



Tir Morfa



October 2024

Community Lives Consortium

24 Walter Rd, Swansea SA1 5NN

Statement of Purpose

Section 1: About the provider	
Service provider	Community Lives Consortium
Legal structure	Charitable company
Chief Executive	Rick Wilson
Responsible Individual	Lynda Rosselli
Manager of the service	Michelle Griffiths
Name of the service	Tir Morfa
Address of service	57 Tir Morfa Road, Port Talbot. SA12 7PF

Section 2: Description of the location of the service

About Tir Morfa – Location and Accommodation



Tir Morfa was built by the Dewi Sant Housing Association in 2002. It is now within the Coastal Housing Association.

Tir Morfa is located in the Sandfield area of Port Talbot and is a purpose-built bungalow. The bungalow is situated off the main road in a small close which has easy access. At the front of the property it has been landscaped for minimal maintenance and it is surrounded by a wall. There is a large accessible back garden with a grassed area and flower beds. In the middle of the garden, there is a patio area where there is a table and chairs covered by a large gazebo. It also has a seating area on the side.

There is a large parking area where there is a parking facility for 4 vehicles.

When you enter the bungalow there is a large entrance hall that gives wheelchair access to all four bedrooms, lounges, bathrooms, shower room, utility room, kitchen, and staff room.

The surrounding area provides community activities, such as Aberavon Beach Front, shops, local restaurants, cafes, pubs, beaches, and clubs.

The individuals that live at Tir Morfa are supported to take part in their chosen activities both in the local and surrounding areas.

Tir Morfa offers 24-hour support and there is always a minimum of two staff members on duty to provide this support. There is also a wakeful staff member and a sleep-in staff member on duty every night. The majority of the staff team live in the local community and are able to respond to any emergencies that may require additional staff.

Tir Morfa is supported by the Community Lives Consortium. On-Call Services operates out of office hours. This service enables staff to speak to a senior manager and seek support and advice as and when required.

Tir Morfa is registered for Adults with Learning Disabilities and Physical Disabilities.

The Home is not Registered to provide Nursing Care although arrangements can be made for district nurses etc to visit as and when required.

Tir Morfa provides services in the Western Bay regional partnership board area.

Section 3 About the service provided

About the range of needs, we can support

Tir Morfa provides support to individuals over the age of 18 years old and with the following conditions:

- Individuals who have a Learning Disability
- Individuals that have Epilepsy
- Individuals who have Dementia
- Individuals with Physical Disabilities.

We support individuals to manage the following health and care needs.

Medication

Individuals have a personal medication support plan, risk assessment and a MARR sheet are used to record medication administration. Medication is stored securely in medication cabinets that are situated within the individual's bedroom.



- **Specialist Services:** We regularly liaise with our local pharmacist regarding prescriptions, side effects, general advice and guidance. Individuals also have access to health care professionals such as GP's, Psychiatrist and Community Nurse

Personal Care

Individuals have their own personal and intimate Care Plans that describe the type of support that they require such as; bathing, dressing and personal grooming, These plans also include skin integrity and all plans are regularly reviewed.

- **Specialist Services:** Individuals have access to a range of services such as District Nurses, GP's, Chiropodists, Dentists, Hairdressers, and Opticians.

Mobility

Individuals have their own moving and handling support plans and risk assessment. These plans also include the use of, hoists, specialist baths, beds, chairs, walking aids, and wheelchairs.

- **Specialist Services:** Individuals living at Tir Morfa have access to Physiotherapists, Occupational therapists and our organisational moving and handling trainers who are able to respond quickly to review and amend support plans and risk assessments as a result of the person's changing needs.

Diet

Individuals have their own personal eating and drinking plans and risk assessment that describe dietary & health needs as well as the type of support needed to help them maintain a healthy diet in line with their identified needs

- **Specialist Services:** Individuals have access to Speech and Language therapists, dieticians, and diabetic nurses. Tir Morfa staff are trained to promote a healthy diet.

Communication

Individuals have an About Me Workbook, which is integrated into the individuals' personal plan that is used to describe any communication needs they have.

- **Specialist Services:** Individuals have access to Speech and Language therapists who offers advice on various communication strategies. Tir Morfa staff are trained in the technique of inclusive

communication and this enables them to use communication aids and produce accessible information and recordings.

Positive Behavioural Support

Individuals if required have personal Behaviour Support plans, management guidelines, and risk assessment. Support staff use these plans to help individuals to manage their psychological well-being. These plans are regularly reviewed to reflect any changes and to support participation in community activities.

- **Specialist Services:** Individuals have access to Community Nurses, Psychiatrists, and Tir Morfa staff are trained in Positive Behavioural Management. This training covers both theory and practical aspects of managing behaviour.

Individual’s personal support plans and risk assessments are reviewed quarterly. When there are any changes to health and care needs we are able to request additional support from the Local Authority Care Managers and the primary health care providers.

We are also able to be flexible and support individuals when they require more support at Tir Morfa or they have been admitted to the hospital after discussion and agreement with their Care Managers.

Age range of people using the service	18 years and above
Accommodation Based services	Maximum Capacity – 4 people
Number of care hours delivered	251 to 500 hours per week

Section 4: How the service is provided

Tir Morfa provides support to individuals over the age of 18 years old with the following conditions:

- **Individuals that have a Learning Disability**
Staff receive personal centred training to support the individuals, this includes Positive Behavioural Management, Moving and Handling, and management of Medication.
- **Individuals that have Epilepsy**
All staff are trained in Epilepsy and the administration of rescue medication. An Epilepsy Profile will be devised in partnership with the Community Nurse. Support Plans and Risk Assessments will be compiled by staff.

We can provide assisted technology such as bed sensors to alert staff and monitor seizure patterns.

- **Individuals that have Dementia**
Staff at Tir Morfa have Dementia training which is person-centred. We also have support from the Speech and Language Therapist and individuals have access to a Memory Clinic.

- **Individuals with Physical Disabilities.**

Tir Morfa has adaptations such as overhead tracking, a wet room, Hi-Low beds that enable individuals with physical disabilities to be supported comfortably. We are also able to access a range of assisted Technology equipment to support individuals to be more independent or to call for assistance. All staff are trained in Moving & Handling, and Health & Safety.

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, the person's family members, representatives from Community Lives Consortium, and any other involved professionals.

People will be able to visit the property to assess its suitability for this individual. The Consortium will also carry out a compatibility assessment to understand how the person will get on with the other tenants. The people we support are introduced to their prospective new housemates to start the 'getting to know you' process. This starts with team visits then gradually overnight stays, moving on to weekend visits, then when all involved feel the time is right a move-in date will be made. Sometimes this process can take longer than others. There is always a clear plan in place for this process that we will work too.

Admission Criteria:-

- Referral from Local Authority
- Learning Disability, Physical Disabilities as the Primary Condition
- Assessments carried out as part of the multi-disciplinary process and in line with Community Lives Consortium Admission and Commencement policy.

Care Managers

Each person receiving support has access to a Care Manager or a duty care manager can be contacted in the absence of a care manager. These people are usually Social Worker from the Community Support Team in Neath and Port Talbot County Borough Council.

Care Managers arrange regular reviews of each service user's plans and also monitor the schemes Individual Care Plans and Individual Service Agreements.

Care Managers are also involved with the development of Unified Assessments & Care planning.

The Neath Port Talbot Learning Disability Team are available to provide additional support for individuals at Tir Morfa if and when their needs change 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
- Inclusive Communication: 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.
- District Nurses: To monitor skin integrity/health & wellbeing

- Acute Team: To provide support to prevent hospital admission, IV fluids, monitor health needs, and wellbeing.
- Social Worker: To ensure that wellbeing & needs are being met. Provide support to support individuals to achieve goals. To devise unified assessments to ensure care needs are being met.

Standard of care and support

Being physically, mentally, and emotionally healthy as possible

Individuals at Tir Morfa will be supported by staff in meeting their own personal health needs, this may include managing their medication and actively encouraging healthy life choices.

Staff will support individuals living in Tir Morfa to attend all health appointments which includes their Annual Health Check. Staff will maintain and update all relevant health-related recordings

The Registered Care Home Manager and staff at Tir Morfa will liaise with Care Managers to refer individuals with specific health concerns, these can include Speech and Language Therapists, Occupational Therapists, Physiotherapists who will ensure individuals at Tir Morfa have the correct health advice and equipment. e.g. sensory equipment, communication aids, moving and handling equipment.

Individuals at Tir Morfa health-related support plans and assessments are completed and reviewed regularly; and records are completed to monitor mental health and physical wellbeing as appropriate e.g. seizure activity, fluid intake, behaviour observation charts.

Maintaining family and personal relationships

Staff at Tir Morfa will support individuals to actively maintain family and personal relationships by:

- maintaining active relationships with relatives so that individuals feel involved through a relative involvement agreement.
- giving choices about how individuals would like to maintain relationships e.g. visits, phone calls, email, social media, writing letters, planning a social outing.
- staff will support individuals to maintain existing relationships and build on new relationships by joining local community groups, based on common interests.
- supporting individuals to enjoy personal intimate relationships of their choice in a safe and secure environment.

Being and feeling safe

Staff at Tir Morfa are committed to keeping individuals safe and will do this by:

- working within our Safeguarding Policy and complying with the Local Authority Safeguarding procedures.
- taking part in training about Safeguarding and how to recognise and report suspicions and allegations of abuse.
- working within our Finance Policy; staff and managers will support individuals to manage their money so that they minimise their 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 workplace for each individual and staff. This will include regular health and safety audits.

- providing personalised risk assessment/support plans to cater to 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 at Tir Morfa will each have a Person Centred Assessment which will include their interests, hobbies, aspirations, and development goals. Staff will work with each individual to plan how to achieve these outcomes.

Individuals at Tir Morfa use the 'Active Support Model' to maintain existing skills and promote the learning of new skills. This involves a wide range of activities designed such as domestic tasks, leisure, hobbies, activities in the local community. Staff at Tir Morfa may work with other professionals as necessary to help you e.g. Occupational Therapist, Physiotherapist.

Staff at Tir Morfa will actively promote and encourage each individual to join in with the wide range of 'Time to Meet' activities and events organised together with people supported by Community Lives Consortium.

Staff can support individuals to plan holidays and day trips of their choice. Staff will be provided to accompany individuals if needed.

We promote learning and development opportunities by:

- providing daycare opportunities as agreed in the individual's personal plan.
- becoming responsible for organising activities with the 'Time to Meet' admin team.

Maintaining your communication, language, and culture

Inclusive communication

Staff at Tir Morfa promote and use the 'Inclusive Communication Model' to communicate in the language and method that is most appropriate for each individual, this 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 if required and develop an individual communication plan for you.

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 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.
- 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

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

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

As part of each individual's assessment for support, staff will help individuals to explore aspects of their own culture and any religious beliefs that are important to them.

Staff at Tir Morfa will then plan any support needed to express their cultural identity and observe religious practices

This could include:

- supporting individuals to attend a place of worship;
- planning menus in accordance with dietary requirements;
- personal care preferences to include cultural observances;
- or wearing clothing associated with religious or cultural observance.

Section 5: Staffing arrangements

<p>Numbers and qualifications of the staff</p>	<p>Rick Wilson - Chief Executive Qualifications:-</p> <ul style="list-style-type: none"> ● CQSW, BSc (Econ), ● MSc ● Social Work Qualification CQSW ● Currently working towards the BTEC Advanced Professional ● Diploma in Positive Behaviour Support <p>Lynda Rosselli – Responsible Individual Qualifications:-</p> <ul style="list-style-type: none"> ● Qualifications - NVQ Level 4 Care, NVQ Level 4 Management, ● D32/33 Assessor award ● BTEC Advanced Professional Diploma in Positive Behaviour Support ● Registered Manager with CSSIW & Social Care Wales since 21/12/2007 <p>Dean Bromham - Locality 5 Manager Qualifications:</p> <ul style="list-style-type: none"> ● QCF Level 5 Diploma Leadership in Health & Social Care Services ● TAQA level 3 assessors award ● Key Trainer Cert; People Handling and Risk Assessment Trainers refresher; ● Register with Social Care Wales <p>Michelle Griffiths - Registered Care Home Manager Qualifications:-</p> <ul style="list-style-type: none"> ● QCF Level 5 Diploma Leadership in Health & Social Care Services ● Level 5 Connective Care Education ● A1 assessors award <p>Support Staff - There is currently 10 support staff working at Tir Morfa,</p>
<p>Staff levels</p>	<p>The amount and level of support that individuals require is individually assessed. We will then develop a plan to meet the person’s needs for both day and night support. This will be agreed upon with the person and their supporters and will include a combination of individual and shared support. Where the person’s support is commissioned by the local authority or health provider. A rota for allocating staff to support them is developed from this plan. We will ensure staff and managers have the required training, skills, and knowledge to effectively and safely support the person including meeting any specialist support needs they may have.</p>

	<p>Tir Morfa provides 24-hour care & support. Tir Morfa provides support during the daytime to cater to individual needs and a wakeful staff member and a sleep-in staff member during the night time to cater for individual needs.</p> <ul style="list-style-type: none"> • 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. • The Registered Care Home Manager will produce weekly staff rotas at least 4 weeks in advance. Where possible people we support will have these rotas made available to them in an accessible format. <p>The Registered Care Home Manager will complete a monthly timesheet via Roster at the end of each month to show the individual hours worked by each staff member and any time off they may have had either through sickness, annual leave, or other reasons.</p> <p>For full details, our policy 'Rota Management' should be referred to.</p> <ul style="list-style-type: none"> • People we support will not be expected to sign any timesheet system to confirm staff attendance. Timesheets will be authorised by the designated manager. <p>The Consortium acknowledges how important it is for people we support to have people who they know and trust to support them. When staff is absent for a length of time The Consortium have procedures and policy in place to ensure continuity is maintained.</p> <p>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.</p> <p>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</p> <p>We are able to be creative and liaise with our managers in utilising other staff in our Locality.</p> <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>Specialist staff</p>	<p>None supporting people living at Tir Morfa</p>

<p>a) Deployment of staff at service (for accommodation based services only)</p>	<p style="text-align: center;">Staff Structure Registered Care Home Tir Morfa</p> <div style="text-align: center;"> <pre> graph TD A["Rick Wilson Chief Executive"] --> B["Lynda Rosselli Responsible Individual"] B --> C["Dean Bromham Locality 5 Manager"] C --> D["Michelle Griffiths Registered Care Home Manager"] D --> E["(Vacant post) Deputy Care Home Manager"] E --> F["Support Staff x 10"] </pre> </div> <p>At least two support staff are on duty working various shifts between 7 a.m. - 10 p.m 7 days a week.</p> <p>There is also two staff on duty between 10 pm and 7 am (1 wakeful staff member and 1 Sleep in) 7 days a week.</p> <p>The rota is reviewed daily to reflect the changing needs, activities, and interests of the individuals. This then means that the staff ratio can be increased to quickly respond to any changes.</p>
<p>Arrangements for delegated tasks</p>	<p>Where specialist health care tasks are required, e.g. administration of rescue medication {epilepsy}, 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. Community Nurse.</p>

<p>Supervision arrangements</p>	<p>All staff are required to participate in quarterly supervision and annual appraisal sessions with the Registered Care Home Manager. 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>Staff training</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"> ● Positive Behaviour Management ● Positive Behaviour Support ● Autistic Spectrum Disorder ● Medication ● Mental Health and Learning Disability ● First Aid ● Safeguarding. ● DoLs / Mental Capacity ● Skin bundle ● Infection Control ● Fire Safety Awareness ● Food hygiene ● Inclusive Communication ● GDPR ● Complaints ● Health & Safety <p>Our staff training program aims to ensure that people are supported by competent and qualified staff, who have the knowledge and skills to meet their specific support needs, preferences and help to develop their skills.</p> <p>The training program is managed by the Learning & Development Team, who works with operational managers to ensure that the learning and development needs of all staff and managers are met.</p> <p>This includes:-</p> <ul style="list-style-type: none"> ● Induction - All new employees participate in the all-wales induction program. For support staff and managers this meets the inductions standards specified by Social Care Wales. The All Wales Induction Framework induction consists of a combination of attending courses, 'on the job training, and completion of online courses. ● Specific training relating to individual support - 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:-

- Managing Epilepsy
 - Understanding and responding to Dementia
 - Decision Making and Mental Capacity
 - Welsh language skills
-
- **Refresher Training** - We require some training to be updated on a regular basis e.g. Safeguarding, Medication, First Aid, Data protection, 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), 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 posts, in accordance with the Social Care Wales' Qualification Framework.

We work in partnership with local colleges to offer these qualifications to staff.

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 Locality Manager.
--	---

Section 6: Facilities and services	
Number of single and shared rooms	<p>Tir Morfa has four single bedrooms.</p> <p>Bedroom one measures 12'3"x 9' and faces the front of the bungalow. This room has a hand basin.</p> <p>Bedroom two measures 13'1"x 9' and face the front of the bungalow. This is fitted with overhead tracking and hoist facility.</p> <p>Bedroom three measures 12'3"x13' and faces the rear of the property, which overlooks the back garden. This is fitted with overhead tracking and hoist facility.</p> <p>Bedroom four measures 9'1"x10' and faces the rear of the property, which overlooks the back garden and is also fitted with overhead tracking and hoist facility. This room also has a hand basin.</p>
Number of rooms with en suite facilities	<p>Bedroom two has an en-suite wet room shower with seat and handrail facilities also a wash hand basin and toilet.</p> <p>Bedroom three has en-suite bathroom facilities. This bathroom is fitted with a Malibu hi/low bath with an attached shower chair, a hi/low sink with an attached mirror, and a closet toilet. Hand and wall rails are fitted and also overhead tracking.</p>
Number of dining areas	<p>There is one large communal kitchen/dining room that measures 19'x23'.</p> <p>The kitchen is fully fitted with an integral fridge, integral freezer, built-in double oven and hob, and dishwasher.</p> <p>The dining area has a dresser cupboard and a large dining table.</p>
Number of communal areas	<p>Tir Morfa has a large lounge measuring 17'15". The lounge contains a three-seater sofa and one comfy chair.</p> <p>There is a communal kitchen/dining.</p> <p>Tir Morfa has a large communal entrance hall measuring 47'x17'. All rooms lead off from the hallway.</p> <p>There is a communal utility room measuring 14'x6' which contains a large washing machine, tumble dryer sink with drainer/cupboard. This room also has a large walk-in cupboard where the gas boiler is situated.</p> <p>Both shower room and bathroom are for communal use for both staff and Service Users.</p>
Specialist bathing facilities	En suite bathroom contains specialist bathing facilities including hi/low bath, hi/low sink, and closomat toilet. There is also a fitted overhead hoist and tracking.
Specialist equipment	Tir Morfa has overhead tracking fitted in the communal lounge, one bathroom, and three bedrooms.

<p>Security arrangements in place and use of CCTV</p>	<p>The scheme is fitted with an Intruder alarm which is linked to lifeline call centre.</p> <p>Staff are given training on the use of the alarm system and the secure locking of the property when empty.</p> <p>Finances are stored in a safe.</p> <p>All confidential information is securely locked away.</p>
<p>Access to outside space and facilities at this service</p>	<p>The front exterior of the property has been landscaped for minimal maintenance, it has raised flower beds for ease of access and planted with seasonal plants, the property is surrounded by a wall. There is a parking area for 4-5 vehicles.</p> <p>The rear of the property has a large garden with lawn and landscaped areas. There is also a paved area that has patio furniture and a large sun umbrella for Service Users to use, weather permitting.</p> <p>At the side of the bungalow, there is a covered seating area with raised flower beds and a garden shed.</p> <p>Gardens are maintained by a local gardener.</p>

Section 7: Governance and quality monitoring arrangements

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

Community Lives Consortium is a membership-based organisation with 196 members; of these members:

- 46 are people we support
- 19 are family members
- 27 are people we employ and
- 99 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 **Stuart Harper**.

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 Locality 5 Manager and Registered Care Home Managers 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 that live at Tir Morfa 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

Individuals at Tir Morfa are able to make complaints in a number of ways:

- A complaint can be made to any member of the Community Lives Consortium staff. This means Individuals can approach whichever staff member they feel most comfortable speaking to.
- Make a complaint verbally, either face to face or over the phone.



- Individuals can make a complaint in writing, by letter, email or text message
Email -complaints@communitylives.org or text - 07814779935.

The Registered Care Home Manager at Tir Morfa will work with the Individual to sort out the complaint, they will do this in 14 days, or 28 days. They will agree with the individual a written record of how the complaint is resolved.

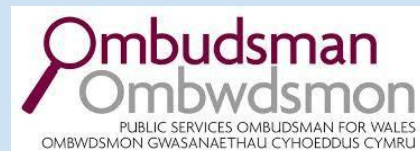
If the Individual would like somebody independent of Tir Morfa to sort out their complaint then we can ask an investigation officer to arrange this. They will agree a report with the complainant about the investigation and what they have found, this may take up to 35 days. If this takes longer the complainant will be informed.

Individuals can also ask the **Social Services Department** to sort out their complaint:

- The Swansea Council complaints team can be contacted at 01792 637345, or by email at 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



Individuals that live at Tir Morfa 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.



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

