

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:	Living at Home Ltd	
The provider was registered on:	16/12/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Living at Home Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/12/2021
	Responsible Individual(s)	Joanne Abraham
	Manager(s)	Joanne Abraham, Rachel Court
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Living at Home	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	14/07/2022
	Responsible Individual(s)	Joanne Abraham
	Manager(s)	Joanne Abraham, Rachel Court
	Partnership Area	West Wales
	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	Our Staff at Living at Home go through their online training for e-learning. They have mandatory topics that are required to be completed before their 12-week probation period. Every staff member is required to do shadowing. We also carry out initial competency checks within 2 weeks of them working alone along with regular spot checks and supervisions to ensure the service is running safely and staff are confident within their role.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We make sure staff are supported throughout their time with Living at Home. We have an open-door policy where staff are free to call in and address any issues/concerns. We also offer various incentives allowing our staff to feel appreciated and rewarded for their continued hard work. This plays a big part in the retention of the staff.

Service Profile

Service Details

Name of Service	Living at Home
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Telephone Number	01792588111
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We try to use a small amount of Welsh for any Welsh clients we have. We are also looking to recruit welsh speaking staff this will enable us to actively use the active offer throughout the service.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	34
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Fees Charged

The minimum hourly rate payable during the last financial year?	27.50
The maximum hourly rate payable during the last financial year?	28.50

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>Arrangements are typically made to consult with people who use the service on an ongoing basis to ensure that their needs and preferences are being met. Some examples of this are regular care reviews and ensuring their care plan is up to date. Also, making them aware of the procedures in place for clients to raise concerns or give feedback on their care.</p> <p>Overall, consulting with people who use the service is an essential part of providing high-quality care, as a care provider we should take a proactive approach to seeking feedback and making improvements based on the views and experiences of our clients.</p>

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The extent to which people feel their voices are heard, they have choices about their care and support, and opportunities are made available to them is a critical aspect of providing high-quality care in the health and social care sector. When clients feel that they have a say in the care and support they receive and that their views are valued and acted upon, they are more likely to feel empowered and satisfied with the service. Communication, person-centered care, choice and control all play a vital part in a person's care.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Overall well-being is a key measure of the effectiveness of care and support. Maintaining ongoing health, development, and wellbeing involves addressing physical, mental, emotional, and social needs, and requires a holistic approach to care and support.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>A key component of delivering high-quality care in the health and social care sector is ensuring that our clients feel safe and protected from abuse and neglect. All clients must constantly feel supported, safe, and safe from violence, abuse, and neglect.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	3
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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
	<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	9
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	9
Positive Behaviour Management	10
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff is set to mandatory training that they do online and practical observations.

Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	5
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	6

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	No
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Other types of staff

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

No

Service Profile

Service Details

Name of Service	Living at Home Ltd
Telephone Number	01792588111
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

0

Fees Charged

The minimum hourly rate payable during the last financial year?	27.50
The maximum hourly rate payable during the last financial year?	28.50

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?	None at present as we have no clients in this area.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

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.	Service is currently dormant for West Wales
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.	Service is currently dormant for West Wales
The extent to which people feel safe and protected from abuse and neglect.	Service is currently dormant for West Wales

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	0
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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?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other social care workers providing direct care	
	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