

LIFE LONG LEARNING 4 LIVING LTD

STATEMENT OF PURPOSE



LLANERCHRUGOG HALL

2026 EDITION

WELCOME

We have prepared this Statement of Purpose for our services at Llanerchrugog Hall to present you with as much helpful information as possible.

Llanerchrugog Hall is a residential service for adults operated by Life Long Learning 4 Living Ltd since 2007. The service focuses on creating a therapeutic atmosphere and operating as close as possible to a regular home in the community.

This document is also available to download in Welsh and is actively offered alongside the English edition.

If you wish to make an enquiry and disclose a source of personal information such as your identity, then this data will be treated confidentially and handled in accordance with the General Data Protection Regulations.

For more information please visit:

www.llanerchrugoghall.co.uk

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SECTION 1: ABOUT THE PROVIDER

A) PROVIDER PROFILE

Service provider:	Life Long Learning 4 Living Ltd
Legal entity:	Limited Company [Companies House No. 06010203]
Responsible individual:	Mr. Peter Greenwood
Manager of service:	Mr. Oliver Greenwood
Name of service:	Llanerchrugog Hall
Address of service:	Llanerchrugog Hall, Hall Lane, Rhosllanerchrugog, Wrexham, LL14 1TG

SECTION 2: DESCRIPTION OF THE LOCATION OF THE SERVICE

A) LOCATION

Llanerchrugog Hall (Welsh: *Plas Llannerchrugog*) also known as Rhos Hall is situated in the Welsh village community of Rhosllanerchrugog and is thought to have been built in the early 18th century originally as a farm but has been used to provide care services since the 1960s.

Llanerchrugog Hall now provides residential care services for adults with learning disabilities and mental health needs. The service is not registered to provide nursing care.

The building has 14 bedrooms to accommodate service users as well as 7 washrooms (2 baths and 5 showers) spread over three floors. The building also has two lounges, two dining rooms and two kitchens.

In order to take advantage of the outdoor space two large gardens have been developed as well as a separate sensory garden to support individuals with sensory impairments.

HOLD CTRL ON YOUR KEYBOARD AND CLICK THE IMAGE



B) COMMUNITY FACILITIES AND SERVICES

RHOSLLANERCHRUGOG [LOCAL VILLAGE]	
BANKING:	Post Office; Cash points; Weekly mobile bank; Major bank branches in Wrexham town [4 miles away]
ENTERTAINMENT:	Stiwt Theatre; Various social clubs
HEALTH:	Dentist; GP surgery; Hair dresser; Pharmacy
GROCERIES:	Bakery; Co-Operative; Spar; Takeaways
RELIGION:	Multiple Christian denomination chapels
SOCIAL:	Community café; Pub
TRANSPORT:	Bus service every half hour into Wrexham town [4 miles away]; Taxis

SECTION 3: ABOUT THE SERVICE PROVIDED

A) RANGE OF NEEDS WE CAN SUPPORT

The service provides residential care for up to fifteen adults. The service does not provide nursing care and is not registered to do so.

GENERAL LEARNING DISABILITIES AND MOBILITY NEEDS

The service is registered to provide residential care for up to fifteen adults for as long as it can meet their needs. Historically the service has primarily supported adults with learning disabilities, mobility needs and mental health needs.

To support all individuals and needs at our service, a significant number of our staff are trained to Level 3 in Health and Social Care and Level 3 in Education and Training to provide a range of skills and development activities that are appropriate for a stimulating, rewarding and positive lifestyle. The home itself is modelled as a resource centre with a heavy emphasis on reaching outcomes through the development of life skills such as cooking, cleaning, gardening, shopping, ironing, personal care, developing hobbies and so on. We are distinct in residential settings in the sense that we have a step-down facility with an attached house that offers two semi-independent units to facilitate further stepdown movement. This approach to meeting needs is ever evolving and the service changes to proactively to meet a range of needs.

In addition to supporting skills-based development, the service supports participation in work opportunities hosted by other organisations. In the past and currently we have offered attendance at college for entry level qualifications in small animal care, motor vehicle studies and literacy and numeracy courses, voluntary work has been undertaken at the local Oxfam shop, one person is a volunteer ranger at the local country park, and several people attend the Erlas Garden Project and day service work opportunities.

Mobility into the local community (Rhosllanerchrugog) both supported and independently is encouraged always. People have bus passes to go to town (Wrexham), they walk and bike in to the village and we have supported an individual to pass the driving test and maintain their own car. The house provides two people movers for supported transport. With respect to local facilities, individuals have been supported to attend Church, use the post office, withdraw money, shop for personal requirements, buy a newspaper, use the hairdressers, order take away meals, attend the STIWT theatre, access the Dentist and local GP surgery along with the chemist, vote in elections, use the local pub in particular community bingo and acquire books from the Library.

The service also actively supports mobility beyond the local community. Wrexham town is the main facilities hub in the region. The service has supported individuals attend slimming world, access the gym, use the local swimming pool, attend seasonal events such as Wrexham Christmas market, summer fêtes, Remembrance Sunday, walks at the country park and using the canal system.

FURTHER AND SPECIFIC NEEDS

In addition to supporting needs for all described above, the service also has extensive experience in supporting individuals with further needs such as:

- Acquired Brain Injury [ABI]
- Autistic Spectrum Disorders
- Dementia
- Diabetes
- Downs Syndrome
- Epilepsy
- Mental Health Needs
- Sensory Loss

ACQUIRED BRAIN INJURY

The service has a history of providing support to individuals with an acquired brain injury [ABI], including situations where this is one of multiple needs. Where primarily we may be viewed as providing a learning disability service ABI can be considered as an acquired Learning Disability as it can often occur later in life like many other needs and thus have an impact on an individual's needs in a similar way.

We work alongside external health provisions such as speech and language therapy, physiotherapy, occupational therapy and mental health support via the local CLD Team and more specialist provision when required.

AUTISTIC SPECTRUM DISORDERS

The service has worked with individuals on the autistic spectrum and is particularly experienced in doing so where there is also a secondary mental health need. The service promotes the concept of an environment which is therapeutic and offers sensory stimulation as described in *Sensory Loss*. The service also promotes the concept of positive behaviour strategies and our staff receive training to understand and implement this.

DEMENTIA

The service supports individuals who have received a formal diagnosis of dementia and some who acquired it in addition to existing needs such as Down's syndrome. We have experienced this with several service users in the past and access appropriate health professionals to maintain and promote the individual's existing placement. This also includes Korsakoff's syndrome. The service has a detailed policy for implementing measures to ensure the service strives to meet the needs of individuals with dementia.

DIABETES

Type 1 [Insulin dependent] - The service maintains positive and good working relationships with community nurses who make home visits to administer insulin. Blood sugar readings are recorded accurately, and awareness raised among staff about the importance of a safe diet. Specialist training is provided to take readings.

Type 2 – The service has previously work with individuals to manage Type 2 diabetes through a combination of medication and even reversing the effects through good dietary management.

Underpinning successful support, is the development of a good knowledge base within our staff and training on diabetes is delivered as part of our continuous learning curriculum.

DOWN'S SYNDROME

People who have Down's syndrome can cognitively function across a wide spectrum. Our main objective is to offer the care and liaise with health professionals to ensure that we support appropriately any additional medical conditions that may occur such as sensory impairment, respiratory issues, skin issues, and physical and communication needs as well as early onset dementia.

EPILEPSY

The service has extensive experience supporting individuals with epilepsy. Our staff have received training to deliver Buccal Midazolam and the service has utilized assistive technologies to monitor potential night time seizures. The service has a history of supporting individuals with epilepsy to lead independent lifestyles by helping them to manage their own risks in public.

MENTAL HEALTH NEEDS

Many of the people who use our service have secondary on going mental health needs either because of their initial learning disability or being unable to cope with a significant occurrence or are experiencing a re-occurring trigger. In some instances, prior to admission somebody's mental health needs may be predominant which has required significant intervention such as hospitalization. Admission is undertaken only when the mental health need is risk assessed as stable and manageable with in our setting.

We work in conjunction with Tŷ Derbyn mental health team and access community psychiatrists, community psychiatric nurses and additional staff where appropriate. The service recognises that mental health needs carry many variables and staff have received training to effectively support needs such as bi-polar disorder, schizophrenia, social anxiety and depression.

We are unable to admit individuals who require forensic interventions.

SENSORY LOSS

Several of our service users have sensory impairments and access to specialist support is taken up where required. We can provide support for service users with mild to moderate cerebral palsy and will access physiotherapy and orthotics if required along with chiropody for all needs particularly diabetes. We are unable to admit individuals that require hoists.

We have experience of working alongside people with visual impairments - both those that have had mobility training and those who have not. We can adapt the environment and activities to take this need into account and make use of resources such as Braille, 1:1 support where required, talking watches, talking books, enlarged print and access specialist social workers. All individuals have regular access to an optician who will also scan the eyes and, if diabetic, provide an additional eye check every year.

Several people have hearing aids which are managed and supported effectively in terms of general ear care, maintenance of the device, positioning, cleaning and changes of batteries.

B) AGE RANGE OF PEOPLE USING THE SERVICE

The service is open to anyone aged 18 or over. Individuals are able to remain at the service for as long as they wish and as long as their needs can be met.

C) MAXIMUM CAPACITY

The maximum capacity of the service is fifteen adults.

SECTION 4: HOW THE SERVICE IS PROVIDED

A) ADMISSIONS

PLANNED ADMISSION

Pre-Admission

If you are interested in being placed with our service, then an experienced and qualified member of management will come out and visit you and your current place of residence. The purpose of this visit is to carry out a 'needs assessment' which is an objective process for the service to hear from you and determine whether it can meet your needs.

The needs assessments will consider aspects such as a risk assessment, skills assessment and barriers to equal opportunity. The thoughts of family members, friends and anyone else you would like to be involved will be welcomed and taken into consideration. This process is confidential, and the information gathered is used to develop an appropriate delivery plan.

We will at all times provide enquiries with as much information as possible about our service and in formats which you find the most helpful to support your decision making. We openly encourage visiting the service and involving family and friends before making a final decision.

In the event that the assessment process tells us that we are not able to meet your needs we will endeavour to offer advice on who to contact next.

Once a support package has been identified and all parties agree to proceed with the placement, arrangements can be made for admission.

Admission

On the day of admission, we will provide you with a service user guide which includes several important documents such as the terms and conditions of the placement as well as any fee arrangements.

We will offer advice on what to bring with you and will support you to decorate your room. Large furniture and personal effects will need to be brought in advance, but arrangements will be made to accommodate this. An inventory will be drawn up to clarify what furnishings belong to the service and what is your personal property.

Post-Admission

After admission a trial period will be agreed, this is normally six to twelve weeks, after which a review will be held to ensure all parties are satisfied with the placement. This review will also give the service a chance to prepare and present a service user plan and discuss target outcomes with others.

EMERGENCY ADMISSION

An emergency could arise when decisions must be made about a placement very quickly, perhaps because of an unforeseen change in circumstances. In such cases we aim to be as flexible as possible to reduce the stress for individuals and families.

In an emergency admission, an appropriately trained member of staff will make every effort to make an assessment prior to admission. If this cannot be achieved then as much information as possible will be collected from the referring party, the service user and their family where possible. Once a reasonable amount of information has been gathered a decision will be taken whether a placement can be provided.

If a placement can be offered it will be for a temporary 48-hour period. If a temporary admission is agreed then an assessment will be conducted on arrival at the service. Once an assessment has been successfully completed and management are able to make an informed decision then the service user and referring party will be notified whether the admission can be confirmed.

RESPITE ADMISSION

Respite admissions are temporary placements which are usually planned as solutions to circumstances where a carer is unable to meet an individual's needs for a brief time-period, for example, if they must travel for work commitments. Respite placements will be planned and agreed along the lines of a standard planned admission with a temporary plan being designed to help meet routines that would otherwise occur for an individual in their everyday life.

Respite admissions may also occur in an emergency basis, for example where an individual needs an immediate placement but there is an agreement that the service is not likely to be able to meet their long-term needs. In this case the emergency admissions procedure is followed and a fixed term placement would be agreed.

B) PERSONAL PLANS [ASSESSMENT, DELIVERY AND REVIEW]

The service is delivered using an outcomes-based model which intends to support individuals to achieve the highest levels of independence and with respect to personal choice, safety and well-being.

Life Long Learning 4 Living undertook an extensive consultation exercise with service users and employees to examine how service user plans should be presented considering factors such as communication of information, parties that might need to access the plan, presentation, accessibility and management of information. The key concern was the volume of information that is needed to meet statutory and regulatory requirements and how this would need to be presented in a manner that is compatible with the aims and objectives of the service.

The consultation delivered three key proposals:

- 1) INFORMATION MANAGEMENT:** The plans should be broken down into a greater number of divisions with smaller, more detailed compartments of information.
- 2) STRUCTURE:** The plan should adopt a continuous three-point cycle of Assessment, Delivery, Review (followed by re-assessment). This plan should open with a profile intended to summary key information for third parties who might not be familiar with internal processes.
- 3) FLEXIBILITY:** The design should be modular in nature to create spaces for service users to directly add to the plan as means of promoting inclusion and adapting to future demands from changes in policy and legislation.



ASSESSMENT

A multifaceted approach is taken to assessment to ensure that service user needs and approaches to delivery are well thought and planned for. There are four key themes for consideration: service user views; risks to the service user; current level of life skills; and equal opportunities issues.

The key objective of the assessment process is to develop a comprehensive understanding of the service user's needs, abilities and most important their personal goals and use this information to create an outcome-led programme to support an independent lifestyle.

Re-assessment then formally occurs as part of the annual review process and is then fed back into the delivery process to ensure a continuous cycle of development.

A) SERVICE USER INPUT & SELF-ASSESSMENT PURPOSE: The purpose of this exercise is to ensure that the individual is an active participant in shaping the delivery. An individual may wish to express personal preferences about how care is delivered, discuss their life objectives and talk about the things that matter to them most. An important part of this aspect is self-assessment which provides an opportunity for the individual to think about where they are in life, what challenges they face, what they think their strengths and weaknesses are and how support can help them.	B) RISK ASSESSMENT PURPOSE: The purpose of this exercise is to identify and evaluate risks to the individual, the level of seriousness and how they can be managed. The level of risk to a service user is derived from measuring the likelihood of occurrence against the seriousness of the consequences. Once a risk is identified every effort will be made to eliminate it first however where this is not possible support will be provided to safely manage risks.
C) LIFE SKILLS ASSESSMENT PURPOSE: The purpose of this exercise is to form an objective assessment of the current capabilities of the individual. Whilst the risk assessment might consider safety issue this exercise will look at practical issues and how they can be addressed to enhance participation, for example would focusing on developing a specific skill set help the individual achieve a personal objective. The assessment of life skills is conducted against everyday tasks associated with each point on the Outcomes Framework .	D) EQUAL OPPORTUNITIES ASSESSMENT PURPOSE: The purpose of this exercise to identify barriers to participation and how they can be eliminated or reduced where possible. Barriers to participation can take on numerous forms for example they could be physical challenges which could be addressed with adjustments to the environment; other barriers might involve communication. Some barriers might not present themselves obviously so it is important to reflect upon this as part of the assessment process to help the individual develop skills and achieve personal objectives.

DELIVERY

A Personal Plan is delivered around 10 key outcomes that have been identified by Life Long Learning 4 Living as being essential to developing an independent lifestyle. Delivery focuses on the concept of 'Towards Independence' always asking the question: What opportunities would the individual benefit from to ensure better participation in society?



OUTCOME	EXAMPLE OBJECTIVE(S)
1) Activities, Hobbies & Social	To support the development of new skills and well-being through activities, hobbies and social opportunities.
2) Behaviour & Emotional Well-Being	To promote positive behaviour and a non-violent lifestyle. To actively support mental health needs. To explore and support identity concepts that are important to the individual.
3) Citizenship	To explore key themes of citizenship, such as community services, equal opportunities, voting and a rights-based approach to care.
4) Developing Skills	To promote development and retention of key life skills.
5) Diet	To promote the importance of a balanced diet on physical and mental well-being.
6) Finance	To promote access to financial services. To support planning for personal expenditures.
7) Functional Skills	To promote communication, digital skills, literacy and numeracy as key functional skills that underpin the development of all outcomes.
8) Health	To support independence within access to health services. To promote self-awareness of own health needs.
9) Mobility	To promote and support access to transport infrastructure. To challenge physical barriers to participation.
10) Welsh Culture	To promote opportunities to learn and experience the Welsh language. To promote access to sites of historical and cultural significance in Wales.

REVIEW

The review process has been constructed to ensure that it is able to accommodate a diverse range of feedback at regular intervals and is open to third party engagement.

Examples of feedback include:

- Non-solicited feedback such as compliments and complaints.
- Solicited feedback such as responses to questionnaires.
- Formal feedback such as documented meetings.

Feedback is grouped under three specific categories:

INDIVIDUAL FEEDBACK

The purpose of this section is to create a review mechanism that is constantly open and allows service users to express feedback on their own terms. Where a monthly review might be a written documented discussion, a service user may wish to express something in a different means without being limited to once a month. The service may also provide opportunities for individuals to give specific feedback, for example by issuing surveys on topics such as food and drink.

KEY WORKER REVIEWS

The purpose of this section is to provide written documentation of one to one progress meetings between the individual and a key worker. This is an important, co-productive relationship and the key worker will be expected to pro-actively advance any requests or developments that arise.

Key Worker reviews examine the agreed target outcomes and record developments and requests from individuals and are typically held once every one to three months.

ANNUAL REVIEWS

The annual review will involve third parties from outside the service and officially brings the Assessment > Delivery > Review cycle to an end. The plan enters Re-Assessment and will apply agreed outcomes of the annual review; delivery then reflect changes highlighted in the re-assessment and the cycle continues.

The individual will have the opportunity to invite people they would like to attend their review, additionally information on advocacy services will be provided.

C) STANDARD OF CARE AND SUPPORT

The service has identified themes that it considers to be core standards of care and aims to promote these as essential to service user well-being:

- ✓ To support physical, mental and emotional well-being
- ✓ To promote safety
- ✓ To promote activities, hobbies and social interests
- ✓ To support access to education, learning and development opportunities
- ✓ To promote independence over everyday life
- ✓ To maintain linguistic, cultural and/or religious identities
- ✓ To maintain family and personal relationships

Physical, Mental & Emotional Well-Being

Our service will promote and maintain our Service User's health and ensure access to health care services. In particular, it will do the following:

- Support independent care whenever practicable.
- Maintain personal and oral hygiene including access to dentistry.
- Identify areas of risk, such as pressure sore, and take appropriate action.
- Seek and act on advice on continence issues and ensure that the necessary assistance and equipment are made available and used.
- Monitor mental health and ensure that preventative and restorative care is provided.
- Provide appropriate opportunities for exercise and physical activities.
- Regularly assess and act on the Service User's nutritional needs and monitor weight gain or loss.
- Enable individuals to register with a GP of their choice, subject to the GP's agreement.
- Facilitate access to specialist medical, nursing, dental, pharmaceutical, chiropody and therapeutic services, and hospital and community healthcare as required.
- Ensure access to hearing tests and sight tests and to appropriate aids.
- Inform the individual's next of kin or representative of serious illness or death.

Health, Safety and General Welfare

The management will ensure as far as is reasonably practicable, that the health, safety and general welfare of individuals, employees and visitors is protected. To facilitate this, an employee is assigned the role of health and safety supervisor and receives training to carry this out. The service does not restrict individuals from leaving the premises and will not be responsible for injury to individuals, visitors or invitees arising from the negligence of third parties or for the welfare of individuals in their care.

The fire alarm system is tested each week, with notice being given prior to it being set off. At all other times should the alarm sound, please remain calm and wait for instructions from staff or follow the instructions and routes displayed around the premises. The purpose of the onsite register for visitors is to assist staff in an emergency situation. To comply with fire regulations and for the safety and comfort of individuals and staff, smoking is not permitted.

Arranging Activities [Access to Activities, Hobbies and Social Interests]

A varied programme of activities is in place which reflects the needs and wishes of the service users. This is reviewed on a regular basis and information displayed on the “Community” board located in the lounge. Activities are planned on both a group and individual basis and Service Users may choose to participate as much, or as little as they wish; furthermore, the key worker relationship gives service users an opportunity to discuss potential new interests and receive support to plan activities.

Cash Storage [Access to Activities, Hobbies and Social Interests]

The service recognises that from time to time service users will need access to small sums of money to make purchases such as hairdressing services, social activities, toiletries and other sundry items. A cash safe is available on site if service users would prefer to deposit petty cash rather than carry it about their person.

When a service user chooses to deposit petty cash on site Llanerchrugog Hall commits to taking the following measures to ensure the money is protected:

- To store each service user’s money separately and to hold it on trust for the service user who can access it at any time.
- To keep a detailed statement of transactions for each service user and to ensure all incoming and outgoing cash is recorded and signed by two members of staff.
- To conduct a monthly audit of deposits to ensure the statements correctly match the amounts present in the safe.
- To promote strong working partnerships and good communication with appointees to ensure that cash is available to service users who are not responsible for their own finances.
- To ensure that relevant documentation kept by the service regarding an individual’s finances is available for inspection by the service user and any other appropriate person(s).

Access to Education and Work Opportunities

The service has dedicated outcomes within personal plans targeted toward accessing education and work opportunities, also known as day services.

The service has a good working relationship with local authority run work opportunities programs as well as local colleges and has previously successfully secured placements for study.

Supporting Linguistic, Cultural and/or Religious Needs [Maintaining Cultural and/or Religious Identity]

The service participates in the Welsh language active offer (*See below ‘Language and Communication’*).

The service has good relationships with local religious leaders; predominantly Christian but has previously successfully accommodated Islamic needs and associated cultural issues such as diet. The service will work with the individual to support access to religious services and prayer time where desired.

Communication [Maintaining Family and Personal Relationships]

The service recognises that families and friends may wish to send mail such as packages or greetings cards; incoming mail is received by staff and placed in the main office for you to collect each day. If you wish to post mail staff will be able to tell you where the nearest post-box, alternatively if you need assistance then arrangements can be made to support access to the postal service.

The service provides access to a shared payphone and this can be found in main office on the ground floor. The service also actively supports mobile phone technology and is dedicated to supporting service users to learn how to use and maintain them as means for independence; if you are interested in this please contact the Registered Manager.

Visitors [Maintaining Family and Personal Relationships]

Individuals are actively encouraged to have visitors and the service believes it is important to maintain links with family and friends as this positively impacts the individual's well-being.

There are no set visiting hours during the day and guests are welcome at any time between 8am and 8pm. Visitors during unsocial hours should make arrangements in advance with the service; this is to protect the rights of other service users to enjoy the property and especially individuals sleeping. If a member of staff does not recognise a visitor, then they will be challenged to show identification and confirmation sought from the service user that they know and wish to see them (please do not be offended if you are challenged, this is for the safety of everyone).

Visitors agree to certain conditions whilst on-site:

- To identify themselves if challenged by a member of staff.
- To leave peacefully if the individual they are visiting asks them to.
- To sign in and out on the site register.
- To comply with instructions for staff and to conduct themselves in a manner which does not disturb the peaceful enjoyment of the home.
- To ensure that visitors not of adult age are supervised by an adult at all times.
- To not bring pets into the building.
- To evacuate the building if required to do so and follow instructions from fire wardens.
- To smoke outside and only in designated smoking areas.
- To not bring any medication, food, cigarettes, alcohol, or items capable of producing fire such as lighters on site without consulting with the manager first.
- To not bring any dangerous items that would reasonably be considered to pose a risk to the safety of others on site.
- To not bring recording equipment on site or take photographs without consent, to protect the privacy of other service users.

A breach of any of these conditions will result in visitors being asked to leave; furthermore, aggressive behaviour, including verbal abuse, directed toward staff will not be tolerated and may result in a ban from entering the property.

D) LANGUAGE AND COMMUNICATION

The service is able to work with other organisations to meet a number of communication needs such as introducing Braille and Makaton into the home. The service has worked extensively on its Welsh language active offer strategy and how we can create a culture that promotes access to the service in Welsh as far as practicable.

WELSH LANGUAGE ACTIVE OFFER

This is a sample of actions we have taken to promote Welsh speaking in the service:

TARGET AREA	ACTION(S)
Service User Plans	<ul style="list-style-type: none">• Service user asked about preferred language and response is recorded in plan.• Outcomes framework includes opportunities to learn Welsh as well as integrating language into other activities such as cooking traditional Welsh cuisines.
Recruitment of Staff	<ul style="list-style-type: none">• Welsh speaking listed as desirable skill in job specification.• Interviewees asked about Welsh speaking ability and to demonstrate proficiency if they give positive response.
Documentation	<ul style="list-style-type: none">• Statement of Purpose is available in Welsh.• Service users who identify as bilingual Welsh/English speakers to receive both copies of documentation.• Communications received in Welsh will be responded to in Welsh.
Environment	<ul style="list-style-type: none">• Bilingual signs introduced where possible.• Service users interested in learning Welsh to be offered support to label personal items in Welsh and English such as furniture, television etc.
Society	<ul style="list-style-type: none">• Service users supported to receive community services in Welsh.• Service users supported to access BBC Radio Cymru and Welsh television channel S4C.• Service users introduced to Welsh elections and supported to participate.

SECTION 5: STAFFING ARRANGEMENTS

A) NUMBERS AND QUALIFICATIONS OF STAFF

NAME	POSITION	PRINCIPLE QUALIFICATION
O. Greenwood LLB MSc PGCertPsy	Registered Manager	Level 5 Diploma in Leadership in Health and Social Care Level 5 Diploma in Management
G. Greenwood BSc MSc	Deputy Manager	Level 5 Diploma in Leadership in Health and Social Care
G. Gregory	Deputy Manager	Level 5 Diploma in Leadership in Health and Social Care
C. Austin	Senior Social Care Worker	Level 3 Diploma in Health and Social Care
C. Layn	Senior Social Care Worker	Level 3 Diploma in Health and Social Care
N. Lewis	Social Care Worker	Level 3 Diploma in Health and Social Care
R. Cree	Social Care Worker	Level 2 Diploma in Health and Social Care
L. Evans	Social Care Worker	Level 2 Diploma in Health and Social Care
L. Roberts	Social Care Worker	Working toward Level 2 Diploma in Health and Social Care
S. Griffiths	Social Care Worker	Working toward Level 2 Diploma in Health and Social Care
L. Williams	Social Care Worker	Working toward Level 2 Diploma in Health and Social Care

B) STAFF LEVELS

The Registered Manager will conduct a risk assessment of service user needs and deploy a number of staff which reflects this and includes special events such as large group outings. Risk assessments are reviewed either annually or when a significant change in needs is anticipated. The service operates 24 hours a day and is segmented into three shifts: morning; afternoon and evening. The Registered Manager is regularly on call and has a work schedule which generally reflects the operating hours of social services and other external agencies. Below is an example of average staff levels through a 24-hour period, not including the Registered Manager:

MORNING (07:00 – 14:00)	- One Deputy Manager - Two to five Support Workers
AFTERNOON (14:00 – 21:00)	-One Deputy Manager - Two to five Support Workers
NIGHT (21:00 – 07:00+1)	- One Support Worker (Waking) - One Support Worker (Sleeping) - One Deputy Manager or Senior Support Worker on call from home

C) SPECIALIST STAFF

Llanerchrugog Hall does not employ any specialist staff but retains good working relationships with specialist health professionals and practitioners.

D) DEPLOYMENT OF STAFF AT SERVICE

Llanerchrugog Hall is three floors high with group living facilities concentrated on the ground floor and bedrooms spread across the ground, first and second floors.

Staff are deployed according to risks known at the time. The deputy manager leading a team will determine where staff should be concentrated during a shift; however, the ground and first floor rooms are generally prioritized for those with the greatest needs.

Around mid-morning reassessment of deployment occurs to factor in service users off site at day services or college and how staff can provide activities and support for those remaining on-site.

E) ARRANGEMENTS FOR DELEGATED TASKS

The Registered Manager is ultimately accountable for all functions of the service but will delegate responsibilities to deputy managers and some senior support workers. A delegation can only occur when the Registered Manager can show that the employee receiving the responsibility is competent to carry it out. Competency is measured through various means according to the task but typically would involve the employee achieving a relevant professional qualification associated with the task, demonstrating practical application and being able to present any records during supervision with the Registered Manager.

F) SUPERVISION ARRANGEMENTS

ONE-TO-ONE: Professional one-to-one supervision is conducted by a member of the management team. A supervision cycle begins at the start of each year and concludes with an annual appraisal. The number of one to one supervision sessions held will depend on the needs and experience of that member of staff.

OBSERVATIONS AND SPOT CHECKS: Spontaneous observations and spot checks are made by the health and safety leader and the finds are recorded as part of the monthly program; an example might be observing a member of staff safely working in the kitchen.

OPEN DOOR: The Registered Manager maintains an open-door policy when not in meetings. This is to help staff feel that they can raise concerns at any time and do not have to wait until a scheduled one to one.

G) STAFF TRAINING

Llanerchrugog Hall maintains a two-tiered format for training consisting of a Diploma in Health and Social Care which serves as the foundation of learning and development and is then topped up with a Core Learning Program of short courses to refresh knowledge and update best practice. The Core Learning Program is delivered over a three-year cycle and there is adequate flexibility among training providers to introduce new material if a need arises such as a change in service user needs.

Examples of training via our Core Learning Program include:

SUBJECT	
Ageing	
Anxiety & Bipolar Disorder	
Autism	
Challenging Behaviour	
Confidentiality	
Dementia Care	
Diabetes	
Fire Training	*Theory supplemented with extinguisher training and drills
First Aid	*Practical training
Food Hygiene	
Health and Safety	*Comprehensive program including CoSHH, Manual Handling etc.
Infection Control	
Personal Planning	
Record Keeping	
Safe Handling of Medication	*Theory supplemented with practical training under supervision
Safeguarding	
Sensory Loss	

In addition to the above, members of management receive further training in areas such as:

SUBJECT	
Assessing Needs	
Risk Assessment	
Supervision and Appraisal	

When identifying the means of training provision, adaptability is a key feature of the learning and development strategy.

SECTION 6: FACILITIES AND SERVICES

Llanerchrugog Hall (Welsh: *Plas Llannerchrugog*), also known as Rhos Hall, is situated in the Welsh village community of Rhosllanerchrugog and is thought to have been built in the early 18th century originally as a farm but has been used to provide care services since the 1960s.

Llanerchrugog Hall now provides residential care services for adults with learning disabilities and mental health needs. The service is not registered to provide nursing care.

The building has 15 bedrooms to accommodate service users as well as 7 washrooms (2 baths and 5 showers) spread over three floors. The building also has two lounges, two dining rooms and two kitchens. In order to take advantage of the outdoor space two large gardens have been developed as well as a separate sensory garden to support individuals with sensory impairments.



The approximate bedroom sizes (in squared meters) are as follows:

Room 1:	18.45sqm	Room 9 [plus en-suite]:	16.8sqm
Room 2:	14.52sqm	Room 10:	22sqm
Room 3 [plus en-suite]:	15sqm	Room 11:	12.1sqm
Room 4:	12.02sqm	Room 12:	13.56sqm
Room 5:	22.1sqm	Room 13:	16.54sqm
Room 6:	13.26sqm	Room 14:	15.32sqm
Room 7:	16.78sqm	Room 15 [plus en-suite]:	35.56sqm
Room 8:	15.74sqm		

A) NUMBER OF SINGLE AND SHARED ROOMS	14 Single Rooms 1 Shared Room
B) NUMBER OF ROOMS WITH EN SUITE FACILITIES	3
C) NUMBER OF DINING AREAS	2
D) NUMBER OF COMMUNAL AREAS	3
E) SPECIALIST BATHING FACILITIES	
All bathing facilities are designed and built with accessibility in mind and the service utilizes two shower rooms, two bathrooms and one dedicated wet room with shower to meet a diverse range of needs.	
F) SPECIALIST EQUIPMENT	
Llanerchrugog Hall is able to source a range of equipment and assistive devices according to the needs of the individual; this could be from wheelchairs for mobility needs to bed seizure monitors for epilepsy. The service has a good relationship with health professionals and specialist suppliers to ensure that any necessary equipment can be procured.	
G) SECURITY ARRANGEMENTS IN PLACE AND USE OF CCTV	
<p>The service does not operate electronic locking systems and the environment is intentionally designed to promote independence by mirroring, as far as possible, a house in the community.</p> <p>Visitors to the hall are required to sign in and out on a site register and where necessary show proof of identity. The staff are required to challenge visitors they do not know for identification and receive training to do this professionally and safely.</p> <p>At night times unused areas of the building are alarmed and all the doors are locked, however individuals are not prevented from going outside.</p> <p>The service cannot admit anyone with a history of starting fires and smoking policy is outdoors only.</p> <p>The service does operate CCTV in external areas of the building and the use of which is outlined in the Data Protection Policy.</p>	

H) ACCESS TO OUTSIDE SPACE AND FACILITIES AT THIS SERVICE

Llanerchrugog Hall has three outdoor spaces each of which is utilized to meet different needs.

GARDEN ONE

Garden one is an open space nicknamed the 'Tennis Court' as it is a large square. The 'Tennis Court' is often used for outdoor games and lawn sports, especially in the summer.

GARDEN TWO

Garden two is a smaller open space with a large tree in the centre that some individuals like to read under as well as dedicated greenhouse and gardening activity.

Garden two has a large patio for BBQs and outdoor dining in warmer weather.

Garden two also has a dedicated bicycle shed for anyone wishing to bring one with them to the service.

GARDEN THREE

Garden three is a dedicated sensory garden to support service users with sensory impairments and others who may gain therapeutic benefits from stimulation of senses. Sensory stimulation was the core focus of garden design and the service worked with individuals to identify concepts which they found therapeutic.

SIGHT:	Vibrant coloured plants; pond water ripples
SOUND:	Wind chimes; gravel pathway; pond life
SMELL:	Fragrant flowers
TOUCH:	Gravel paths [feet]; tree bark [hands]

SECTION 7: GOVERNANCE AND QUALITY MONITORING ARRANGEMENTS

A) RESPONSIBLE INDIVIDUAL

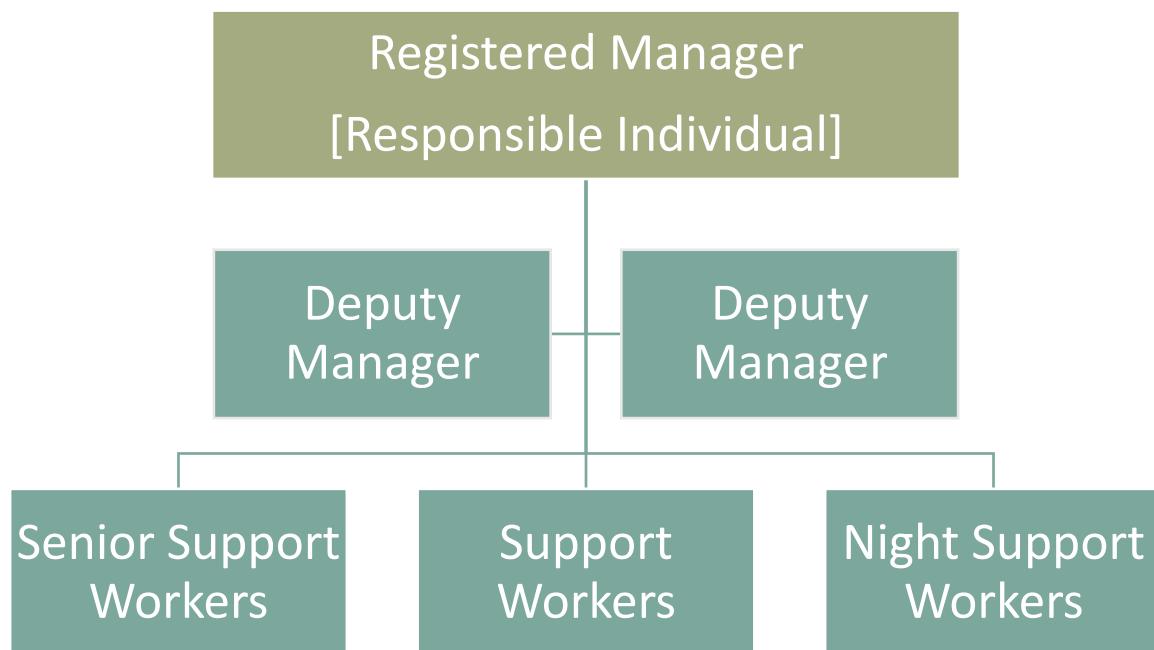
The Responsible Individual for the service at Llanerchrugog Hall is Mr. Peter Greenwood.

The Responsible Individual is tasked with overseeing an annual program of auditing and quality assurance and to report on findings and developments against key performance indicators on a quarterly basis. The Responsible Individual also has delegated authority from Life Long Learning 4 Living to hire and dismiss management.

The Responsible Individual is also tasked with ensuring compliance with the organisations policy framework and working with various groups to ensure it is implemented and feedback is sought.

The Responsible Individual visits the service on average every weekday and every other weekend and is regularly present at key meetings.

B) MANAGEMENT STRUCTURE OF SERVICE



See Section 5 for more information on staff levels, deployment and delegation.

C) QUALITY ASSURANCE

The service undertakes a range of internal quality assurance exercises and is routinely expected by external agencies.

Internal Quality Assurance

RESPONSIBLE INDIVIDUAL'S AUDIT – Life Long Learning 4 Living Ltd requires the Responsible Individual to conduct a quarterly audit of all management functions of the business, including delegated tasks and to report back to the organisation.

INVESTORS IN PEOPLE – The service works with the Investors In People to maintain accreditation along their internationally recognised framework for standard in people management. The service has held this recognition since 2011.

External [Care Service]

CARE INSPECTORATE WALES – The national inspectorate for Wales which registers, inspects and promotes quality of safety and services for the well-being of service users in Wales.

DISCLOSURE AND BARRING SERVICE - All employees are required to pass a background check before joining the workplace.

LOCAL AUTHORITY MONITORING INSPECTION – Each local authority that we work with will conduct monitoring inspections in line with their own internal policy.

External [Health and Safety]

LOCAL AUTHORITY HEALTH AND SAFETY INSPECTION – Each local authority that we work with will conduct monitoring inspections in line with their own internal policy. As of the most recent inspection, the service had no outstanding requirements.

NORTH WALES FIRE AND RESCUE SERVICE – The fire service conducts inspections of the premises and reviews internal procedures and practices such as evacuation and housekeeping. As of the most recent inspection, the service had no outstanding requirements.

WREXHAM ENVIRONMENTAL HEALTH – The service is inspected by the Wrexham Environmental Health team, focusing on kitchen standards and safe handling of food. The service holds a 5 star rating for its food hygiene practice, the highest award available.

D) COMPLAINTS

At Llanerchrugog Hall we always aim to ensure that services are provided to your satisfaction. If you are not happy about anything then we encourage you to talk to staff to help you. If you don't want to talk to staff or have already tried, then you can make a complaint in writing to the manager.

If you need help at any time you can ask for an advocate to visit.

Step 1: Making a Complaint

- Put your complaint in writing. If you feel you need assistance or advocacy please ask.
- Hand the complaint to the Registered Manager.
- If you think the service cannot reasonably handle the complaint you can proceed straight to the placing authority [Step 4].

Step 2: Response to Complaint

- The complaint will be investigated in detail.
- The Registered Manager will present the findings within 10 working days and where appropriate offer a solution.
- If you are unhappy with outcome complain again in the form of an appeal [Return to Step 1].

Step 3: Escalation to Internal Appeal

- If you are unhappy with the outcome then you can appeal externally to the service's parent company to investigate.
- The complaint will be investigated by a nominated director to ensure the service has given your views a fresh second consideration.
- The nominated director will present the findings within 10 working days and where appropriate offer a solution.

Step 4: Escalation to Local Authority

- If you are unhappy with the outcome and internal appeal, then you can appeal externally to the local authority responsible for the placement.
- If you feel the service could not handle the complaint fairly then you may proceed directly to this step but should be prepared to justify why.
- The local authority will have their own procedures for handling complaints.

Step 5: Escalation to Public Services Ombudsman for Wales

- If you are still unhappy then independent mediation will be sought and you will have another chance to make your case to the Ombudsman
- The outcome this time will be final.

Serious Complaints:

Complaints of a serious nature may be passed straight on to social services who will follow their own internal procedures.

E) CONSULTATION WITH SERVICE USERS, STAFF AND OTHERS

CONSULTATION WITH SERVICE USERS
KEY WORKER REVIEWS: A service user's key worker will conduct a monthly review as part of the service plan process. The purpose of this exercise is to plan for adjustments throughout the year and to agree actions that each party will take.
QUALITY ASSURANCE REPORT: All service users are given the opportunity to participate in the annual quality assurance survey which solicits feedback on key areas of service delivery. The findings are then presented in an anonymized report available to all.
INTERNAL SURVEYS: From time to time the service will issue themed surveys on particular issues such as activities provision, quality of food and drink etc.
HOUSE MEETINGS: The primary purpose of house meetings is to ensure that an appropriate forum is available for discussing issues which affect group living.

CONSULTATION WITH STAFF
PROFESSIONAL SUPERVISION: Each employee has a 12-month supervision cycle which consists of a number of one to one professional supervision meetings followed by an annual appraisal at the end of the year. The number of supervision sessions each employee has will vary according to need and experience.
SENIOR MANAGEMENT MEETINGS: Regular meetings with management are held to discuss policy, changes in needs and the status of delegated tasks.

CONSULTATION WITH OTHERS
FAMILIES: Regularly invited to attend meetings at the service user's discretion; invited to participate in annual quality assurance survey.
HEALTH PROFESSIONALS: The service has strong working relationships with health professionals and routinely supports appointments with service users.
THIRD PARTIES: The service maintains good open dialogue with third parties such as day services, local authority officers, and regulators.

CONTACT US

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CARE INSPECTORATE WALES	
Address:	Welsh Government Office, Sarn Mynach, Llandudno Junction, LL31 9RZ
Telephone:	0300 7900 126

WREXHAM ADULT SOCIAL SERVICES*	
Address:	Greenacres, Rhosddu Road, Wrexham, LL11 2NW
Telephone:	01978 292066

* Our service is open to anyone, if you do not live in the Wrexham area then please contact your local authority for more information.