

Oaklands

Statement of Purpose



COMMUNITY CARE
SOLUTIONS

Together building a better future

Contents

		Page
About Oaklands	Introduction	3
	Oaklands	3
	Management & Staff	4
	Recruitment & Training	5
	Health & Safety	5
About Individuals	Our Service User Charter	6
	Person-Centred Care Plans	6
	Communication	7
	Cultural & Religious Considerations	7
	Behavioural Interventions	7
	Responsible Empowerment	8
	Day Care, Social Activities & Holidays	8
	Daily Routines	9
	Family Contact & Visitors	9
	Community Care Solutions	About Community Care Solutions
Our Mission Statement		10
Organisation Structure		11
Quality Assurance		12
Data Protection & Confidentiality		12
Compliments & Complaints		12
Referrals & Admissions		13
Contact Details		14

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Introduction

This Statement of Purpose is designed to provide details about the services Community Care Solutions provides at Oaklands and how we support the Service Users in our care. Availability of a Statement of Purpose is also a requirement of the Care Standards Act 2000 and an appraisal of the document forms part of the regular on-site inspection carried out by the Care Quality Commission (formerly CSCI).

The last regular inspection by the Care Quality Commission was on the 9th of April 2009. Oaklands was awarded a 2 star 'Good' rating. Community Care Solutions regularly reviews its services at Oaklands and operates a policy of continuous improvement. As part of our commitment to developing our services for the direct benefit of our Service Users this Statement of Purpose is reviewed annually.

Although this document provides an outline of the services provided by Community Care Solutions it is not intended to be a definitive guide. Further information about the company, its care homes and its full range of services is available on the website or by contacting the company direct. Full contact details can be found at the rear of this document.

Oaklands

Oaklands is a seven-bedroom detached property located in a quiet residential area in the county town of Bedford. The house is a 5 minute walk from local shops and a 15 - 20 minute walk from the town centre. Oaklands was opened as a care home in 1996 and is registered with the Care Quality Commission in Bedfordshire to accommodate seven adults with learning disabilities.

The full property address is: 15 Oaklands Road, Bedford, Bedfordshire, MK40 3AG.

Bedrooms

Bedroom 1, ground floor	16 square metres (all bedroom sizes are approximate)
Bedroom 2, ground floor	16 square metres
Bedroom 3, first floor	13.75 square metres
Bedroom 4, first floor	12.75 square metres
Bedroom 5, first floor	21.5 square metres
Bedroom 6, first floor	22.5 square metres
Bedroom 7, first floor	16.5 square metres

All bedrooms are for single occupancy only.

All bedrooms have private washing facilities. Each bedroom has windows that can be opened if desired, although they have restrictors fitted for safety. Bedroom doors are fitted with a lock, for which the Service User holds a key. These can be locked from the inside and outside. Each room also has two double sockets and a digital television aerial socket but does not have a telephone socket fitted. Instead, a cordless phone is available for Service Users to use in private as required.

Each Service User is provided with a wardrobe, chest of drawers, two chairs, desk, lockable space, shelving, bed, bedding, towelling, carpet and curtains. Individuals may personalise and decorate their own room to their own taste, including buying or bringing in furniture and electrical equipment, providing it meets with fire regulations and/or PAT testing. Any persons, including staff, who wish to enter these rooms will obtain permission from the Service User first.

Communal Facilities

Communal space includes a very large lounge, a spacious kitchen with attached dining room, a second dining room and a conservatory. There is a shared bathroom on the ground floor that has a shower (wet room) and a WC. There are two shared bathrooms on the first floor; one with a bath and WC and the other with a shower and WC. At the rear of the property is a large, enclosed rear garden with extensive patio areas.

The house has its own 7-seater people-carrier for daily work or college placements, leisure activities and for easy access to the surrounding towns. It is available to Service Users 7 days a week, subject to the availability of a staff driver.

Bedford

Bedford is a pleasant county town which is surrounded by open countryside. The Great River Ouse runs through the town and is fronted by extensive parkland. There are major shopping and leisure facilities including a cinema complex, a theatre, leisure centres, parks and spectator sports. The town has a mainline railway station and a major bus terminal for independent and group travel over and above availability of a house vehicle.

Management & Staff

The **Registered Owner** of Oaklands is Community Care Solutions Ltd.

The **Responsible Individual**, approved by the Care Quality Commission, is Mark Constant, who is the Managing Director of Community Care Solutions Ltd.

Mark has over 20 years' experience in commercial management, 14 of which have been within the social care industry. His qualifications include a Masters Degree in Business Administration, NVQ level 5 in Management and a Diploma in Management Studies. Mark is a Member of the Chartered Institute of Marketing and is also a member of Ceretas; the professional association dedicated to individuals working in Home Care.

The **Manager**, approved by the Care Quality Commission, is Natalie Manderson. Natalie has been a Registered Manager with Community Care Solutions since September 2007 and has been the manager at Oaklands since March 2008. Natalie was previously the deputy manager at one of the company's other residential homes where she started in January 2004. She holds an NVQ 4 and is planning to study for her RMA and is currently making an application for registration with the Care Quality Commission.

The **staff allocation** is one Manager, one Senior Support Worker and nine Support Workers. The Senior Support Worker is an individual with at least two years' experience with adults who have a learning disability and who holds a minimum of NVQ2 (and is studying to obtain NVQ3). In line with our Care Quality Commission registration nursing is not provided by our staff.

It is our general policy not to use 'bank staff' and wherever possible staff absences are covered with either the home's own staff team or by utilising the resources of one of our other homes. In the event that it is necessary to use 'bank staff' we call upon a small, select group with whom we are familiar. There will always be an experienced member of staff on every shift, 24 hours a day, who will be able to lead the shift and ensure all daily tasks are carried out and appointments met.

One of the home managers in the region is always on call outside of normal working hours, as is the Area Manager. The Area Manager Visits the home on a regular basis and the company management team visits the home every two months to carry out a detailed inspection.

The team at Oaklands is supported by a group of professionals at the company's head office that includes:

- Operations Director, who oversees all aspects of the provision of care services.
- Area Manager who directly supports the Home Manager.
- Quality & Compliance Officer, who ensures that statutory requirements are met and procedures followed.
- Human Resources team, who support the staff at the home.
- Recruitment team, who ensure the home is fully staffed with high calibre employees.
- Training Officers, who ensure staff are fully inducted and trained in all disciplines.
- Independent Monies Officer, who supports Service Users with their personal finances.
- Referrals & Assessment Officer, who enables a successful transition for new Service Users.
- Communication Officer, who assists Service Users with easy-to-read communication tools.

Recruitment & Training

Community Care Solutions recruits high calibre staff who are motivated and committed to providing high quality care and support to our Service Users. Each potential employee undergoes a rigorous interviewing process and checking procedure that includes enhanced CRB and POVA checks.

It is very important to us that Service Users are happy and that includes being happy with our staff. Part of the criteria for choosing staff is that they are friendly, kind, considerate, patient and caring in nature.

All staff undergo a full ten-day induction programme. Community Care Solutions holds the Investors in People award and is committed to staff development. In addition to Skills for Care approved induction training the company's Training Officers ensure that all staff receive at least five days' additional training each year. This can include NAPPI (1 & 2), Managing Challenging Behaviour, Autism and Epilepsy. We also support staff to study for their NVQ2 and NVQ3 qualifications and reward their attainment. All managers hold, or are studying for, NVQ4.

Health & Safety

Oaklands complies with all current Health & Safety legislation. The home has its own staff representative who attends quarterly Health & Safety meetings chaired by the company Health & Safety Officer.

Health & Safety information is regularly communicated to staff and Service Users. Any issues raised at 'house meetings' are taken up by the representative.

Oaklands also complies with all current Fire Safety legislation. All bedroom doors and communal doors are self-closing 30-minute fire doors.

The manager and staff receive regular fire prevention and equipment training and carry out monthly fire drills, which includes an emergency lighting test. The fire alarms are additionally tested each week.

An annual inspection is carried out by a local Fire Officer and all equipment is also serviced annually.

Our Service User Charter

Community Care Solutions is committed to providing a quality service and quality care to all our Service Users. We therefore guarantee that we will:

- Provide a quality service in accordance with our Operational Policies and Procedures and the requirements of the Care Quality Commission.
- Recruit and check staff to the strictest standards to ensure they are people who really care and who are polite and respectful to Service Users.
- Train our staff so they have the skills and knowledge to deliver an excellent service.
- Listen to the views of Service Users and always try to develop and improve our services to meet Service Users' wishes.
- Respect individual Service Users' personal, religious and cultural needs.
- Maintain this home to the highest standards.
- Provide Service Users with person-centred assessments and make sure their care needs are formally reviewed at least once each year.
- Always put the Service User first.

Person-Centred Care Plans

Our Service Users each have an individual Person-Centred Care Plan. This tailored package of care is agreed with the individual and with all stakeholders, and embraces the ethos of Self-Directed Support. It is very carefully structured to provide an exceptional level of personal support together with positive, aspiration-based personal development.

The care plan includes a description of the individual's preferred daily routine, their likes and dislikes, hobbies, social interests, preferred activities and dietary requirements. It includes a comprehensive risk assessment and any applicable risk management plan. It features detailed notes about individual health care needs, medication, preferred health care professionals and details of any therapeutic or day care services provided.

Every Service User is allocated a member of staff to act as their Key Worker. This person is responsible for monitoring, reviewing and co-ordinating the individual's care plan. Key Workers also liaises with family members and advocates and assist Service Users as indicated in their care plan with arranging such things as holidays, personal shopping and visits to the GP or dentist, etc.

Service Users are assisted to take responsibility for their own medication where possible. However, where this is not possible due to specific risk assessments staff will ensure all medication is ordered, received and administered in accordance with Community Care Solutions' medication policy, the GP or Consultant's instructions and in compliance with current legislation.

The care plan also includes information about how the individual prefers to communicate and be communicated with and the individual's wishes in respect of personal care.

Department of Health's Valuing People Now strategy. We uphold our Service Users' right to each be treated as an individual and we respect their rights to self-determination, privacy and dignity. We also ensure that Service Users are able to pursue legitimate lifestyle choices including religious, cultural and sexual orientation. The individual's wishes and requirements in respect of these are detailed in his or her care plan.

Communication

Staff at Oaklands use a variety of methods for communicating with Service Users. This can include:

- Makaton
- Image and symbol cards with key words
- P.E.C.S.
- Easy-to-read guides using Widget software

Community Care Solutions also has two communication co-ordinators who ensure we are communicating well with our Service Users. Each individual's preferred method of communication is detailed in their care plan.

Cultural & Religious Considerations

Each individual's cultural and religious preferences are written into their care plan. This ensures that staff make allowance for any such considerations during the individual's daily routine.

We enable attendance at religious services if desired. Where a Service User is physically unable to attend a religious service but still wishes to do so, provision can be made to facilitate private worship in the home.

Behavioural Interventions

Each care plan provides guidelines for the prevention and diffusion of an individual's challenging behaviours. These guidelines are drawn up with the assistance of specialist Behaviour Management services. Whenever possible, diffusion is the obvious and preferred initial method of intervention should a Service User become anxious, distressed or challenging.

Two of the most important training courses undertaken by staff are NAPPI (Non-Abusive Psychological or Physical Intervention) and Managing Challenging Behaviour. Together, these techniques enable staff to manage the majority of situations where the need arises to prevent Service Users hurting themselves and others during any instances of distress. The strategy for managing certain behaviours may also entail medication that is prescribed by their GP or Consultant to relax and calm the individual.

Behaviour charts are kept as necessary and individual behaviours monitored by means of an ABC Incident Report Form.

Responsible Empowerment

Service Users at Oaklands are encouraged to make informed choices throughout every aspect of their care package. We believe that providing responsible empowerment is an important step towards increased self confidence and self determination.

Informed decision making is encouraged and enabled during resident meetings, informal discussions, review meetings and consultations with professionals. Risk assessments form a part of this process. However, whilst the Service User's safety is of paramount importance we firmly support each individual's right to self-determination. We assist in reducing risks so that individuals can benefit from personal choices that develop self reliance and contain acceptable levels of risk.

A recognised part of decision making is being able to make independent informed choices. We will arrange for Service Users to access an independent advocate through Advocacy Alliance if they wish or if a situation arises where an individual would clearly benefit from this specialist provision.

Day Care, Social Activities & Holidays

When we create a day care programme we involve the Service User to establish what they want to achieve, what skills they have and what skills we can help them to develop. The day care programme might include:

- Confidence building tasks, including community-based activities and helping to plan events.
- Domestic skills development like cooking and household budgets.
- Therapeutic activity, including our own Snoezelen facilities and therapies provided by local professionals.
- College placement and development of other abilities, including PC skills training.

Our aim is to provide a varied and stimulating day care programme that helps the individual to develop life and social skills. We also support individuals who wish to seek paid work in the community and, as the Service User chooses, can assist with any aspect of the application process.

Service Users are encouraged to lead full and active lives. A wide range of social activities is provided, including:

- Drama club and regular drama evenings, discos and other social events.
- Sports and fitness activities and events.
- Day trips and shopping trips.
- Music, dance, pottery and other therapeutic activities.
- Pursuit of individual hobbies and interests.
- Horse riding, walks and other outdoor pursuits.
- Cinema, bowling, restaurants, pubs and other social outings.

We also encourage Service Users to plan holidays and short breaks. Depending on risk assessments, availability of funds and the wishes of the individual, holidays could either be in small groups or on a one-to-one basis and could be in the UK or abroad. As part of our service provision Community Care Solutions allocates £250 for each Service User each year towards a holiday.

Daily Routines

We encourage Service Users to be as independent as possible and to manage their own daily routines, with due consideration to the needs and wishes of other Service Users. To this end our support is flexible whilst taking into account individual needs as detailed in their care plan.

Service Users are empowered to make their own choices with regard to when they get up in the morning and when they go to bed. Some consideration has to be made for the individual's day care activities and any group activities that may be taking place.

Meal times are flexible, and although use of the dining room is encouraged Service Users can choose to eat in their own room if they wish. All Service Users are involved in menu planning and although they are encouraged to agree on a daily main meal this is planned in accordance with individual likes and dislikes, dietary needs and cultural considerations, etc. There is always flexibility to ensure all individuals have a choice and enjoy their mealtimes.

Where able, and with the support of their key worker and other staff members, Service Users are encouraged to assist in the preparation of meals, drinks and snacks. They are also encouraged to take pride in where they live and to assist in light household chores, including tidying their own bedroom, doing personal laundry and assisting with the cleanliness of communal areas.

Family Contact & Visitors

Service Users are encouraged to maintain regular contact with their family, friends and advocate. There is a cordless telephone available for Service Users to use freely in the privacy of their own room if they wish. If an individual requires it, assistance is given in using the telephone.

Visitors are always welcome and can visit at any reasonable time, using either the individual's bedroom or one of the communal areas or accompanying the Service User outside the home. We advise visitors to arrange visits in advance to ensure the individual isn't away from the home at that time participating in an activity or trip.

In consideration of other Service Users visitors are requested not to bring pets into the home.

About Community Care Solutions

Community Care Solutions is a private limited company. Our Head Office is in St. Neots, Cambridgeshire.

The company was established in 2000 to provide high quality residential care services to adults with learning disabilities, complex needs and associated challenging behaviours.

The company operates thirteen residential homes in Bedfordshire, Cambridgeshire, Northamptonshire, Leicestershire and Derbyshire. The responsible individual for all the company's homes is our Managing Director, Mark Constant, who is licensed by the Care Quality Commission (formerly the Commission for Social Care Inspection).

Mark Constant has over 20 years' experience in commercial management, 14 of which have been within the social care sector. His qualifications include a Masters Degree in Business Administration, NVQ level 5 in Management and a Diploma in Management Studies. Mark is a Member of the Chartered Institute of Marketing and is also a member of Ceretas; the professional association dedicated to individuals working in Home Care.

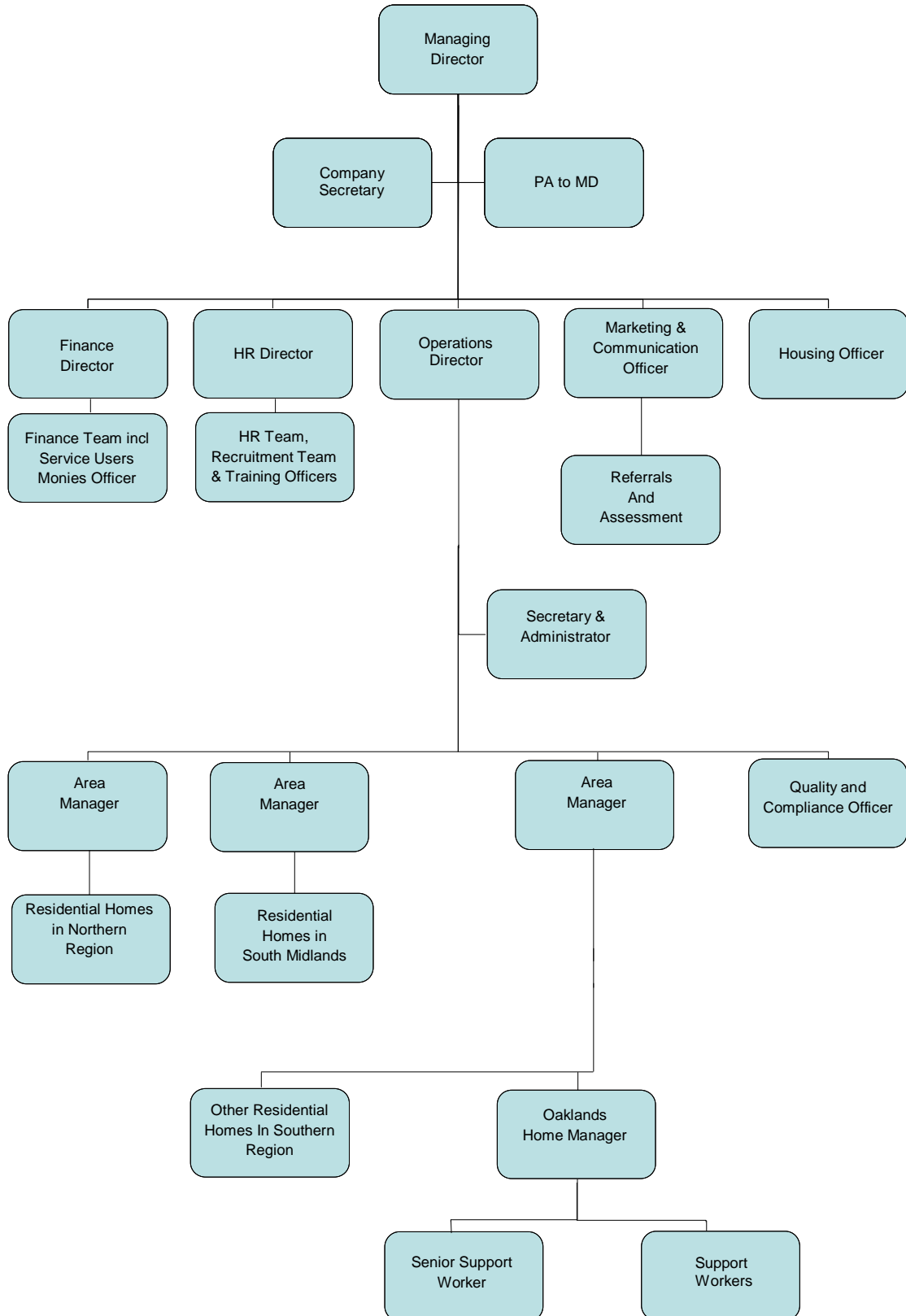
Community Care Solutions is part of Care Solutions Group. Other companies within the Group include Social Care Solutions, which provides Supported Living schemes and Outreach services, and Home Care Solutions, which provides a full range of home care services to the elderly and to people who need help and support at home because of illness or disability.

Our Mission Statement

Our mission is to consistently ensure the provision of the highest quality service to our Service Users. To achieve this we undertake:

- To provide an environment that enables individuals to acknowledge and work towards overcoming emotional and behavioural problems, in order to maximise their potential.
- To provide appropriate support and stimulation via carefully monitored reasonable risk-taking, to enable independence.
- To uphold the Civil and Human Rights of those in our care.
- To work together with Service Users to develop positive and alternative solutions to conflicts and problems.
- To exercise non-discriminatory practices and to celebrate individual differences.
- To provide an atmosphere of mutual respect between Service Users and staff and to uphold the dignity of the individual.
- To provide detailed care plans for all Service Users and to review and monitor these annually or as required.
- To provide a 24 hour service to Service Users, families and social services.
- To ensure the highest possible standard of staff recruitment and selection, and to encourage training and development to enable employees to further develop their profession and care skills.

Organisation Structure



Quality Assurance

Oaklands is committed to maintaining and improving the quality of its service. A copy of the Care Quality Commission inspection report is kept at Oaklands and is available upon request. If required the report can be provided in different formats subject to sufficient notification. Community Care Solutions holds the ISO9001: 2000 Quality Standard and SGS Healthmark quality awards.

Service Users are encouraged to contribute their opinions and suggestions about all aspects of their care and home environment. They can do this during an informal discussion with the home manager, with the Quality & Compliance Officer during the monthly home inspection, or during the monthly residents' meeting. Oaklands is represented on the quarterly Quality Forum which is chaired by the Quality & Compliance Officer. Feedback from these meetings is then communicated to staff and Service Users during their own regular meetings.

The Quality & Compliance Officer conducts quarterly ISO9000 internal audits and also conducts a comprehensive annual Quality Assurance programme that includes sending questionnaires to Service Users, families, care managers and staff on a quarterly rolling basis. The results are published in the quarterly corporate newsletter and are separately available upon request.

Data Protection & Confidentiality

Community Care Solutions respects the rights of its Service Users to have all their personal information treated with the utmost confidentiality. We comply with the Data Protection Act and have a confidentiality policy which states that information pertaining to a Service User will only be shared with other professionals concerned with the provision of care to that individual. Where it is necessary for information is to be shared outside a Service User's network of care providers express permission will first be sought from the Service User or their advocate.

Compliments & Complaints

Compliments

The good work of our support team often goes unnoticed on a day-to-day basis, so where a Service User's care manager, advocate or family member feels a compliment is warranted we welcome this as a positive way of recognising individual performance.

Complaints

Community Care Solutions has a Complaints Policy and a Protection of Vulnerable Adults Policy, both of which are accessible upon request.

Service Users are given a complaints form upon admission and further copies are available from the manager. Both the Complaints Policy and the form are available in different formats if required.

A complaint can be made by anyone and directed to any staff member at the home, or direct to the company's Quality & Compliance Officer or to the Operations Director. A complaint can also be made direct to the Care Quality Commission if the individual feels such action is appropriate.

Serious complaints

Instances of serious complaint are extremely rare. We operate a rigorous policy to protect individuals where any such complaint occurs. A serious complaint, including an allegation of physical, sexual, psychological or financial abuse will follow the POVA policy and will involve all necessary authorities. The Care Quality Commission will always be informed of any serious complaint and will be kept informed about the resulting investigation.

Community Care Solutions operates a 'whistle blowing' policy to protect staff who wish to bring to the attention of the management team any witnessed form of neglect or abuse, or practices which they feel are not in keeping with the terms of our Service User Charter or Mission Statement.

When concerns of any form of abuse are raised all necessary precautions will be put in place to protect the individual concerned, whether this be a Service User or a member of staff. If a serious complaint is made against a member of staff, that individual may be suspended from their duties until the investigation is complete. If the complaint involves the actions of a Service User, that individual may be temporarily relocated if it is deemed appropriate for the protection of other individuals.

Where any counselling or other support is required, either during or following an investigation and irrespective of which party that support is for, appropriate professional counselling or support will be sought.

Referrals & Admissions

Anyone of either sex aged between 18 and 65, who requires help and support with daily living due to a learning disability, is entitled to apply to live at Oaklands. Our current Service Users are aged between 19 and 50 with mild to moderate learning disabilities.

A referral usually follows a needs assessment by an individual's local authority. Anyone enquiring about accommodation and services at Oaklands is sent an information pack and is made aware of the current Service Users' needs. We then invite the individual, and his or her family and care manager/social worker, to visit before continuing with their application. This visit gives them the opportunity to meet other Service Users and allows us to carry out a comprehensive assessment of the individual's needs.

The funding authority is sent a written proposal outlining the agreed care package and fee. Additional individual day-to-day living expenses (for clothing and personal items, etc, and for holidays and activities outside of the care package) are also discussed. The Service User retains the personal allowance part of their Income Support Benefit and 50% of their Disability Living Allowance (Mobility), the other 50% being contributed to the running costs of the home's 7-seater people-carrier.

Once an individual has been accepted for admission to Oaklands, and funding has been agreed, our highly experienced placement team implements a supportive transition plan. Oaklands does not currently take any emergency admissions.

Individuals are given a three month 'settling in' period, during which additional support is often made available to ensure the placement is successful. At the end of this period a review is held to evaluate the long-term suitability of the placement. All concerned parties are invited to the review including the individual themselves, their family, care manager, Key Worker and the Home Manager. The Service User and other individuals are invited to suggest any amendments or improvements to the individual's care plan and once agreed they are put into action by the management team. If the placement is to continue a further review will be held after an additional three months to ensure the Service User and all concerned parties are still happy.

Contact Details

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Managing Director (and Responsible Individual)

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Operations Director

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Together building a better future