

Statement of purpose for Underley Garden Adult Services



Underley Garden

Underley

(Kirkby Lonsdale)



Grange View

(Grange over sands)



A care provision for 19-65 year old's focusing on independent life and living skills, lifelong learning including education, employment, training and community experiences. For adults with ASC, complex communication and emotional needs, and severe learning disabilities.

Statement of Purpose

Statement of purpose for Underley Garden Adult Services

Underley Garden Adult Services

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| Underley Garden School Kirkby Lonsdale Lancaster LA6 2DZ 015242 71569 Fax number 015242 72581. info@underleyschools.org | Grange View Park Road, Grange Over Sands Cumbria LA11-7HQ 01539532570 |
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Underley Education Services Ltd
Company House no: 03381128
September 2017.
Updated: January 2019

What we offer:

Underley Garden Adult Services is a care home for adults aged 19 – 65. We accommodate for persons with Complex Needs, Learning Difficulties, and Autistic spectrum condition with associated social communication difficulties, ADHD and a range of behaviours that can be challenging. We offer a 52 week a year placement for both male and females.

The emphasis at Underley Garden Adult Services is placed on developing and maintaining independence skills, supporting community inclusion where possible and gaining life skills whilst recognising individual strengths and celebrating successes.

- Bespoke and individual adult care according to each resident's needs
- Male & Female care provision for adults with complex needs, aged 19 to 65
- Highly skilled, innovative and experienced key workers
- Access to vocational education, as appropriate, through local colleges
- Access to a multi-disciplinary health and therapy team
- Access to community arts and volunteering.
- The opportunity to access paid employment where that is appropriate.

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1 Context

Underley Adult Care Service provides care for young adults with learning disabilities and complex needs. We have a clearly defined aim to provide a home in a small community in which all users can interact in a safe, inclusive fashion. This will be supportive, individual, and consistent, so all concerned can share in a rich rewarding lifestyle supported and promoted by our service.

This document is intended as a guide for all interested parties, including service users, and any other parties involved in what we provide. It also contains all the statutory information required by the Health and Social Care ACT. Our Statement of Purpose should be read and applied in conjunction with our wider policies, procedures, practices and protocols. It aims to remain transparent, accessible and user friendly, and is available in other formats on request. Our SOP is updated in line with statutory requirements; copies of the statement are stored in each respective unit office.

We welcome feedback from all involved in our service (refer to appendices) for documents to support this procedure.

2 Mission Statement

Our Company Vision is:

We will build incredible futures by empowering vulnerable young people and adults in the UK to be happy and make their way in the world.

Our interpretation of this Vision for Underley Garden Adult Services is:

- To create the best possible life chances for all people who use our services
- To develop a comfortable home, where individuals will feel valued happy and secure

Our Company mission is Mission;

Every day we improve the lives of thousands young people and adults, their families and communities through a relentless focus on caring and learning.

Our interpretation of this Mission for Underley Garden Adult Services is:

- Clearly differentiated person centred care planning.
- Ensuring constant high standards of health and safety.
- Ensuring spiritual social and emotional needs of individuals are met, considered and respected this is also supported around delivering person centred care and treatment which is based on the assessment carried out from monthly reviews on a young adult.
- Providing a varied engaging activity program, which is structured, is positive in approach, and is empathetic with a person's specific needs choices and expectations.
- Maintaining strong working relationships with all external agencies, families and all parties involved in the service user's life.
- Encourage and continue to develop a happy motivated workforce.
- Encourage and continue to develop a high standard of staff expertise through regular training.
- The adult care service is supported by a Registered Manager and a Responsible individual who are of excellent character, are very experienced, competent and qualified with being able to offer excellent supervision throughout all aspects of the service with all tasks and responsibilities of the regulated activity this is to fall in line with the health and social care act.
- By acting as reflective practitioners in all elements of our service to ensure quality standards, and clearly defined improvement pathways.
- By communicating and engaging with the service users, listening to them and valuing them.
- Dignity and respect is adhered to each young adult receiving care and treatment at all times. Making sure privacy is given when this is needed can be given from within their home to out in the local communities.

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3 Aims

We recognise the potential to make a difference to each person's life. We value integrity and respect and are focused on;



Underley education services and Underley Adult Care Service hold a shared code of conduct which states:

We aim to;

- *Value each other, our community and its surroundings.*
- *Take time to listen to each other.*
- *Ask for help when we need it.*
- *Keep ourselves and each other safe.*
- *Work together, to make every day positive*

4 Objectives

Underley Adult Care Service recognises that clearly stated intentions or objectives forms the basis for our everyday work. And which reflect our vision and aim for all our homes.

These objectives are as follows;

- *“To provide an inclusive non-discriminatory environment that is safe and responsive to all user's needs”*
- *“To provide clearly differentiated activities, this will promote independence and enable the continued development of every service user's life and living skills”*
- *“To provide a supportive network which will promote, maintain, and develop social, emotional and spiritual well-being, within the Underley and wider communities”*
- *“To provide a clearly personalized care plan that reflects the residents views, wishes and preferences, and is responsive to their needs when and for whatever reason they change”*

5 Accommodation

The residential accommodation is comfortable and attractive and comprises of three homes situated within our extensive privately owned grounds.

Underley Gardens

Places are available for up to 4 young adults aged 19-65 of mixed sex 52 weeks of the year.

The accommodation at Underley Garden is for those young adults who require more focused support. They live in individual occupancy properties. These houses have been painstakingly renovated around the needs of the individual adults during 2018.

The accommodation comprises of a semi-detached single story house, a 2 bedroom cottage and a 1 bedroom cottage, all equipped and personalised to a high standard set in a quiet wooded estate.

Semi-detached single story homes (Yew Tree)

2 Young adult bedroom's, staff sleep in facilities with staff office, a bathroom, including sensory shower facilities, 1 large living room, kitchen, large and spacious back garden which has high fencing to provide a safe environment for the for the young adults.

2 bedroomed Cottage (Holly Tree and Birch Tree)

2 Young adult en-suite bedrooms, staff sleep in facilities and office, a wet room, a bathroom, including Jacuzzi bath and sensory shower facilities, 3 x living/communal areas, kitchen, larger garden which has high fencing to provide a safe environment for the young adults

1 bedroom Cottage (The Cottage)

Young adult bedroom and en-suite, staff sleep in facilities and a staff office, a shower room and toilet, a living room, kitchen, large back garden with a trampoline and a swing which has high fencing to provide a safe environment for the for the young adult.

Each property is furnished to a high standard; each young adult who will live at the property will be able to select their own decor and furniture for their rooms to their needs and tastes prior to moving in. This is something we strive towards to making every transition beneficial and smooth for each young adult.

The houses are modern double glazed fully central heated properties that offer all that is necessary for independent living. All houses are situated in a mature woodland garden. Bordering the Lake District and Yorkshire Dales national parks, the local amenities and transport network are within walking distance of the historic Market town of Kirkby Lonsdale.

The rest of the Underley garden community is accessed within short walking distance, including walled gardens, our laundry and recreational areas.

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Sharing good transportation links close to other communities where we have formed good links. This has allowed us to use adult learning colleges, voluntary work placements and attend regular charity conventions.

Grange View in Grange-Over Sands

Grange View is located in the lovely village of Grange over Sands and can accommodate up to 7 young adults Aged 19-65

It is a beautiful property with lots of open space and large rooms allowing for each young adult to become independent within the home.

The property has excellent links with public transport; the village has an array of shops such as food outlets for dining, shopping, hardware stores, charity shops and a butchers which sells local produce. Within the village there is an excellent opportunity for the young adults to gain paid or voluntary work.

The property is overlooking Morecambe Bay and is a short stroll to the local park. One great addition to the property is that local amenities are all within walking distance.

The property is furnished to a high standard, each young adult who lives at the property will be able to select their own decor and furniture for their rooms to their needs and tastes prior to moving in. This is something we strive towards to making every transition beneficial and smooth for each young adult.

Within the accommodation each bedroom is spacious and has its own en-suite. The home has large communal rooms including a two lounge's, dining room and a kitchen. There is excellent access in and around the property. All the young adults are supported by keyworkers and seniors during the day with access to on site management. In the evening staff undertake sleeping duties, there is also a member of staff on duty throughout the night to ensure safety. Staff have excellent accommodation around office based work, sleeping duties and bathrooms. There is a communal relaxation room for everybody to use. The property is fully central heated, front and back gardens, private and secure drive ways.

Access in the Community

Our highly trained, experienced staff supports residents in all of the activities that they undertake. They do this by adopting a consistent approach and by creating a purposeful, calm atmosphere.

When engaging in activities, our young adults will:

- Carry out practical vocational tasks
- Attend a life experience placement either on site or out in the community
- Or attend a local college (Kendal College/Lancaster Adults College).

Our residents can participate in educational based visits and outings which take place both during the day and as part of their leisure activities during the week nights and weekends.

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Opportunities offered to our residents include swimming, gym, bowling, horse riding, football, music therapy, and walking. We also regularly visit the local cinema, theatre, super markets, farm shops and local places of interest together with eating out or going to the pub, which many enjoy. We also have strong links with the local community.

6 Occupancy.

- Underley Adult Care services wishes to maintain a 'jargon free' 'warm and welcoming home life model' This means individuals have access to all areas of the communal parts of their respective houses, gardens and recreational areas and a warm homely environment is attempted to be replicated by all concerned.
- Service users and visitors may only enter another user's bedroom with their permission.
- Double occupancy of rooms at night is not permitted.
- Staff may enter a service user's bedroom to carry out necessary duties, whilst maintaining preservation of privacy and respect. Staff will seek permission to enter at all times.
- Requests by individuals to keep pets will be considered by the management on an individual basis, in conjunction with the wider user community and direct staff team. But hold the right to refuse such a request.
- Young adults have choice in furnishings and décor in how they want their home to feel and look.
- All staff members respect each young adult's dignity and possessions. Each staff member asks the young adult can they enter their bedroom before entering at any time.

Visitors

Individuals may receive visitors at any reasonable time of the day. If a service user expresses a wish not to receive a particular visitor this will be respected by the staff team. All visitors will be expected to treat each young adult with courtesy and respect. If visitors request to see a young adult's room they will ask the young adult in person.

7 Delivery of service.

We are a national organisation and accept referrals from a range of social and health care providers across the UK and Ireland. We also receive referrals from educational organisations as part of the education transition process.

There is a principal who is also the nominated individual, registered manager and 2 deputy managers who oversee the structure of the adult care service and a day to day basis around the safety and care of each young adult and each staff member.

The principal criteria needed for us to consider a referral is that the person has a learning disability/ ASC. A care needs assessment will then take place to ensure that we are the most suitable agency for that potential person. On acceptance a contract will be drawn up between ourselves and the placing authority.

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We are a small service the major advantage of this being that a 'normal' Home life model can be applied to the delivery of our service. We require that where ever possible the individual apply themselves to all elements of day to day running and housekeeping tasks, supported by their respective key workers and care workers. This would usually include cooking, cleaning, shopping, garden maintenance etc., whilst adhering to a weekly budget.

With support from the care team, people are responsible for structuring their leisure time in the most effective way to meet their own choices, needs and expectations. This may include a range of recreational activities within the surrounding area of the Lake District and Yorkshire Dales National Parks and the spectacular coast line of the Morecombe Bay Estuary. We also commute to the nearby cities of Lancaster Blackpool and Preston to use the education, recreation, leisure facilities and learning disability communities these larger towns offer.

We are non-denominational organisation and does not participate in or provide any religious worship. However we aim to meet the needs of all service users by supporting the religious, spiritual, cultural, or special dietary requirements our users require.

(All religious, cultural, or special dietary requirements need to be addressed during the referral process to ensure needs are met)

Personalised planning

After placement a period of needs analysis will continue before a more comprehensive person centred care plan is written. All care plan will be overseen by the registered manager and involve careful liaison between the residential staff, and other relevant agencies. This will follow a set procedure including;

- The persons involved bringing together the people he or she wishes to be involved, or an advocate doing this on the individual's behalf.
- The use of questions to draw out salient information which will help all concerned understand the persons wishes, views, preferences and needs.
- Decisions being taken and a care plan being drawn up specifying the supports required to meet the person's needs.
- Implementation of the care plan followed by a monitoring, and evaluation process to maintain that the document stays current and 'live'.

Lifelong learning

Underley Garden School is the umbrella organisation responsible for Underley Adult Care Service. Our shared ethos applies a 24 hour approach to learning and views access to learning as the fundamental base of its working ethic. We will aim to provide a more responsive service that would continue to develop and enhance the life experiences of our users. Teamed with access to community adult learning opportunities supported by the learning skills council and local FE colleges we can provide learning opportunities tailored to the needs of the individual.

This could include courses with an emphasis on;

- Personal care and health. Mobility/ Travel. Creative and Expressive arts.
- Functional Numeracy and literacy. Communication. Life skills. Social Skills.

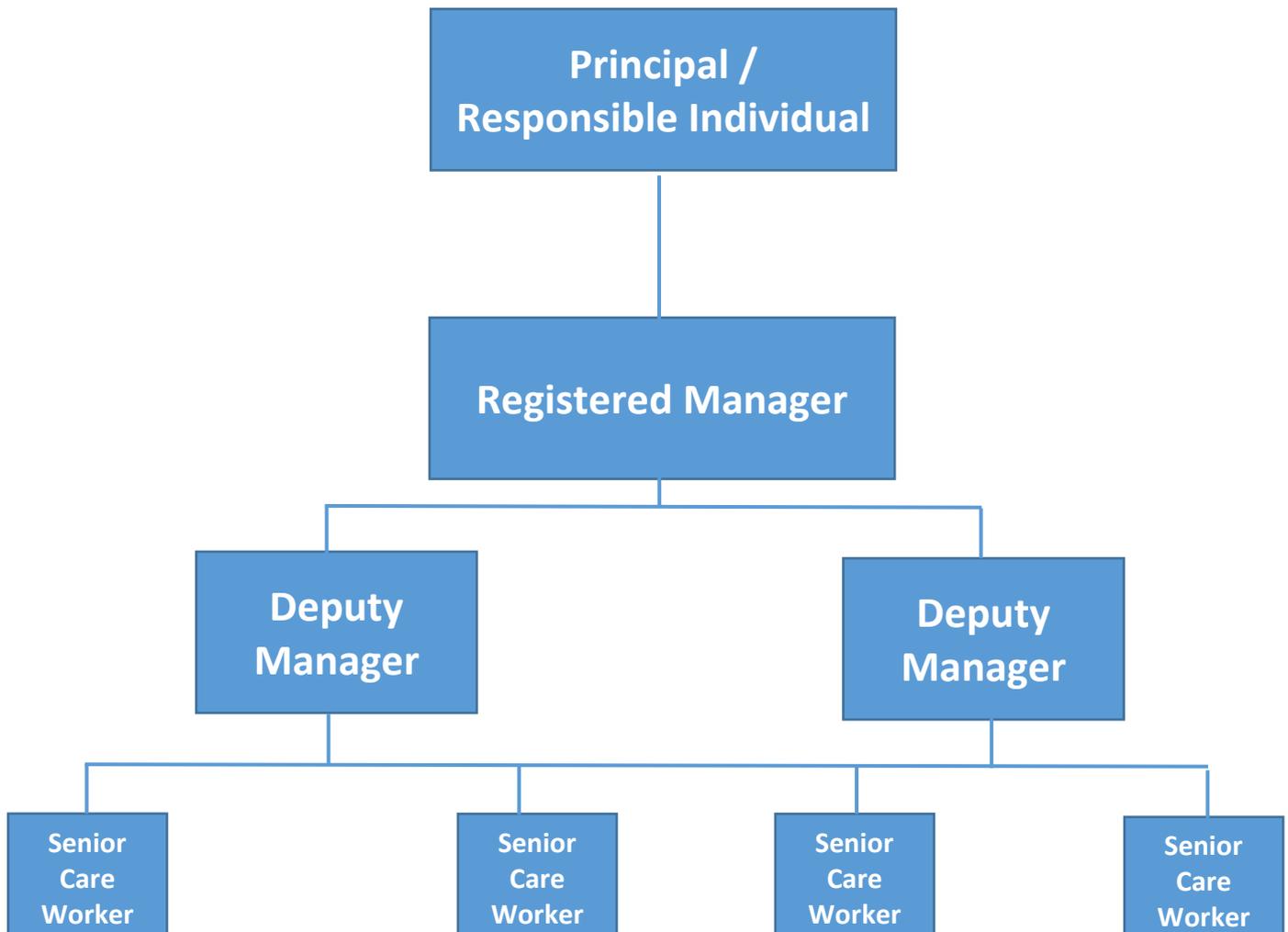
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8 Organisational Structures

Underley Adult Care Service (UACS) is a residential home service, Underley Education Services Ltd and part of the Acorn Care and Education Group.

Our adult services management team shares the Underley Garden School management team, with addition of a registered manager and 2x deputy managers, 1 based at each site, specific to adult services.

Below shows the Managements structure for Underley GardenAdult Services;



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Notification about the registered manager and the nominated individual is displayed in the entrance of reception. Both the registered manager and the nominated individual are highly competent, skilled, experienced and qualified

The Registered Manager is **Claire Howley**

Email: claire.howley@underleygarden.org

The two service addresses are:

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| Underley Adult Care Underley Garden School Kirkby Lonsdale Carnforth Lancashire LA6 2DZ Tel: 015242 71569 | Grange View Park Road Grange Over Sands Cumbria LA11 7HQ Tel: 01539532570 |
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The nominated individual name and address for the service is:

Ann Henderson

Email: ann.henderson@underleygarden.org

Underley Adult Care
Underley Garden School
Kirkby Lonsdale
Carnforth
Lancashire LA6 2DZ
Tel: 015242 71569

The Registered Provider is: Underley Education Services Ltd

9 Consultation with residents

Every opportunity is taken to enable individuals to express views and opinions on matters that are likely to affect their daily life and their future. In the event the individual decides they wish to communicate to someone external to the organisation, UACS would provide opportunities for people to access Advocacy through local networks. Through the use of a key worker system individuals are encouraged to engage in discussions about thoughts concerns and feelings about their care and life within UACS. Regular care planning meetings are held with the individuals, with the direct staff team and any other multi-disciplinary workers where the focus is on enabling the person to have their say and input. All individuals have the right to attend monthly service user meetings, which meets and discusses matters regarding social events, activity preferences, home environment etc. The minutes from these meetings are reviewed by the management of the homes to inform decisions about day to day running of the service. Each young adult has key working sessions at least every two weeks out lining additional support or requests.

Each young adult is given the opportunity to read and counter sign their supporting documents allowing for how they to cared and supported to be undertaken. Each young adult has an All About Me document, risk assessment, positive behaviour support plan, PEEP and

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a Medical Passport. This gives clear evidence around support and dignity and respect towards person centred support. Each young adult has the opportunity to read and supported around how they would like to be supported and cared for. Each young adult can sign their documents if they choose to.

Each young adult will undergo a DOL's assessment after a mental capacity assessment has been carried out after they have transitioned into adult services and this is evaluated every 12 months.

Door alarms can be placed on a young adult's bedroom door if required this will be to the benefit of supporting staff in ensuring each young adult is kept safe. Visual monitors are in place for some young adults who require constant supervision. This is so appropriate supervision and support can be given throughout the night or when the young adult wishes to spend time alone. A best interest discussion will take place; this will be in line with CQC regulations and requirements. Matters will be discussed with all relevant parties before any nature of this installation is carried out and to explain the reasons. This is to ensure any young adult is kept safe with dignity respected at all times.

Each staff member is highly trained and qualified around each aspect of the service which incorporates positive support to oversee an excellent deliverance of health and social care.

During transitions into adult care we strive to get to know any young adult before the move takes place. We take time by overseeing their support needs before getting involved. Once we have found their likes and interests we can add these to their own rooms ranging from fixtures, fittings and décor.

All premises and equipment are clean and respected by each person that is in proximity of the premises. All equipment will be supplied around each young adult's requirements after undergoing any relevant health reviews for the intended purpose, maintained and used properly.

Each young adult is supported around meeting their nutritional and hydration needs. Each day this is documented from display of menus and how they selected their chosen meals and drinks. This will also be added to the documented daily diaries for each meal/drink. Each young adult gets weighed monthly to show evidence around maintain a health balanced diet.

In each of the young adult's homes, there is information around safeguarding. This is to give guidance including pictures for each young adult and staff members on who to report to.

10 Philosophy / ethos

Our company values are;

- ***Deliver promises*** – *Be accountable, Take responsibility, focus on outcomes*
- ***Open and honest*** – *be fair and transparent, do the right thing,*
- *Act responsibility*
- ***Inclusive spaces*** – *create safe , nurturing environments, care about what we do and each other, value diversity*
- ***Dream big*** – *believe you can, make positive changes, inspire and motivate*

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Our interpretation of these values for Underley Garden Adult Services is:

- We aim to enable all our service users to lead a happy fulfilled life.
- We aim to provide security and safety to all individuals
- We aim to stay focused on the individuals choice, preference and opinion to guide our daily work
- Through person centred planning we aim to maintain a person's identity and individuality whilst protecting their dignity.
- We aim to respond to the changing nature of an individual's needs and seek guidance from external agencies when needed.
- We aim to provide a holistic approach to care drawing on all experience from all employees, councillors, nurses, key workers.
- Being able to offer access to a multi-disciplinary health and therapy team when required
- Access to voluntary work and college courses.
- Highly skilled, innovative and experienced keyworkers.
- A high level of person centred care and support is adhered to from highly qualified staff members while respecting each young adult's dignity.

11 Health and safety

Acorn Care and education has the overall responsibility for the health and safety of the service users and staff. But works cohesively with the Registered Manager and all colleagues to maintain health and safety standards at all times. Throughout the staff team there are appointed representatives with appropriate training to address specific service risks including, fire safety, COSHH, moving and handling etc. The Registered Manager oversees this process by regular Inspections and monitoring of working systems. Regular training is held in line with HSE recommendations to ensure compliance, and up to date relevant knowledge is passed on to all staff working within the service. We adhere to the legislation set in the health and safety at work act 1974 and aims to ensure compliancy at all times. Regular inspections are held for all aspects of health and safety by named staff, along with regular inspections from the registered provider / named person.

All premises are clean and respected throughout controlling the prevention infection and control.

Only trained staff will administer medication which is safely stored away and monitor from temperature control.

12 Quality Control.

We aim to ensure a high level of quality assurance at all times. The management continually assesses systems of work and compliance of staff in respect to policy and procedure through regular monitoring, spot checks, supervision and reflective evaluation. This is supported by regulatory monitoring by the registered provider and our own self-evaluation. We aim to use the self-evaluation process to fully inform our practice on operational matters for development. We have a structured recruitment process that is proactive to the service needs; this is supplemented with thorough training which is assessed to national standards. We are

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recognised and registered by Investors in People which we use to promote and enhance our service. Annual feedback forums inform our practice these are open to employees, to address operational matters and act as a means to enhance our delivery and effectiveness.

Audits are undertaken around the whole of the service on a monthly basis. This covers temperature recordings, reviews of person centred documentation, the organisation and cleanliness of the homes. This is documented and stored away.

Each year surveys are sent out to every external person who is involved with the adult care service this includes families, social workers and all other health professionals. Once feedback is received this is then presented to the staff and principal.

Appendix A. Employment

We are committed to ensuring equality of opportunity for staff, individuals and families with whom we work in partnership.

We believe that selection and promotion of Staff should be based solely on ability to meet the requirements of the post. We aim to remove discrimination to provide equal access to jobs, training and assessment schemes, such as NVQ, and to ensure that all Staff fully benefit from working for UACS.

Training and Development

Once a new recruitment (staff member) has been recruited they have to undergo a enhance DBS for children's and adults as well as needing to provide to references. Each staff member annual completes all relevant training and qualifications that has been requested of them to undertake. This outlines they are fit to carry out their roles and responsibilities.

Each new recruit undertakes a full week induction. This covers areas around Health and safety, COSHH, Autism awareness, safe guarding, reporting of documentation, policies and procedures and the aims and philosophy of Underley Garden School. During the induction staff are handed an induction pack which the RM, DM and seniors support them to complete during their probation period.

It is an expectation that Staff complete The Care Certificate work booklet. This is a CQC expectation. It;

- is the beginning of the career journey for those new to care
- is a foundation for health and adult social care integration
- ensures those new to the sector are supported

It is Underley Garden Adult Services requirement that each member of care staff will be trained to a level 3 apprenticeship in health and social care. Staff will be enrolled on this course after passing their 6 month probation period.

Each job specification lists the general professional duties for the post and UACS, as a matter of policy, provide a training programme on both a group and individual basis.

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Each staff member is given responsibility to seek additional training that they feel will not only be a benefit to the service but to themselves in reaching their true potential.

Staff Supervision

Staff supervision can be described under five areas:

- Getting work done
- Maintaining organisational control
- Accountability
- Work related performances
- Recognition and praise

A system of supervision must satisfy each of the requirements and is a necessity at all levels in any organisation. UACS has a system, which applies to all categories of employee.

Appraisal is a long term (e.g. annual) review and is part of the supervision process.

Appendix B. FIRE PRECAUTIONS

1. Introduction

Every step is taken to ensure that comprehensive precautions are in place to safeguard and protect the residents, staff and visitors against the risk of fire within the service. UACS complies with the relevant legislation: Fire Precautions Act 1974, Fire Precautions (Workplace) Regulations 1997 Fire Precaution (work place) amendment Regulation 1999 and Building Regulations 2000.

2. Risk Assessment

Risk assessments are in place identifying potential fire hazards, estimating level of risk and identifying action taken to reduce this to an acceptable level.

Such risk assessments are recorded and regularly reviewed. Members of staff are made aware of these through their induction and on-going training, and through the relevant staff manuals.

3. Evacuation Procedures

Appropriate means of escape are available and the evacuation procedures are in place and documented for the awareness of residents, staff and visitors. The correct emergency signs compliant to EU regulations are appropriately placed throughout the residential units. Awareness is raised for both staff and residents as part of their induction to the service and regularly thereafter through fire drills.

Each young adult has a person centred Personal Emergency Evacuation Plan (PEEP) along with an individual fire risk assessment for each YA's house where all staff members read and sign this.

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4. Fire Drills

A minimum of four fire drills are held throughout the year and these are recorded appropriately. This includes night evacuation. Assembly points are clearly marked.

5. Fire Alarm System and Equipment

An 'intelligent' up to date specification fire system is in place within each house. This enables the location of a potential fire or incident to be known with immediate effect. All the necessary and appropriate firefighting equipment is available in the relevant locations throughout the sites. This includes equipment that is able to extinguish fires caused by various means e.g. electrical, solids, flammable materials and liquids. Emergency lighting exists throughout the premises.

6. Testing and Maintenance of System and Equipment

The Fire System Control Panel, smoke and heat detectors and manual control points are regularly serviced by an outside contractor, 'Fire, Training and Security' (FTS).

There is a weekly check of our alarms undertaken by our Fire Marshalls, they formally test the emergency lighting every four weeks. These are recorded in our Fire Log book. An external contractor services our firefighting equipment on a regular basis. This, too, is recorded.

7. Action Taken

Any deficiency identified from drills, tests, checks or visits from the fire safety officer are noted and the necessary action is taken to remedy the deficiency.

8. Cumbria Fire Authority

Consultation is always held with the local fire safety officer before any alterations to the premises are undertaken.

9. Training

Relevant training is held within UACS. The Health and Safety Manager and the appointed Fire Officer attend a relevant external Fire Warden course. Training is provided for the staff within UACS on a regular basis by the Health and Safety Manager through our Training Day programmes

Appendix C complaints procedure

Any person who has a concern or complaint is encouraged to share and discuss the matter with a member of staff at the earliest opportunity or speak to the Responsible individual or the Adult service Registered Manager.

Where the person continues to be unhappy, UACS has a formal complaints procedure and a copy of this is available on the website and at each site.

Individuals also have a right to take their concern or complaint to the Care Quality Commission;

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**Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

UACS complaints procedures are designed to be clear, user friendly and readily accessible. They aim to address informal as well as formal complaints. Systems that do not promote open communication about ‘minor’ complaints will not be responsive to major ones, and a pattern of ‘minor’ complaints may indicate more deeply seated problems in management and culture that need to be addressed.

Our complaints procedures are for individuals using the service, visiting and contact arrangements with social workers and Independent Visitors, as well as parents, carers and advocacy and other services. There is a complaints register that records all representations or complaints, the action taken to address them and the outcomes. Individuals should genuinely be able to raise concerns and make suggestions for changes and improvements, which are taken seriously

New and prospective service users, their relevant direct family and new staff are informed of the procedures as part of the induction process. A copy of the procedures will be supplied on request to any of these persons / organisations. Upon admission to the Home, individuals will receive a preferred method of communication copy of the Complaints procedure. The Key Worker will ensure that the person knows how, and feels able, to complain about any aspect of the service provided. No action or reprisal will be taken against anyone making a complaint or representation. Individuals may be accompanied by another person when making a complaint if support is needed.

Appendix D. Therapeutic techniques

In order to meet the requirements of individual’s placement plans, arrangements for specialist external services can be made after agreement with, and approval of, the placing authority. Obviously, if external agencies are used – they have their own supervision arrangements.

Appendix E. Equal opportunities

We are committed to ensuring equality of opportunity through the provision of an education and environment which reflect the breadth and diversity of society. Throughout our work and relationships with referring agencies, parents, carers and residents, and between staff we aim at all times to ensure there is no discrimination relating to age, gender, ethnicity or disability.

Everyone has a right to a broad, balanced and relevant life experience which enables them to achieve the highest possible level in their learning and one which reflects in a positive way

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the range of cultures and experiences of the whole community. People moving on from UACS should do so with an understanding and respect for all members of their community.

Appendix F. Admission

All potential service users will be subject to a thorough needs analysis prior to being offered a place within one of our homes. The individual will be encouraged to visit Underley Garden Site with others involved in the transition process to gain an understanding of who, what and where we are through the services we offer.

This will be done in line with department of health guidance and will cover all health and social needs stipulated in the referral process.

The analysis process will help inform the relevant parties involved to ensure that they can meet the needs of the potential service user, whilst also informing planning for initial care planning and delivery.

The referral will be dealt with by the registered manager of adult services, in conjunction with the multi-disciplinary team of Underley Garden School who will provide guidance and advice on specific elements of identified needs of the potential service user. This is the start of the person centred planning which ensures each person is treated individually.

Referrals for placements can only be accepted by the placing authority that will be funding the placement. The placing authority will need to send us relevant case notes which we will review to ensure that we are the appropriate provider for the potential service user.

If it is felt that we are the best option for the potential resident, the placing authority will be informed and a contract written. Once the contract is signed the transition process begins. The transition process will be overseen by the senior leadership team at UGS / UACS who will work alongside the potential service user, parents, and the placing authority to ensure the move to a new placement is planned and managed in the best interests of the individual.

Appendix G. Termination of placement

Underley Adult Care Services requires at least 12 weeks' notice from the placement authority of a termination of services under ordinary circumstances. Likewise, this would be the normal period of notice given to the authority by Underley Adult Care Services.

Appendix H. Fees

Fees are discussed with the relevant authority on application; these are based on individual assessment of needs. The agreed fees are always fully inclusive apart from individual's personal clothing or other personal possessions. Underley Adult Care Service will not enter into any negotiations with benefits agencies and it is up to the placing authority to review the resident's allowances in relation to their fees. If the needs of the individual change, which would give rise to an escalation or reduction of fees then this is discussed during the care review and agreement is sought from all parties.

Underley Adult Care Service, Kirkby Lonsdale, Carnforth, Lancashire, LA6 2DZ

Telephone: (015242) 71569 • Fax: (015242) 72581

Email: info@underleygardenschool.org • Website: www.underleygardenschool.co.uk

Statement of purpose for Underley Garden Adult Services

Grange View, Park Road, Grange-Over Sands, Cumbria, LA11-7HQ

Telephone: (01539) 532570 / (015242) 71569