

Tai Cymdogaeth Extra Care Agency

Statement of Purpose

Tai Cymdogaeth Extra Care Agency (known as TCECA) is carried on by persons employed by Tai Cymdogaeth, a registered social landlord, which is part of Grŵp Gwalia Cyf.

TCECA will provide intensive home care support to tenants of Tai Cymdogaeth, 15 of whom reside at Llys y Werin, Gorseinon, and 20 of whom reside at Plas y Môr, Burry Port. The tenants must be over 55, and be assessed by social services as to be in need of the service.

Our aim is to promote independent living for older people in a home of their choice - a sustainable community for older tenants. The services are restricted to Llys y Werin, Gorseinon, and Plas y Môr, Burry Port, at this time.

Staff to be employed by the agency will be expected to either have a least an NVQ Level II in Care, or equivalent qualification, or to gain one within 2 years of commencing employment. Currently staff employed by TCECA variously hold NVQ level II in Care, NVQ Level III in Care and Management, NVQ Level IV, and NVQ Assessor Awards; Registered General Nurse, BA Social Welfare, Bachelor of Nursing.

All decisions regarding the cessation of provision of services to any service user will be carried out as per the allocations policy for the scheme. All such decisions will be taken after full consideration and discussion with the appropriate referring agency, ie social services, as to alternative provision. A case conference will be called to which all parties involved including the service user, their representatives, will be invited to, following which service may be withdrawn by giving 4 weeks written notice.

The circumstances by be as follows:

- Extreme challenging behaviour by service user or their relatives/friends such as would lead to a breach of their tenancy conditions (please see attached Tenancy Agreement).
- The inability of TCECA to provide the appropriate level of care that has been assessed by social services as being required by that service user (ie it has been identified that a service user requires nursing home support - the agency would be unable to provide this).
- Surrender of tenancy at either Plas y Môr or Llys y Werin by service user.

Nursing is not supplied by the agency.

Charges by TCECA are collected as part of rent and service charges due to Tai Cymdogaeth and vary according to size of flat and location.



Information on paying rent and service charges can be found in the tenants information pack section 15. Current charges for 2005/2006 are as follows
 These charges are raised annually with 4 weeks notice, as per the tenancy agreement and regulations which govern registered social landlords.

In case of sickness or other absences by designated personal care workers, other members of the team at the scheme concerned will cover their duties, and staff reporting ill or absent must inform their line manager as soon as it is practical, who will arrange that other team members duties are re-scheduled.

	Rent	Service Charge	Support Charge	Heating / Hot Water
Llys y Werin				
1 bedroom, 1 person	£47.01	£17.19	£115.08	£8.99
1 bedroom, 2 person	£49.81	£17.19	£115.08	£8.99
Plas y Môr				
1 bedroom, 2 person	£53.34	£26.62	£74.64	£4.61
2 bedroom, 2 person	£60.32	£26.62	£74.64	£4.61

All staff have flexible working contracts, to accommodate such emergency situations. As a last resort, a registered nursing agency will be used for staff cover.

All time sheets will be completed by the clerical officer who is based at that particular scheme, and will be verified and signed for by the line manager/co-ordinator for older peoples services. Confirmation that staff have worked their hours will be made by a) checking with service users, b) checking with colleagues, c) diary records. All staff will work in accordance with the work roster, which schedules their working pattern for the forthcoming weeks. Timesheets, when completed, will be forwarded to the financial department of Grŵp Gwalia Cyf for payment.

All tenants are issued with Grŵp Gwalia Cyf's complaints procedure on commencement of their tenancy. The current complaints procedure outlines provision for complaints to be taken to the National Assembly for Wales Housing Division, and a compensation scheme as required for registered social landlords if complaints are not dealt with in a correct time scale. Please see attached complaints procedure.

All service users are informed that they or their representatives may contact the CSIW in Swansea if they with regarding any complaint they might have (please see copy) and a new complaints procedure will reflect this.



Staff will at all times work to policies and procedures that are sent out in Grŵp Gwalia Cyf's staff handbook and code of conduct to ensure the safety of both service users and staff.

Particular reference will be made to:

1. Health and safety policy handbook.
2. Financial standing orders
3. Anti-discrimination policy.
4. Procedure for suspected abuse of vulnerable adults.
5. Missing items procedure.
6. Confidential disclosure of misconduct policy.
7. Manual handling policy.
8. Staff handbook.
9. Medication policies.
10. Training and induction programmes all above subjects.

In the event of a notice of absence being required from the agency of either the registered provider or the registered manager; then

- a) If the registered provider is absent then the registered manager will ensure that all information is supplied as required by the Welsh Assembly government.
- b) If the registered manager is absent then the registered provider will ensure that all information is supplied as required by the WAG.

In the event of both manager and provider being absent, then the chief executive of Tai Cymdogaeth will arrange appropriately qualified staff to assume responsibility, and inform the WAG, as per requirement.

Service users will be consulted about the services provided by TCECA via a mix of methods.

1. Tenant Participation Strategy (see section 22 of Tenant Information Pack 'Getting Involved).
2. Customer satisfaction surveys - both internal and external.
3. Best value reviews.
4. Commissioned research.
5. Regular tenants meetings and tenants committees.
6. Informal chats.
7. Three monthly written reviews by care workers
8. Initial drawing up of service plan.
9. Internal audit.
10. WAG housing division audit.

The structure of the agency is attached.

All personal care services to extra care tenants at Plas Y Môr and Llys Y Werin are provided by employees of TCECA, which is part of Grŵp Gwalia Cyf. In an emergency staffing absence situation, care services may be provided by a registered nursing agency. Other Grŵp Gwalia Cyf staff may be involved with extra care tenants on matters not related directly to personal care services, viz tenancy management, rent arrears.

