

CLBD's range of bespoke Services offer 24 hour support to individuals with a learning disability, complex needs and / or a mental health diagnosis through a person centred approach. Changing Lives Building Dreams Ltd offers both community based and residential bespoke care packages.

The aim of the service is to provide a safe and homely environment that promotes empowerment, Independence and choice, whilst enhancing the individuals' daily living skills.



Statement of Purpose

May 2019

About Our Services

Aims & Objectives

- To provide support that is tailored to each service user's individual needs.
- To empower service users to lead as independent a life as possible.
- To provide services that are anti-discriminatory.
- To provide a service that takes into account service user's preferences, wishes, personal circumstances and individual abilities.
- To provide our service users with support of the highest quality within their own home environment

How do we achieve these objectives?

- By working to an individual plan of support that has been agreed with the service user. And support by the wider multidisciplinary team
- By working with service users to promote and, where possible, increase their independence.
- By treating all service users with dignity and respect
- By encouraging service users to be involved in the development of the service.
- By ensuring that support is provided by trained and competent staff.
- By supporting service users to access all community services

Governance & Quality Assurance

In order to deliver a high quality service, monthly audits are carried out by the Registered Manager and Operational Manager of the service.

These audits include:

- Care files
- Medication
- Complaints
- Service user's Meetings
- Team Meetings
- Staff supervision
- Finance

Where possible, we involve service users and their families/carers in the decision making process that affects the service we provide them. Each supported living property has its own monthly service users meeting where all service users have the opportunity to make staff aware of their feelings, view points and ideas. Service users are supported to use external advocacy services.

Team meetings for the staff team take place on a monthly basis, as do individual supervision sessions for each team member, giving staff the opportunity to voice their opinions and feedback to the Registered Manager about the service being offered. The Company conducts annual surveys for both staff and service users.

About Our Services

Training

All staff undertake regular training which includes a minimum of:

- Safeguarding Adults
- Fire Awareness
- Health & Safety
- Moving & Handling
- Food Hygiene Awareness
- COSHH
- Infection Control
- Autism Awareness
- MCA training
- First Aid
- Ethnicity & Diversity
- Mental Health Awareness
- Medication Awareness

External Inspections

The services are registered with the Care Quality Commission under the appropriate legislative structure and is subject to their inspection process. Service users may have access to their own files at any time.

Who are our service users?

CLBD is designed for adults with a learning disability who may have complex needs and/or a mental health diagnosis. The age range of people who can access our service is 18 years and over. Our service is available to people from all over the UK. Service users may also be subject to 117 aftercare, Community Treatment Orders or Guardianship

The Referral Process

The referral process begins with an enquiry, by telephone, email or letter. The service will then ask for a referral form to be completed giving brief information about the potential service user and their support needs. This form can be completed by a professional from the multi-disciplinary team.

A provisional review of this information is then undertaken to assess whether the service can potentially meet the needs of the individual being referred. If the service feel they can meet the person's needs, a full assessment will then be arranged with the potential service user and their care team. This form can be completed by a professional from the multi-disciplinary team.

The Assessment Process

At this assessment, the following aspects of the service will be discussed with the service user:

- Current support needs
- Identified areas of risk
- What things are important to them as an individual
- What they are seeking from the service
- Proposed plan of care to be offered by the service
- Visit to proposed residential service, if applicable

About Our Services

Accommodation

If the outcome of the assessment is that the service can meet the needs of the potential service user, appropriate accommodation will be sought with service user and their family/carers. Alternatively CLBD has residential accommodation located in Iwade, Rochester and Folkestone/Hythe as residential services.

CLBD recognises that every prospective service user should have the opportunity to choose a home which suits their needs. To facilitate that choice we do the following:

- Provide detailed information on the service by publishing a Service User Guide.
- Give each service user a Tenancy Agreement (supported living placements only) specifying the terms of their tenancy
- Ensure that every prospective service user has their needs thoroughly assessed.
- Demonstrate to every person about to be offered a tenancy that we are confident we can meet their needs as assessed.
- Offer introductory visits to prospective service users, families/carers

Range of Support

CLBD aims to help our service users develop the skills, on an individual basis, that they need to live more independently, and integrate into the local community. The ways in which we support service users may include providing advice, prompting or assistance with:

- Tenancy or proposed residential placement

- Tenancy or proposed residential placement
- Budgeting, paying household bills, and claiming appropriate benefits
- Meal planning, shopping and cooking
- Domestic upkeep of their tenancy
- Maintaining the security and safety of the property
- Opportunities for employment or voluntary work
- Opportunities for education and leisure
- Registering with GP and dentist of their choice, and maintaining links with appropriate healthcare services
- Taking any prescribed medication
- Responding to their changing needs in liaison with other agencies involved in their support and care.
- Maintaining/developing community links and relationships

Choice

CLBD supports service users in having the opportunity to select from a range of options in all aspects of their living in the following ways:

- Enabling service users to manage their own time and not be dictated to by set communal timetable and routines.
- Respecting and treating all service users as individuals.
- Retaining maximum flexibility in the routines of daily life at the properties.
- Service users are encouraged to personalise their bedrooms.

About Our Services

Civil Rights

CLBD acknowledges that our service users may need support to exercise their rights as citizens and access public services available to them. In order to support service users to maintain their place in society, the service assists service users in the following ways:

- Where appropriate, making sure that service users exercise their right to vote in elections and to make themselves aware of the democratic process.
- Making sure that service users have full and equal access to all parts of the NHS.
- Supporting service users to claim all appropriate welfare benefits and social services.
- Supporting service users to access public services, such as libraries and education services.
- Supporting service users to undertake voluntary work if they so wish.
- Supporting service users to find appropriate employment.
- Ensuring the service complies with The Human Rights Act 1998.

Confidentiality

CLBD ensures that information we hold about service users is kept confidential at all times in accordance with General Data Protection Regulations (GDPR).

There are exceptions to this rule in extreme cases where personal data relating to a service user's mental and/or physical health could be passed on without explicit consent if this is deemed necessary to protect the vital interests of the service user and/or the safety of others.

Dignity and Respect

- We preserve respect for our service users' dignity in the following ways:
- Treating each service user as a valued individual
- Supporting service users to present themselves to others as they wish through their personal appearance and social interactions.
- Offering access to a range of activities that enable service users to express themselves as unique individuals
- Tackling any discrimination service users may face

Equal Opportunities

CLBD abides by equal opportunities legislation and company policy, and does not discriminate in any way on the basis of race, religions, gender, disability, sexual orientation, marital status or age in relation to staff and service users/service users.

About Our Services

Independence

CLBD understands that service users come into our service from a variety of settings, and believes that it is important to encourage our service users to take advantage of the opportunities on offer to them in the community. This is done by:

- Encouraging, enabling and empowering our service users to lead as much of an independent lifestyle as possible
- Supporting our service users in making decisions, choices and taking informed risks.
- Encouraging and supporting our service users to maintain contact with their friends and family.
- Encouraging service users to have access to, and contribute to the records of their own support package, such as their review meeting reports.
- Holding regular house meetings so that all aspects of the day to day running of the properties are discussed with the service users.

Privacy

Assistance with personal tasks are inherently invasive of an individual's privacy. We therefore aim to retain as much of individual's privacy as possible in the following ways:

- Giving assistance in intimate situations as discreetly as possible.
- Supporting service users to personalise their private living space.
- Providing locks on bedroom doors for which service users have their own key.
- Ensuring that all staff adhere to the service's policy on entering service user's bedrooms.

Security and Safety

CLBD provides an environment that is supportive and responds to the need to safeguard our service users in the following ways:

- Supporting and assisting service users when doing tasks that have risk attached, such as cooking.
- Protecting service users, wherever practicable, from all forms of abuse and from all possible abusers.
- Ensuring that service users and staff are aware of the procedure to make a complaint or raise a concern about any aspect of the service or the environment.
- Ensuring that the atmosphere in our properties is open, positive and inclusive.
- Ensuring that all visitors sign in and out of the building and restricting access to service user's rooms without prior consent of the service manager, for example for tasks such as routine maintenance.

Service User Support

How We Assess Service users' Needs

A full assessment of needs is undertaken on each potential service user referred to the service. This assessment covers the range of health and social needs set out in the Department of Health guidance.

This assessment is then reviewed and updated on Arrival to their new home. During the first six weeks of the placement, the service user's assigned key worker will complete, with the service user and those involved in their care, a detailed and coherent risk assessment and an individual support package based on their most current assessment of needs.

All information is treated as confidential and discussed with the service manager to ensure that the service can continue to manage the identified risks and meet the service user's needs.

Within the 6th week of a new service user's placement, the service will organise a review meeting to which the service user, their care team, and others involved in their care, will be invited to review the placement and discuss any issues that have arisen during the initial period, with a view to making any appropriate amendments to the proposed plan of care.

Risk Assessment

CLBD recognises that risk taking is a vital and often enjoyable part of life and of social activity and that some service users will wish to take certain risks.

We therefore do not aim to provide a totally risk free environment. However we do, as far as practicable, ensure that service users are not subjected to any unnecessary hazards.

Where activity that involves risk, CLBD will ensure that the service user has information available to them, in a format they understand, in order that they can make an informed decision about the risk, and carry out a thorough risk assessment with the individual.

Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.

Within the first six weeks of admission, each new service user has a full risk assessment completed by their key worker.

This risk assessment will then be updated at a minimum of every 4 weeks, if new risks are identified, or if there is a change in any of their existing risk factors.

Service User Support

Support Plans

For each area of need identified for an individual service user, a support plan is produced by the key worker and service user, setting out specific objectives in the identified area and how the service user hopes to achieve these (using both internal and external resources).

This support plan will incorporate the control measures identified through their risk management plan in any related risk areas. All support plans are reviewed during key worker 1:1 sessions, and updated as appropriate on a minimum basis of 4 weekly, or more frequently if needs change.

Each service user has a copy of their support plans and is encouraged to participate as fully as individually possible in the planning process. A service user, or their representative can request a review at any time if they feel their support plan is not appropriate.

What Can Our Service users Expect?

CLBD places the rights of service users at the forefront, and seeks to advance those rights in all aspects of the environment and the service we provide.

All service users in supported living are provided with a tenancy agreement that describes their rights & responsibilities to their landlord, and what CLBD expects of service users, including acceptable behaviour. In residential placements a contract is agreed with commissioning outlining the support needs of the individual. Individuals are then supported to produce a care around this contract & identified needs.

These can be made available in accessible formats for all service users, as required

Engagement in Local Community, Social Activities, Hobbies & Interests

CLBD ensures that all service users live their lives as fully as possible by doing the following:

- Encouraging service users to continue to enjoy as wide a range of individual and group activities and interests as possible, both inside and outside the service, by continuing with existing hobbies, pursuits and relationships, and to explore new experiences.
- Giving service users the opportunity, if they wish, to participate in group trips and activities organised by the service. A contributory charge will be made by the service user from their mobility allowance.
- Recognising that food and drink is an important part of social life and ensuring that meals are pleasant and unhurried occasions also providing opportunities for social interaction
- Service users are encouraged and supported to complete an individual weekly meal planner.

CLBD supports service users with special dietary requirements, as advised by a specialist and agreed in the individual's support plan.

Service User Support

Environment

The physical environment of each property is designed for the service users' convenience and comfort:

- The buildings and grounds are maintained in a safe condition.
- Toilet, washing and bathing facilities are suitable for all service users.
- Any specialist equipment for individuals is identified and actioned.
- Service users have safe, comfortable bedrooms with their own possessions around them.
- The premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.
- Individual service users take responsibility for their own bedroom with the appropriate support.

Fire Precautions, Associated Emergency Procedures and Safe Working Practices

All service users are made aware of the action to be taken in the event of a fire or other emergency. The service conforms to all guidance on promoting and protecting the health, safety and welfare of the service users and staff.

Fulfilment

CLBD supports service users to realise personal aspirations and abilities in all aspects of their lives by:

- Listening to service users when they want to tell us about their background, life experiences and characteristic.
- Providing access to a range of leisure and recreational activities to suit the tastes and abilities of all service users.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every service user
- Supporting our service users to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.

Relatives, Friends and Representatives

All service users are encouraged and supported, if they wish, to maintain contact with their families and friends, but can choose whom to see, when and where. If a service user wishes to be represented in any dealing with the service by a nominated friend, relative, professional person or advocate, CLBD will respect their wishes and facilitate this.

Religious Observations

Service users who wish to practice their religion are given support to do so. The service will:

- Make contact with any local place of worship on a service user's behalf and arrange transport if required.

Service User Support

- In the communal areas of the properties, CLBD celebrates all of the Christian festivals. However, if a service user wishes, they can choose not to participate
- Strive to meet the needs of a particular service user/s of a different faith/religion. These will be discussed with the service manager prior to admission

Service User Responsibilities **Cleaning**

Service users are responsible for the cleaning of their own bedrooms/en suite bathrooms with appropriate support. Staff will undertake a weekly health & safety check with each service user of their bedroom and any other private areas on a minimum of a weekly basis as agreed in their support plan. For communal areas such as kitchens and shared bathrooms, the cleaning will be shared by all people in that property. A rota for these cleaning tasks is agreed with the service users via Service user's Meetings and 1:1 sessions.

It is service user's responsibility (with appropriate input from the staff team) to ensure that they complete any tasks given to them. Service users are also responsible for washing and ironing their own clothes.

Cooking and Shopping

Service users are responsible, with appropriate staff support, for their own shopping and cooking. Usually on a weekly basis, service users will decide what meals they would like for that week and produce a shopping list for this. Service users will then visit local shops to purchase the items they need.

Service Structure

Service Structure

- Registered Provider
- Operations Director
- Finance Director
- Registered Manager
- Team Leader
- Support Workers

CLBD complies with The Care Act 2016 in relation to recruitment practice and aims to provide suitably qualified and competent staff in all areas of its operations.

Qualifications and Training

All employees undergo continuous mandatory and service specific training to ensure we continue to deliver a high quality service. All new employees receive full mandatory training via the Company's induction programme.

All support workers have achieved, or are working towards, an appropriate NVQ / QCF Qualification.

Training needs are reviewed regularly during monthly supervision sessions, and annual appraisals reflect on both the individual learning goals and the needs of the service.

Contractual & Personal Issues

Tenancy Agreements

All of our service users are provided with a Service User Agreement which includes information such as:

- Description of the premises
- Breakdown of applicable charges
- Obligations of the service user
- Obligations of the landlord

Information regarding the service, and Service user's rights and expectations is provided to the service user and those involved in their care by the Service user/Service User Guide.

Confidentiality

CLBD ensures that information held about service users is kept confidential at all times in accordance with the Data Protection Act 1998.

There are exceptions to this rule in extreme cases where personal data relating to a service user's mental and/or physical health could be passed on without explicit consent if this is deemed necessary to protect the vital interests of the service user and others.

If this happens, the person will be informed of any discussions that have taken place and this will be recorded on their personal support file, which they may have access to at any time.

For further details, please request a copy of our Confidentiality Policy

Policies and Procedures

All aspects of running and managing our service are recorded in a comprehensive set of policy documents. These policies ensure we meet the statutory requirements for running a Supported Living Service and or residential service / domiciliary support and are reviewed regularly to ensure they are kept up to date.

Copies of our Policy Manuals can be obtained from the register provider.

Locations

Burham Court, Burham

- Domiciliary service

Iwade, School Lane

- Residential Service

Rochester, Downers Court

- Residential Service

Hythe, Seabrook Road

- Residential Service

Folkestone, Ashley Avenue

- Residential Service

Rochester, Jersey Road

- Residential Service

Iwade, 6a Sheerstone

- Residential Service

Views & Comments

Consultation

CLBD would like everything we do in each property to be driven by the needs and wants of the service users, not by what staff, management or any other group would desire. We also recognise how easily this focus can slip and remain vigilant to ensure that the facilities, resources, policies, activities and services of each property remain service user led.

In particular, service users and their families/carers are regularly consulted both individually and corporately about the way the service is run.

Every month there is a House Meeting where service users are able to make staff aware of their feelings and viewpoints.

All service users will be encouraged to take part in an annual survey where feedback regarding the service is sought, suggestions received and actions taken.

CLBD's objective is to make the process of running and managing the service as transparent as possible and to ensure that the service has an open, positive and inclusive atmosphere.

Complaints and Compliments

Despite everything we do to provide a safe environment, we know that service users and others involved in their care may become dissatisfied from time to time.

To tackle such problems we do the following:

- Provide a simple, clear and accessible complaints procedure.
- Take all necessary action to protect service user's legal rights.

CLBD is committed to achieving the stated aims and objectives and welcomes all comments of service users and their representatives using the following procedure:

Complaints Procedure

This policy covers complaints about CLBD by service users of the service and others involved in their care. Staff wishing to make a complaint should refer to the Company's Grievance Policy and procedure.

Initially a complaint should be discussed with the support worker on duty for the house and a complaints form filled in. The support worker on duty should speak to the complainant and note the details of the complaint on a Complaints Form.

Complaints forms are freely available in each house and a copy can be obtained upon request.

If the problem cannot be resolved and the complainant feels dissatisfied with the outcome of this action or feels that the issue is of a serious nature then the Registered Manager should be contacted either verbally or in writing. (Please see contact details)

Views & Comments

All complainants should receive a written acknowledgement within two working days of receipt of the complaint.

Complaints received by the Manager will be investigated and a response given within 20 days.

Any member of staff involved in a complaint will be fully informed of any allegations at the outset and given an opportunity to reply

Where the investigation is still in process, a letter explaining the reason for the delay is sent to the complainant and a full response made within five days of a conclusion being reached.

The results of the investigation will be shared with the complainant and documented.

If the complainant requires support or advice in making a complaint they are free to contact a solicitor or advocacy service. Information of local solicitors and advocacy are available from the support worker on duty.

All documentation regarding a complaint, received by the manager, will be registered within the complaints file.

If the complainant is not satisfied with the outcome of the complaint they have the opportunity to contact the service user's Care Manager from the Local Authority in order to address their concerns.

This information can be obtained by the support worker on duty.

Registered Provider:

Debbie Tsigarides

*Changing Lives Building Dreams LTD
(CLBD) Burham Court
Court Road
Burham
Rochester
Kent
ME1 3XX*

Telephone: 01634 869200

Email: admin@clbd.org

Contact Details

If you require further information about the Supported Living Service, Domiciliary care, Residential services or would like to make a referral, please contact:

Telephone: 01634 869200

Email: admin@clbd.org