with ensuite facilities.</p>
<p><b>number of dining areas</b></p>	<p>We have one dining area that accommodates a dining table with 4 chairs. (7.8m)</p>
<p><b>Number of communal areas</b></p>	<p>We have 3 communal areas: A Lounge (18m), a Kitchen(12.1m) and a dining room(7.8m).</p>
<p><b>Specialist bathing facilities</b></p>	<p>We have a wet room on the ground floor with an additional WC and vanity unit.(1500m) Upstairs we have 1 spacious bathroom with a centrally fixed bath.(10.7m)</p>
<p><b>Specialist equipment</b></p>	<p>We have epilepsy bed sensors and an alarm sensor on the front door.</p>
<p><b>Security arrangements in place and use of CCTV</b></p>	<p>We have a Security/intruder alarm system in place which is connected to a control centre.</p> <p>CCTV Cameras are fitted to the front and side of the property. PIR lights are also fitted.</p>
<p><b>Access to outside space and facilities at this service</b></p>	<p>The outside space is accessible for all who use the respite service.</p> <p>We have a small ramp to the front of the building</p> <ul style="list-style-type: none"> <li>● Whilst we do not support anyone with physical disabilities, we do support people with Autistic Spectrum Disorders who have problems with depth of perception and this is a more suitable alternative than steps.</li> </ul>

<p><b>Woodlands description</b></p>	<p>The Woodlands Building is a wheelchair accessible building on one level. It has a large main room that can be divided into two with a foldable room separator.</p> <p>There is a toilet wet room with a shower.</p> <p>The building also has a kitchen that is accessible to staff and people using the service.</p> <p>The building opens out to the courtyard garden and car park. The perimeter of the properties is fenced for people's safety and security.</p>
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## Section 7: Governance and quality monitoring arrangements

Our purpose is to 'Support People to live the lives they choose'

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Community Lives Consortium is a membership-based organisation with 194 members; of these members:

- 42 are people we support
- 18 are family members
- 31 are people we employ
- 98 other
- 5 professional agencies



These people elect our Management Committee at our AGM.

- 1 is a Tenant, 1 is a family member; 6 are independent individuals, we have 1 vacancy for a family member; 1 vacancy for a staff member and 2 vacancies for Tenants.
- Our Chairperson is **Ian Davies**.

Our Management Committee links with the Tenants Lives and Managing the Consortium subgroups to gather views and information from across the organisation about the quality of our service. We also have a Health & Safety Committee which meets quarterly.



Our staff and operation managers collect the following performance information:

- Agreed personal outcomes and underpinning support plans for each person we are supporting.
- All incidents, concerns, accidents, complaints, grievances and notifications with details of how these were reported, acted on and resolved.
- The qualifications and training required by each member of staff and the dates when these have been completed.
- The delivery of support hours compared with the hours commissioned for or purchased by each person.
- The number of staff hours available to meet the required support hours, absence levels and turnover rate including reasons for staff leaving.
- The management actions being taken by the Registered Care Home Manager and Senior Locality Manager to address issues and improve the service.

This information is assessed with an agreed Red, Amber, Green criteria, which enables us to:

- celebrate and recognise where services are performing well for people,
- identify where issues need to be addressed and are not getting resolved,
- act where improvement needs to be made.

Individuals we support tell us what they think of their lives and support through our Personal Wellbeing Assessment. We gather feedback from staff about what they think of their employment through our Annual Employee Survey. Our Commissioners also tell us what they think of our services through Service Reviews.

Personal Support Managers / Registered Care Home Managers Forums and Supporting Staff Forums are held every 3 months. Reports and plans from these meetings will be presented to the Management Committee.

## **Making complaints**

Complaints can be made in the following ways:

- Aside from the Registered Care Home Manager, a complaint can be made to any member of the Community Lives Consortium staff. This means the individual can approach whichever staff member they feel most comfortable speaking to.
- Make a complaint verbally, either face to face or over the phone.
- The individual can make a complaint in writing, by letter, email or text message. You can email a complaint to [complaints@communitylives.org](mailto:complaints@communitylives.org) or text a complaint to 07814779935.



The Registered Care Home Manager will work with the individual to look at their complaint, they will do this in 14 days, or 28 days as per the agreement. They will agree with the complainant a written record of how the complaint will be resolved.

If the individual wants somebody independent of their service to sort out the complaint, then we can ask an investigation officer to arrange this.

They will agree on a report with them about the investigation and what they have found, which may take up to 35 days. If this takes longer they will inform the complainant.

They will also ask the **Social Services Department** to sort out your complaint:

- The Swansea Council complaints team can be contacted at 01792 637345, or by email at [complaints@swansea.gov.uk](mailto:complaints@swansea.gov.uk).
- The Neath Port Talbot County Borough Council complaints team can be contacted at 01639 763445, or by email at [complaints@npt.gov.uk](mailto:complaints@npt.gov.uk)



You can also approach the Public Services Ombudsman for Wales and can call them on 0300 790 0203 or visit their website at [www.ombudsman.wales](http://www.ombudsman.wales)



Citizen Voice Body (Llais) will represent the voices and opinions of the people of Wales in respect of health and social care services [nptandswansea.enquiries@llaiscymru.org](mailto:nptandswansea.enquiries@llaiscymru.org)

