

Integra Community Living Options Limited

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Integra Community Living Options Limited

Provider summary

The provider was registered on:	22/08/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Individual training needs are identified through supervision and through on-the-job coaching and monitoring. Appraisals also identify individual training needs and requests. Specific training needs are also identified during the referral process. Each home and individual has a training development plan for the year. We have access to our wider training department at National Care Group. Through client reviews any changes in need are identified and further training rolled out where necessary.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Through considering referrals and client mixes, as well as existing staff skills, we seek to recruit staff via a value-based approach to meet the assessed needs of our clients. We have a dedicated recruitment team who are responsible for sourcing appropriate candidates. We encourage our managers to invest in their team and address proactively issues arising from staff feedback. We seek to provide good opportunities for career and pay and invest significantly in developing talent

Regulated services delivered by this provider

Service name	Service type	Type of care
Integra Community Living Options DSS (Cwm Taf Morgannwg)	Domiciliary Support Service	None
Riversdale	Care Home Service	Adults Without Nursing
Ty Undeb	Care Home Service	Adults Without Nursing
Avondale	Care Home Service	Adults Without Nursing
Ty Newydd	Care Home Service	Adults Without Nursing
Ty Nant	Care Home Service	Adults Without Nursing
Ty Ddol Awel	Care Home Service	Adults Without Nursing
Elm Lodge	Care Home Service	Adults Without Nursing
Caewern Lodge	Care Home Service	Adults Without Nursing
Integra Community Living Options DSS (Cardiff & Vale)	Domiciliary Support Service	None

Service: Ty Ddol Awel

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	5
Service Conditions	- The responsible individual for this service is Andrea Michelle O'Loughlin - A maximum of 5 individuals can be accommodated at this service - Integra Community Living Options Limited is registered to provide a Care Home Service at Ty Ddol Awel 2 DDOL ROAD, DUNVANT, SWANSEA SA2 7UB
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Christopher Dickson

Service contact details

Service Telephone Number	01792207529
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Welsh
Non-verbal communication methods used at the service	Total Communication

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 1 - Number of bedrooms with en-suite facilities: 4 - Number of communal lounges: 3 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 5 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a complaint or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and
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support to utilise advocacy services if required.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2153.99
The maximum weekly fee payable during the last financial year?	£2430.00

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	5.90
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	2

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	2	3

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)
Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)

Service: Elm Lodge

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/11/2018
Maximum number of places	7
Service Conditions	- The responsible individual for this service is Andrea Michelle O'Loughlin - A maximum of 7 individuals can be accommodated at this service - Integra Community Living Options Limited is registered to provide a Care Home Service at Elm Lodge, The parade, Carmarthen SA31 1LZ
How many people in total did the service provide care and support to during the last financial year?	9

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Kathleen Lloyd

Service contact details

Service Telephone Number	02920494445
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Welsh
Non-verbal communication methods used at the service	Total Communication

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 7 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 7 - On-site parking - Pet friendly (or by arrangement) - Quiet areas - Residents' kitchenette / communal kitchen - Semi-independent flat - TV point

Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a complaint or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with

individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1963.66
The maximum weekly fee payable during the last financial year?	£2147.05

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	6.40
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	4	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	1

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	3	2

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Senior Care Worker	2	0
Care Worker	1	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)
Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)

Service: Ty Newydd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/12/2018
Maximum number of places	5
Service Conditions	• The responsible individual for this service is Andrea Michelle O'Loughlin • A maximum of 5 individuals can be accommodated at this service • Integra Community Living Options Limited is registered to provide a Care Home Service at Ty Newydd 38 PEN-Y-LAN ROAD, CARDIFF CF24 3PF
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	02920480404
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Greek • Nigerian • Welsh • Other African language
Non-verbal communication methods used at the service	• Total Communication

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Internet access • Near public transport • Number of bathrooms with assisted bathing facilities: 0 • Number of bedrooms with en-suite facilities: 5 • Number of communal lounges: 2 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 5 • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • TV point
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Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a
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compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2106.74
The maximum weekly fee payable during the last financial year?	£2445.86

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	7.10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Care Worker	6	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Care Worker	0	1

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Care Worker	5	2

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	1	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)

Service: Ty Undeb

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/08/2018
Maximum number of places	7
Service Conditions	• The responsible individual for this service is Andrea Michelle O'Loughlin • A maximum of 7 individuals can be accommodated at this service • Integra Community Living Options Limited is registered to provide a Care Home Service at Ty Undeb TY UNDEB, 74 QUEEN VICTORIA ROAD, LLANELLI SA15 2TH
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Carla Day

Service contact details

Service Telephone Number	02920494445
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Welsh • Greek
Non-verbal communication methods used at the service	• Total Communication

Service facilities and accommodation

• Access to minibus or other transport • Close to local shops / amenities • Garden(s) • Internet access • Near public transport • Number of bathrooms with assisted bathing facilities: 1 • Number of bedrooms with en-suite facilities: 6 • Number of communal lounges: 2 • Number of dining rooms: 2 • Number of shared bedrooms: 0 • Number of single bedrooms: 7 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • Semi-independent flat • TV point

Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI
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speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2119.09
The maximum weekly fee payable during the last financial year?	£2496.95

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	6.40
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	5	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	4	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	1

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	4	1

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	4	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)
Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)

Service: Ty Nant

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/01/2019
Maximum number of places	13
Service Conditions	- The responsible individual for this service is Andrea Michelle O'Loughlin - A maximum of 13 individuals can be accommodated at this service - Integra Community Living Options Limited is registered to provide a Care Home Service at Ty Nant 56 FRANCIS STREET, THOMASTOWN TONYREFAIL, PORTH CF39 8DS
How many people in total did the service provide care and support to during the last financial year?	13

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Keith Jones

Service contact details

Service Telephone Number	02920523178
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Nigerian
Non-verbal communication methods used at the service	Total Communication

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Garden(s) - Internet access - Lifts - Near public transport - Number of bathrooms with assisted bathing facilities: 2 - Number of bedrooms with en-suite facilities: 11 - Number of communal lounges: 3 - Number of dining rooms: 3 - Number of shared bedrooms: 0 - Number of single bedrooms: 13 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Quiet areas - Residents' kitchenette / communal kitchen - Semi-independent flat - TV point - Wheelchair access

Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a
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compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1705.26
The maximum weekly fee payable during the last financial year?	£2245.00

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	11.90
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	10	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	10	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	8	2

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Senior Care Worker	2	0
Care Worker	8	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)
Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)

Service: Avondale

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/11/2018
Maximum number of places	5
Service Conditions	• The responsible individual for this service is Andrea Michelle O'Loughlin • A maximum of 5 individuals can be accommodated at this service • Integra Community Living Options Limited is registered to provide a Care Home Service at Avondale 130a, Pencisely Road, Cardiff CF5 1DR
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Jennifer Bower

Service contact details

Service Telephone Number	02920494445
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Nigerian • Welsh
Non-verbal communication methods used at the service	• Total Communication

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Internet access • Near public transport • Number of bathrooms with assisted bathing facilities: 1 • Number of bedrooms with en-suite facilities: 4 • Number of communal lounges: 3 • Number of dining rooms: 1 • Number of shared bedrooms: 1 • Number of single bedrooms: 5 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • TV point
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Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a complaint or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys

occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2318.49
The maximum weekly fee payable during the last financial year?	£2535.37

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	6.60
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	5	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	1

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	2	0
Care Worker	2	4

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	1	0
Care Worker	4	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)
Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)

Service: Integra Community Living Options DSS (Cwm Taf Morgannwg)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/10/2021
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	- Integra Community Living Options Limited is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area - The responsible individual for this service is Andrea Michelle O'Loughlin
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Justine Harris

Service contact details

Service Telephone Number	02920494445
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a complaint or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

Compliance and quality statement

Not Inspected - Strong Internal Checks Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£371.60
The maximum hourly rate payable during the last financial year?	£371.60

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0

Service: Riversdale

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/11/2018
Maximum number of places	10
Service Conditions	• The responsible individual for this service is Andrea Michelle O'Loughlin • A maximum of 10 individuals can be accommodated at this service • Integra Community Living Options Limited is registered to provide a Care Home Service at Riversdale, Riversdale House, Radyr Court Road, Cardiff CF5 2QF
How many people in total did the service provide care and support to during the last financial year?	10

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Justine Harris

Service contact details

Service Telephone Number	02920494445
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Nigerian
Non-verbal communication methods used at the service	• Total Communication

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Ground-floor accommodation only • Internet access • Near public transport • Number of bathrooms with assisted bathing facilities: 1 • Number of bedrooms with en-suite facilities: 6 • Number of communal lounges: 5 • Number of dining rooms: 3 • Number of shared bedrooms: 0 • Number of single bedrooms: 10 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • Semi-independent flat • TV point

Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a complaint or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI
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speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2161.14
The maximum weekly fee payable during the last financial year?	£2586.82

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	1
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	9.80
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	5	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	1

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	4	2

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Senior Care Worker	2	0
Care Worker	5	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)
Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)

Service: Caewern Lodge

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Maximum number of places	6
Service Conditions	• The responsible individual for this service is Andrea Michelle O'Loughlin • A maximum of 6 individuals can be accommodated at this service • Integra Community Living Options Limited is registered to provide a Care Home Service at Caewern Lodge CAEWERN LODGE, DWR Y FELIN ROAD, NEATH SA10 7RH
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Rebecca Cardy

Service contact details

Service Telephone Number	02920494445
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Nigerian
Non-verbal communication methods used at the service	• Total Communication

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Ground-floor accommodation only • Internet access • Near public transport • Number of bathrooms with assisted bathing facilities: 0 • Number of bedrooms with en-suite facilities: 6 • Number of communal lounges: 2 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 6 • On-site parking • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • Semi-independent flat • TV point

Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI
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speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2156.36
The maximum weekly fee payable during the last financial year?	£2256.89

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	5.80
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	8	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	5	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	3

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	5	3

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	2	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)
Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)

Service: Integra Community Living Options DSS (Cardiff & Vale)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/12/2018
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- The responsible individual for this service is Andrea Michelle O'Loughlin - Integra Community Living Options Limited is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Justine Harris

Service contact details

Service Telephone Number	02920494445
Service Contact Email Address	info@integraclo.org

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on display and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a complaint or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

Compliance and quality statement

Inspected - Delivering Quality Care During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016. We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£750
The maximum hourly rate payable during the last financial year?	£1308.91

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Care Worker	6	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Care Worker	6	0

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Care Worker	1	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day Shift 8am -8pm (2 staff), Night shift 8pm - 8am (1 staff)