



Underley Garden

Statement of Purpose



Underley Garden, Kirkby Lonsdale



Grange View, Grange over sands



Greenacres, Lindale

Statement of purpose for Underley Garden Adult Services

Underley Garden Adult Services

Underley Garden Kirkby Lonsdale Carnforth, LA6 2DZ 015242 71569 Fax number 015242 72581. info@underleyschools.org	Grange View Park Road, Grange Over Sands Cumbria LA11-7HQ 01539532570	Greenacres, Lindale-in-Cartmel, Grange-Over-Sands, Cumbria, LA11 6LP
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Underley Education Services Ltd
Company House no: 03381128
Updated: 10th February 2020

Underley Garden Adult Services is a service for adults aged 18 – 65. We provide accommodation 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.

What we offer:

- 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.
- We will provide a warm, stable home for young adult who require additional support.
- We will keep young adult safe through proactive safeguarding strategies involving all agencies and significant people.
- We unconditionally value every person and respect their dignity as a unique individual irrespective of their difficulties.
- We will work with young adult to ensure they have an enhanced positive self-view.
- We will work tirelessly to ensure young adult living in our homes have a sense of belonging.
- We will support relevant, appropriate contact with significant adult in a young person's life.

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- We will support young adult to make lasting appropriate friendships.
- We will support young adult to be able to self-regulate their feelings and emotions.
- We will support young adult to have trust we will remain committed for them to stay on a path to success.
- We will work with young adult to ensure they can look after themselves in terms of independence skills, self-help skills, basic life skills and personal care.
- We believe that each person has a right to be treated as an individual and that all their physical, emotional and health needs are met in an appropriate and attentive way.
- We will support all aspects of a young adults emotional and physical health through sound multi-disciplinary working. From September 2019, we have had a budget accepted to employ a Speech and language therapist, Occupational health therapist and a learning disability nurse. The therapy team will regularly visit each YA and home to help ensure our therapeutic approach is embedded.

We have 3 different sites within Underley Garden Adult Services to meet the needs of the Young Adults' in our care.

Underley Garden

These homes are for Complex Young Adults who require or benefit from sole occupancy and a lot of outdoor space. They have little access to the community or busy/noisy areas. They need close supervision and support from staff at all times and need staff to assist them in everyday tasks such as personal care, communicating and eating and drinking.

Greenacres

This is a home for young adults with complex needs, who require close supervision and support from staff, but can complete some tasks independently or with little staff support. The young adults here enjoy having access to the local community, taking part in lots of activities and trips out.

Grange View

This is a home for young adults who are more independent and benefit from having access in to the local community, good transport links and the opportunity to access vocational education, paid employment or volunteering. Young Adults here benefit from opportunities to increase independence skills, self-help skills, basic life skills and personal care.

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1 Context

Underley Garden Adult Services provides care for young adults with learning disabilities and complex needs. We have a clearly defined aim to provide homes in small communities in where all young adults 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:

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- 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;

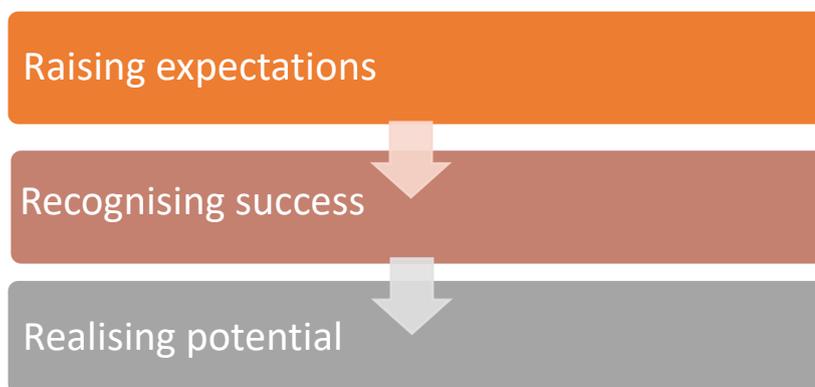
Every day we improve the lives of thousands young people and adults, their families and communities through a relentless focus on caring and learning.

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.

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 Garden Adult Services shares a code of conduct which states:

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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 Garden Adult Services 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 resident’s views, wishes and preferences, and is responsive to their needs when and for whatever reason they change”*

5 Accommodation

Underley Gardens

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

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

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.

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.

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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 bedrooms', 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.

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.

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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.

Greenacres, Lindale

Greenacres can accommodate up to 6 Young Adults. Greenacres is a large detached property which includes annexe accommodation and is located within the pleasant South Lakes Village of Lindale.

Lindale has a shop/post office, primary school, public house, church and bus service. Grange-over-Sands is nearby with a range of shops, bars, restaurants and the railway station and there is easy access to the Lake District National Park and road links to the M6 motorway via the A590.

The accommodation has two living rooms, a spacious dining room, office and sleep in for staff and shower room, fitted kitchen, and a small conservatory to the main entrance of the property, all on the ground floor with five spacious and bright bedrooms all with en suite facilities to the first floor. The main residence is complemented by the annexe accommodation which provides entrance hall, sitting room, kitchen, bedroom and en suite. If ever needed in the future, we have the Ability to have accessible accommodation on the ground floor In the main house.

Outside there is off road parking for a number of vehicles, a rear garden comprising of lawned area, patio and two sheds which will be used for activities such as messy play, arts and crafts or for extra space when the YA's choose to use. The Outdoor space to the side of the building has sensory play equipment to support with the sensory needs of the YA's and a small parking area for vehicles.

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.

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.

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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.

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 main 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.

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.

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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 plans 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;

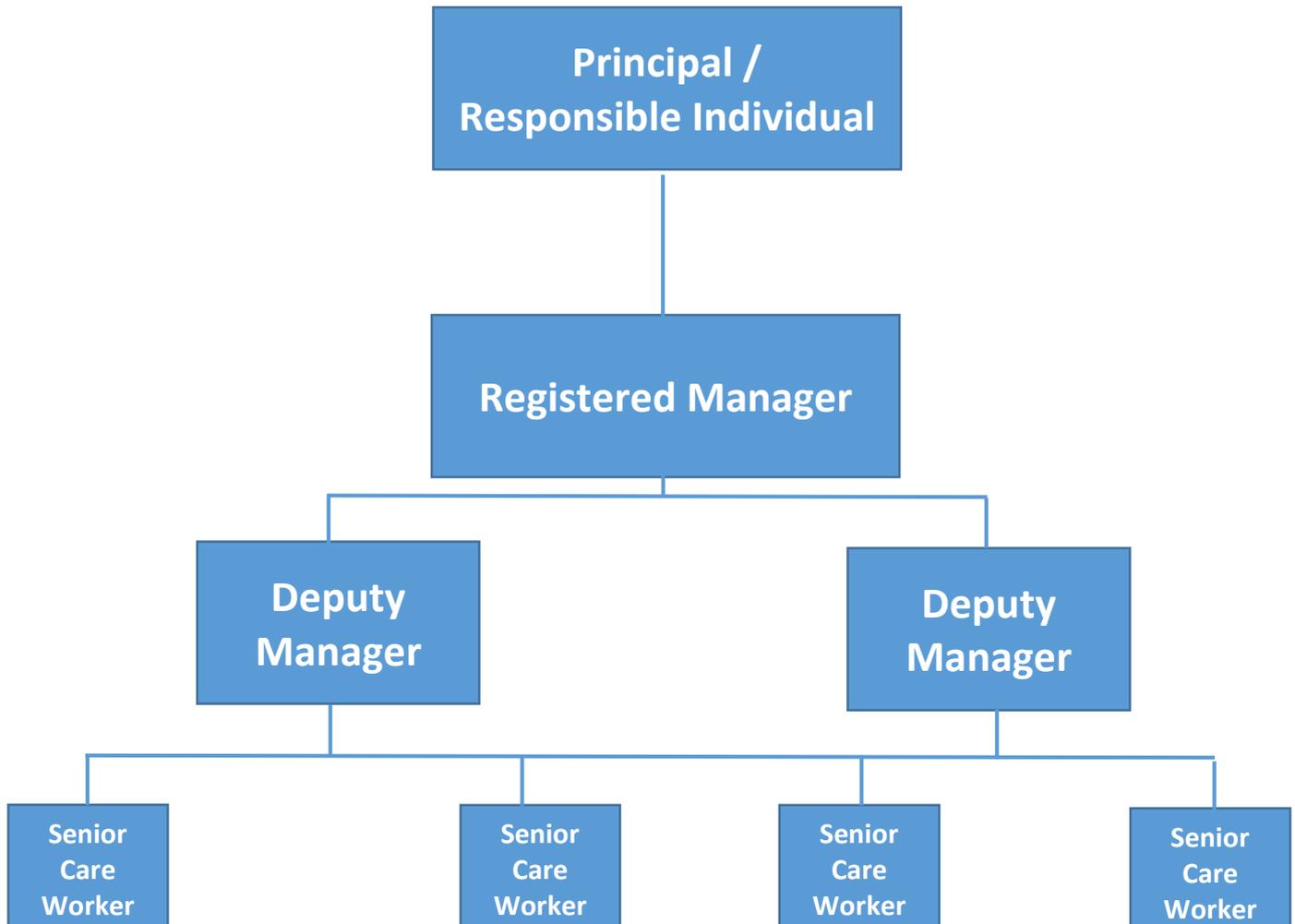
- The persons involved bringing together the people he or she wishes to be involved, or an advocate doing this on the individual's behalf.
- The use of questions to draw out salient information which will help all concerned understand the persons wishes, views, preferences and needs.
- Decisions being 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'.

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8 Organisational Structures

Underley Garden Adult Services has the same management structure in each of its three sites.

Our adult services management team have 1x registered manager overseeing all three sites and then at each site there is 1x deputy manager and 2x senior care workers. Below shows the Managements structure for Underley Garden Adult Services;



The three services addresses are:

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	Greenacres, Lindale-in-Cartmel, Grange-Over-Sands, Cumbria, LA11 6LP
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The responsible individual name and address for the service is:

Ann Henderson

Email: ann.henderson@underleygarden.org

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

The Registered Manager is **Claire Howley**

Email: claire.howley@underleygarden.org

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, Underley Adult Services would provide opportunities for people to access Advocacy through local networks.

We support the right of young adults to be consulted and listened to about key decisions which affect their daily life or their future. This happens formally through Key Worker sessions and informally through everyday living opportunities. We encourage staff to involve young people in a way that enables them to contribute effectively e.g. explain the purpose of a review meeting, who will be there and go through the consultation documents in advance of the review. Staff are asked to make a clear distinction between when you are helping the young adults to express their views and when you are expressing your own view or that of the staff team. Staff are expected to consider seeking advice and expertise on how to resolve linguistic, ethnic, and cultural difficulties to enable a young adult's full involvement in consultation.

Young adults are invited to participate in decisions concerning the home and daily life for example in menu planning, house decoration and decisions concerning recreational activities. Young adults' meetings will be held monthly to discuss the running of the home, encourage suggestions and contributions to wider community life and activities. Young adults will also have the opportunity to raise any matters concerning the operation of the home with the Registered.

Each young adult is given the opportunity to read and counter sign their supporting documents allowing for how they to be cared and supported to be undertaken. Each young adult has a care plan, risk assessment, behaviour plan, fire evacuation plan (generic), PEEP and a Health Plan. A DoLs, Mental capacity assessment(s) and best interest assessment(s) will also be completed (where applicable). This gives clear evidence around support and dignity and respect towards person centred support. Each young adult has the opportunity to read the documents and have input into how they are best supported around how they would like to be supported and cared for, if they choose to.

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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*

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 individual's 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

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- 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 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, actioned by staff and filed 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.

13 Employment

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

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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 Underley Garden Adult services.

Comprehensive regular review of the skills attributes and relevance for groups of staff to work with a particular group of young adults occurs through monthly monitoring and review by the care management team and Registered Manager. We aim to provide a balance of relevant experience, skill and empathy within each small grouping of staff in each respective home. We have a balance of male and female workers and both male and female workers work in all homes to attempt at a “normalised” home experience and environment. Duties of either sex of worker may be risk assessed at times to ensure a structured respectful approach is adhered to

Training and Development

Once a new staff member has been recruited they have to undergo an enhanced DBS for children’s and adults as well as needing to provide to references. Each new recruit undertakes a full week induction. This covers mandatory training such as Health and safety, fire safety, team teach, first aid, COSHH, food hygiene, Autism awareness, safeguarding, medication awareness and reporting and recording. 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 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

Supervision, mentoring and induction of staff both happens in a formal and non-formal work based environment through a variety of mediums; peer supervision, observations, buddying systems, and regular performance management review. The formal supervision process requires the staff member to demonstrate work they have carried out with a child or young person, project or produce a work based product. Which is evaluated supported and critiqued by the supervisor to attempt to keep a constant focus, dialogue and QA system of progression. Recorded communication documents will also be used as a more informal means of supervision.

Staff supervision can be described under five areas:

- Getting work done
- Maintaining organisational control

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- 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. Underley Garden Adult services have 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.

14 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.

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.

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

15 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 Services 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;

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

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Underley Garden Adult services 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.

Date updated: 10.02.2020

Update by: Claire Howley (Registered Manager)

Statement of purpose for Underley Garden Adult Services

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.

16 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 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.

17 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.

Date updated: 10.02.2020

Update by: Claire Howley (Registered Manager)

Statement of purpose for Underley Garden Adult Services

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 Underley 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.

18 Termination of placement

Underley Garden Adult 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 Services.

19 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 Services 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.