

# SOCIAL CARE SOLUTIONS

## Statement of Purpose

### Bedford Regional Office



*Enabling independence*

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# Introduction

This Statement of Purpose is designed to provide details about the services Social Care Solutions provides from its Bedford regional office 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 1st October 2008. The Bedford regional office was awarded a 2 star 'Good' rating. Social Care Solutions regularly reviews its services 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.

Social Care Solutions provides Supported Living schemes for adults with learning disabilities and complex needs, and Outreach services for people of all ages. The support we provide to Service Users at our Supported Living schemes, and our management and staff policies, apply equally to our Outreach service.

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

## Our Service User Charter

Social Care Solutions is committed to providing a quality service and quality care to all its 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 services 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

Service Users at our Supported Living schemes 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. Notwithstanding this, Service Users are encouraged to live as independently as possible and are supported to make their own decisions and organise their own daily routines.

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 Social 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. Social Care Solutions fully embraces the 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 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

Social 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 also support the Service User in attending religious services if required.

## 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 in a shared Supported Living scheme) 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 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. Our aim is that with ongoing support our Service Users will make their own choices and determine their own daily lives.

Informed decision making is encouraged and enabled via 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.

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. Although Service Users in our Supported Living schemes are entirely independent we make a wide range of social activities available to them, either individually or in conjunction with Service Users in our Residential services. These activities might include:

- 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.

# About Social Care Solutions

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

The company was established to provide high quality Supported Living schemes for adults with learning disabilities and complex needs, and Outreach services for people of all ages.

The company currently operates 27 Supported Living schemes in Bedfordshire, Cambridgeshire, Northamptonshire, Leicestershire and Derbyshire, comprising a total of 51 places. These schemes comprise individual one-bedroom flats and shared houses.

The responsible individual 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.

Social Care Solutions is part of Care Solutions Group. Other companies within the Group include Community Care Solutions, which provides Residential services for adults with learning disabilities, 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.

## Management & Staff

The **Registered Provider** is Social Care Solutions Ltd.

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

The **Supported Living & Outreach Manager** is Robert Eldin. Robert has worked with Service Users who have learning disabilities for several years. Prior to this role Robert was working in residential care. He holds NVQ 3 and is working towards NVQ 4. The manager is supported by a Regional Service Manager, a Care Coordinator, a Field Supervisor, deputy manager and a number of Scheme Leaders.

Support Workers and Senior Support Workers are allocated to Service Users as appropriate. A 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.

The team at Bedford 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 supported living and outreach manager.
- Quality & Compliance Officer, who ensures that statutory requirements are met and procedures followed.
- Human Resources team, who support the staff based at the branch.

- Recruitment team, who ensure the services are 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

Social 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.

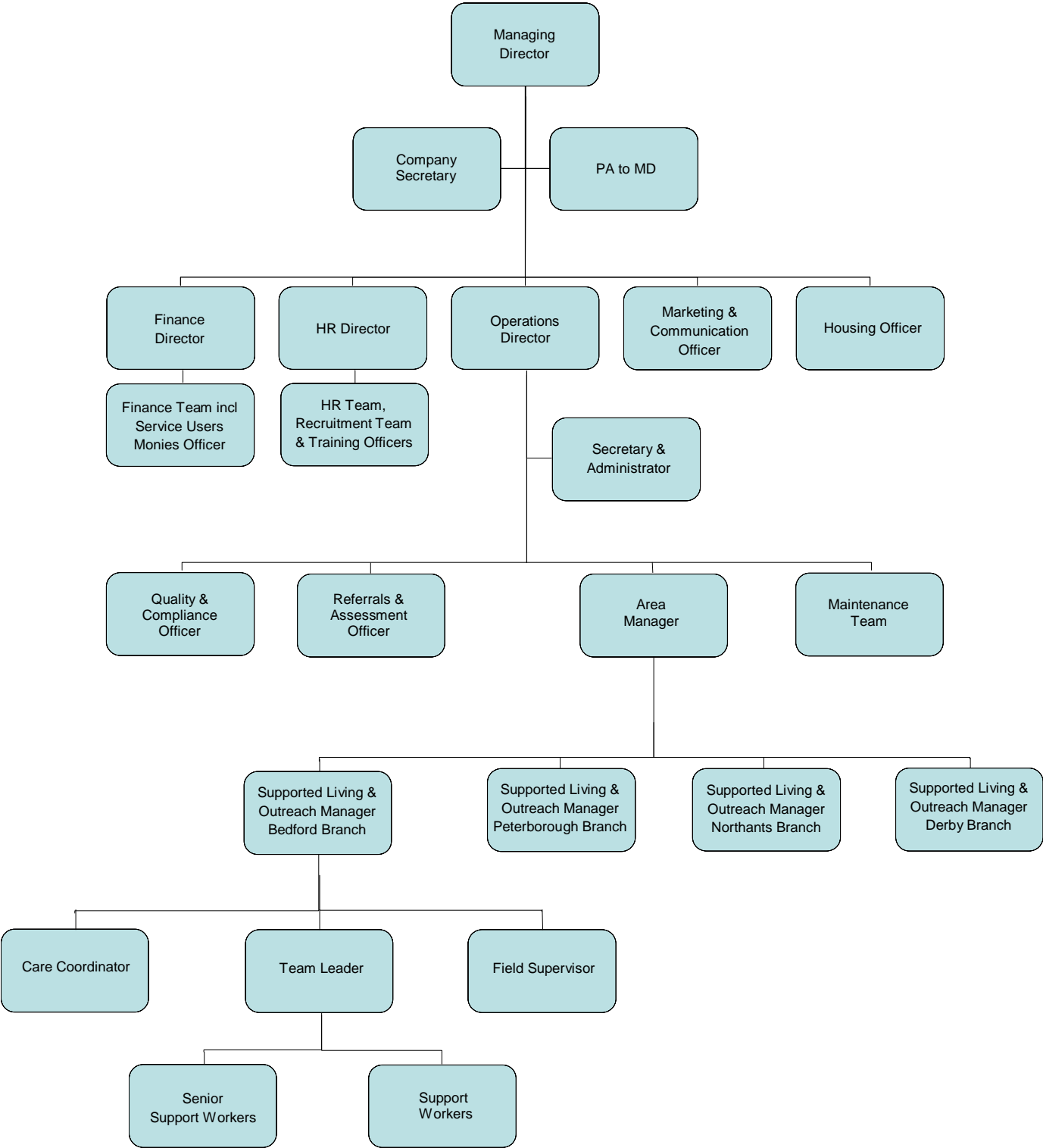
All staff undergo a full ten-day induction programme. In addition to Skills for Care approved induction training the company's Training Officers ensure that all staff receive at least five days' additional training each year. This can include NAPPI (1 & 2), Managing Challenging Behaviour, Autism and Epilepsy. We also support staff to study for their NVQ2 and NVQ3 qualifications and reward their attainment.

## 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 person-centred support that enables individuals to acknowledge and work towards overcoming emotional and behavioural problems, in order to maximise their potential.
- To uphold the Civil and Human Rights of Service Users.
- 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 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

Social Care Solutions is committed to maintaining and improving the quality of its service. Service Users in the company's Supported Living schemes are encouraged to contribute their opinions and suggestions about all aspects of their care. They can do this during an informal discussion with their Key Worker or with the Quality & Compliance Officer during a regular visit.

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

Social 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

Social 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 to the service and further copies are available from their Key Worker. 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 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.

Social 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.

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

## Supported Living

Anyone aged between 18 and 65 who has a learning disability is entitled to apply to live at one of our Supported Living schemes. A referral usually follows a needs assessment by an individual's local authority. We then invite the individual, and his or her family and care manager/social worker, to visit the property before continuing with their application. This visit gives them the opportunity to ensure it meets their expectations and allows us to carry out a comprehensive assessment of the individual's needs.

The funding authority is then sent a written proposal outlining the agreed care package and fee. Once an individual has been accepted, and funding has been agreed, the Service User is provided with an Individual Assured Tenancy. Our highly experienced placement team then implements a supportive transition plan.

## Outreach

Our Outreach service is available to anyone of any age who requires assistance at home. We provide long-term support and short-term respite assistance to enable carers and parents to take a break.

All referrals can be made either direct to the Bedford regional office or to our head office. Contact details are on the back page of this document.

## Contact Details

### **Social Care Solutions**

Bedford Regional Office  
67 Harpur Street  
Bedford  
MK40 2SR

Tel: 01234 262650

Fax: 01234 352655

### **Supported Living & Outreach Manager**

Robert Eldin

### **Social Care Solutions**

Head Office  
Brook House  
Brook Street  
St Neots  
PE19 2BP

Tel: 01480 223650

Fax: 01480 223651

[enquiries@socialcaresolutions.com](mailto:enquiries@socialcaresolutions.com)

[www.socialcaresolutions.com](http://www.socialcaresolutions.com)

### **Area Manager**

Tina Ryan

### **Operations Director**

Trish Crowsley

### **Quality & Compliance Officer**

Sally Chapman

### **Managing Director (and Responsible Individual)**

Mark Constant



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