



STATEMENT OF PURPOSE 2009

The Bungalow



Hampshire Autistic Society

The Bungalow

Portsmouth Locality Residential Services

STATEMENT OF PURPOSE

Purpose of this Document

This document summarises basic information about The Bungalow (Hampshire Autistic Society) ***Residential Services provided by their Portsmouth Locality*** to inform the users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It includes the material required by the **Care Standards Bill 2000 and the Care Home Regulations 2001**. Hampshire Autistic Society (HAS) will work to the key principles of the White Paper "Valuing People" 2001 and will apply the values to its residential services. The service operates within the "Residential Care –Adults" National minimum standards for residential care agencies and will be regulated by Commission for Social Care Inspection CSCI. This statement of Purpose should be read in conjunction with our Service User's Guide.

The document is laid out in accordance with Schedule 1 of Regulation 4(1)(c) of the CSCI National Standards for Care Homes. 1.1 – 1.18.

The Bungalow is a residential home that is part of the Hampshire Autistic Society which specialises in providing individual packages of residential care and support to adults within the Autistic Spectrum. The residential service is purchased by Service Users, Carers, Social Services and NHS Primary Care Trusts.

1.1 Registered Provider

Hampshire Autistic Society
Head Office
1634 Parkway
Whiteley
Fareham
PO15 7AH

Telephone: 01489 880881 Fax: 01489 880890

E-mail: info@has.org.uk

Web site: www.has.org

1.2 Responsible Person: Andrew Monaghan, Chief Executive Officer

Experience and qualifications

Andrew is an experienced senior manager in learning disability and mental health services, having held service development and management positions across the NHS range of specialist services for 25 years. Andrew is committed to the development and maintenance of high quality service user orientated services and has demonstrated this within all the areas of service responsibility held over the past 15 years.

Andrew holds the following qualifications: RHMM CNMH CMS DMS

Portsmouth Locality Office

Anglesey Lodge
Anglesey road
Alverstoke
Gosport
Hants
PO12 2DX

Tel: 023 9252 4243 Fax: 023 9258 9965

Locality Manager: Kerrie Clark

Experience and qualifications:

The Hampshire Autistic Society has employed Kerrie Clark since January 2003. Previous to this Kerrie worked for the Hampshire Autistic Society for four years as a member of the relief team. During this time she has gained a broad range of experiences in working with people who have a diagnosis that falls within the Autistic Spectrum of Disorders (ASD). She holds the GNVQ Advanced Health & Social Care Certificate, A Level Psychology Certificate. She also holds a Dip HE RN-Adult and is currently registered on part 12 of the NMC (Nursing & Midwifery Council). She has achieved the NVQ4 Registered Manager Award. Kerrie has completed the D32/D33 Work Based Assessor qualifications and is also the trainer for adult abuse awareness. Kerrie is currently working towards her Level 5 NVQ

Registered Home Address

The Bungalow
Anglesey Lodge
Anglesey Road
Gosport

PO12 2DX

Tel: 023 92586311

Registered Manager: Maria Nutland

Experience and qualifications:

Maria Nutland joined The Hampshire Autistic Society in September 2007. Maria has experience in working with adults with autism, learning disabilities and challenging behaviour. Maria has achieved NVQ level 2 and NVQ level 4 in Health and Social Care. Maria is also working on gaining LMCS qualification.

1.3 & 1.4 Organisational Structure of the Care Home. The Bungalow

Registered Manager

Maria Nutland

Deputy Manager

Mick McKay (NVQ 3 Qualified)

Support Workers

Full Time – five members of staff

Part Time – eight members of staff

Night Support Workers – two part time members of staff and two full time members of staff

Over half the staff team are qualified with NVQ 2 in Health and Social Care or our working towards.

Qualifications and experience of staff is confidential. The information is kept by the Human Resources Department.

The Bungalow Residential Support Workers

We recognise that for most service users the most important people in our organisation are the care and support workers with whom they will have regular contact. We take great care in recruiting, training and supervising our staff. All staff employed by The Bungalow go through a stringent recruitment process which involves a Criminal Records Bureau check, Occupational Health screening and employment references.

Staff employed by The Bungalow are employed on a full time or part time basis.

All staff:

- Receive induction training, regular supervision, autism awareness and support from their line manager.
- All staff are trained in fire evacuation and emergency procedures.
- Have annual appraisals that review their performance and sets objectives for the forthcoming year.
- Receive training identified through the supervision and appraisal process
- Attend fortnightly staff meetings to discuss issues relevant to the service.
- Will receive NVQ training and work to NVQ standards.
- Will receive training in Strategies for Crisis Intervention and Prevention (SCIP)
- Will receive training in First Aid to Appointed Person level & Medication Training
- Will receive Adult Protection Training
- Where necessary and as identified by assessment, service user specific training will be provided to staff.

As an organisation, HAS and the staff it employs work to the General Social Care Council's code of practice for Social Care workers and employers.

Communication:

Effective communication processes are essential within The Bungalow where workers are mainly working across day, evenings, nights and weekends. Therefore the following standards have been put in place to ensure the service communicates effectively with service users, carers, staff and professionals.

- Communication procedures between The Bungalow, Residential Service Managers, Care Managers, service users and carers and others involved in supporting a person will be agreed prior to commencement of the care plan.
- Staff will have regular contact and supervision with their line manager to discuss the individuals they are working with. Staff meetings are held on a fortnightly basis
- Portsmouth Locality's Residential Services use and contribute to Hampshire Autistic Society team brief processes
- When necessary staff working in the community will have a mobile phone for both services to contact the member of staff and to enable staff to contact services in routine matters and emergencies.
- An on call service is provided for all out of office hour's time.

1.5 & 1.6 Our Aims

Primarily the aim of HAS is to provide a reliable high quality, flexible; person centred service to meet the requirements and identified needs of service users through their support plan.

We provide residential care and Day Service packages for adults 18-64 of mixed sexes and of varied ethnic origins.

Our objective is to work for the comprehensive welfare of our service users, we will provide for each service user a package of care that contributes to his or her overall personal and social needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the services user's maximum participation in the community.

Our principles

We aim to provide personal care and support in ways, which have positive outcomes for service users and promote their active participation through:

- Commitment to Person Centred Planning

- Supporting service users according to their needs using a person centred approach
- Enabling individuals to develop skills to enhance their personal lives.
- Promoting independence and choices by providing people appropriate support with daily living and leisure pursuits.
- Ensuring peoples individuality, Sexual orientation; spiritual, cultural and emotional needs are met and respected by staff.
- Ensuring peoples dignity, respect and rights to privacy is upheld at all times.
- Providing care and support for people who cannot wholly look after themselves
- Providing support at natural times and places
- Providing support to make decisions regarding **political franchise**
- Providing support to enable participation in **religious practices** of the service users choice

To ensure that we are fit for our purpose, we examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.

The Bungalow's Aims.

The aim of the home is to provide a home like environment for five autistic adults with broadly similar communication needs and general levels of independence. The environment is intended to be such that the residents are safe, secure and personally involved in the management of their home. The home is intended to be such that the five service users can flourish, develop skills and lead enjoyable lives that are personally meaningful to each. It is the aim of the home to facilitate a supportive relationship in which the service users view the staff team as service user focussed, and the staff team view the service users as people with hopes, personal wishes, plans, goals and projects. The fulfilment of which is their primary focus. Person Centred Planning is the key to achievement of our resident's life goals.

The Bungalow's Objectives.

- 1 To promote and encourage full involvement of service users in the management of their home.
- 2 To provide each individual service user with the training resources to develop in self-advocacy.
- 3 To implement and evaluate quality of care by conducting service users meetings to enable communication of service users needs and concerns.
- 4 To acknowledge that The Bungalow is a home to the service users and encourage them to recognise this.
- 5 To provide service users with opportunities to maintain and develop their skills in decision making.

- 6 To provide high quality service through a system of continuous assessment and intense training programmes, thus enabling each individual service users to develop to their full potential.
- 7 To provide a service that respects and protects the service user's individual rights and needs.
- 8 To enable each service user to fully participate in community activities and therefore enjoy their right as a valued member of the community.
- 9 To devise and implement proactive person centred programmes for service users and team training.
- 10 To implement an internal quality assurance system that effectively evaluates the service provided.
- 11 To maintain and develop close working relationship with the local community and health teams, for the benefit of the service users.

The Bungalow's Facilities.

The Bungalow aims to provide high quality accommodation, support and care in a community based house, which has single room accommodation for five people. All the accommodation complies with the National Minimum Standards that came into force in April 2002. The Bungalow is a detached house especially built for the Society with its own garden and is situated in large grounds with access to The Hampshire Autistic Society day service which is located in the same grounds. The Bungalow is close to local shops and the beach. The house has a spacious kitchen and lounge.

1.7 Nursing Care

The house does not provide Nursing Care.

1.8 Admissions & Referrals:

Referrals and funding come through the Care Management processes of Social Services or Health Authorities. The service holds a waiting list. People may be placed upon the waiting list through the following avenues:

- i. Supported by parental application - i.e. applications from parents with the support of the appropriate funding authority;
- ii. Unsupported parental applications - i.e. applications from parents who are "going it alone". These applications may arise from the service's advisory, advocacy and assessment processes;
- iii. Service applications - i.e. those received directly from professionals within the Statutory Bodies;
- iv. Support needs assessments - i.e. assessments performed by the service or Statutory Bodies, or independent bodies or parents.

Meeting assessed needs & Admissions

Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. Service users are only admitted after a full needs assessment is carried out by appropriately qualified

professionals We aim to ensure that the care and support the service provides meets the assessed needs of each individual, and that the service user will be accepted by the other living in the home and is also happy to live with the service users already living in the home. We ensure that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.

Immediate Admission Statement:

The home does not accept emergency admissions

Notice of a vacancy

In the event of a vacancy arising, the following procedure is adopted:

The specific selection criteria relating to the home are defined and agreed; the locality manager and the manager of the unit carry out a preliminary selection process. This process involves a cross-matching of the selection criteria and the assessment of support needs. Notice of the vacancy will be given to the parents and the funding authorities of those concerned and a short-list of a maximum of five candidates will be generated

Assessment of suitability

A programme of in-house assessment will be negotiated and agreed between the service and the parents and funding authorities of those concerned. This will generally take place over a minimum period of four days. A full assessment report will be forwarded to all persons concerned, within four weeks of the assessment taking place.

Admissions panel

The panel consists of the locality manager, and the manager of the unit concerned. Each candidate, their parents and funding body representatives will be formally interviewed. Independent advocates are also welcome to attend the interview.

The panel will make their decision based upon:

- i. The interview
- ii. The results of the in-house assessment of need
- iii. The views of the service user applying for the vacancy
- iv. The views of the "in-situ" resident group

1.9 The Services The Bungalow Provides

The Bungalow provides services for people who have been diagnosed with Autistic Spectrum Disorders (ASD). It aims to provide a flexible service with support workers working during the day, evenings, night and weekends. Based on an assessment the service offers a full residential service plus, where possible or as agreed within the care plan process, individualised support, this includes individual support on a 'one to one' basis, support to a small group, supporting an individual in a large group activity or attendance at specific events. Support packages and activities provide planned support to individuals living in the home and/or in the community. We will also aim to help individuals promote their independence. The focus of our support packages will be flexible and will be developed to meet service users' needs in the following areas:

- Daily living
- Vocational
- Physical
- Recreational
- Educational
- Therapeutic
- Developmental
- Assessment

Support packages might include:

- Domestic living support
- Support to attend College or Further Education
- Motivational support
- Provision of structure
- Developmental support
- Accessing community facilities
- Support to develop leisure and hobby activities and interests
- Development of socialisation skills
- Family respite (Short-term & long-term)
- Employment assistance
- Programme development and implementation to meet assessed needs
- Support with healthcare needs (for example, check ups by the doctor, dentist or optician, etc.)
- A full programme of Day Service activities
- Holidays
- Therapeutic Techniques, such as massage, Indian head massage etc.
- Nutritional Advice

(Arrangements for supervision of Therapies: Manager will ascertain qualification status of therapist, check certificate and insurance details, arrange CRB clearance, a member of staff will always be present during a treatment)

This list is not exhaustive and support packages are designed to meet the needs of individuals who use the service.

PLACEMENT AGREEMENT AND CONTRACTS

Should the application be successful, the service will enter into a formal agreement with the funding body concerned. The cost of individual placements will be dependent upon the identified needs of the successful candidate. All service users will be provided with individual Terms of Residence.

The Bungalow service standards

The emphasis of The Bungalow's residential service's work is to ensure that it achieves specific standards which are key to providing a high quality service.

- Information, assessments, risk assessments and objectives will be completed before the commencement of the placement.
- The service provided by The Bungalow will be individually designed, flexible and responsive to changes in individual's circumstances and delivered in the most appropriate local situation.
- Residential support workers will support people to access services and facilities used by the general public.
- Identified key workers, who will contribute to or prepare reports for Care Managers and others as required and appropriate, will complete all relevant paperwork and documentation
- Care plans will be regularly reviewed and monitored by the Manager in conjunction with individuals, carers, Care Managers and appropriate professionals in order to constantly improve and provide the best care and support.
- Professionals conduct a full life and care plan review every six months, and contribute to, an individual's person centred plan with all relevant others to ensure the person's individual needs wishes and aspirations are met within the complete support plan.

1.10 Consultation of Service Users

Service users are consulted fortnightly at service user meetings about the operation of the home. These meetings are formally recorded and conducted using various communication aids.

Surveys are completed by the service users regarding the quality of the placement and Day Services.

1.11 Health & Safety:

The Bungalow takes its duties seriously in ensuring the services it provides are both healthy and safe for its employees and people that use the services

The Bungalow works under the Health & Safety Work Act 1974 and other Directives and Policies issued nationally in respect of health, safety and welfare.

Training, support and information are given to staff to enable employees to identify risks, avoid hazards and contribute positively to their own and service user's health and well being.

Staff undergo manual handling training for the lifting and moving of both loads and service users who require physical assistance. A risk assessment will be carried out for service users requiring physical assistance

Support workers are required to inform HAS if they identify any risks within an individual's home that may affect both the health and safety of the support worker and individual/s they are working with.

The Bungalow has an in-house Health and Safety representative.

Fire Safety

Service Users are trained in Fire Precautions and Fire Drill regulations. Test Fire Drills are a prerequisite of the Health and Safety Regulations and are recorded regularly.

Risk Taking:

Risk taking and management procedures cover areas in terms of the environment, safety, and well being of service users and staff.

Procedures also cover areas in terms of developing life opportunities with service users

A positive approach is taken in respect of risk taking for people supported by The Bungalow Residential Services. Part of our function is to support people to learn new skills, develop their independence and meet their wishes and aspirations. An inevitable part in meeting these objectives is the acceptance that learning involves an element of risk.

Risks are closely associated with danger, but also and more importantly, linked to development. Decisions about taking risks involve the concepts of protection on the one hand, freedom of choice on the other.

Where particular risk areas have been identified staff will follow the necessary procedures for managing the risk effectively.

The procedure involves the following elements:

- Identifying the risk
- Undertaking the necessary assessments with all key people involved

- Drawing up a plan of action which identifies ways to decrease risk and criteria for success
- Identifying areas of responsibility and accountability
- Implementation of the support plan, identifying interventions when and how they will be made.
- Evaluation of the support plan identifying success and how the person felt and planning the next steps.

1.12 Religion

Service users are able to access a range of religious services in the area of their own choice and according to their chosen faith.

1.13 Family, Friends and Representatives

Family contributions to care plans and life reviews are welcome and close family members are invited to review meetings, agreed by the service user.

Friendships are encouraged by the service users and active involvement in the community is part of the every day process at The Bungalow. Friends are always welcome to visit the home or join in with activities or theme nights.

Advocates are appointed if requested by the individual service user or Care Manager.

Visitors (see service users guide)

We welcome and encourage friends and relatives to visit on a regular basis. No restrictions are placed on visiting times, all we ask is that you arrange a time prior to visiting and that visitors respect the privacy of the other residents and show consideration for their needs. All visitors are asked to sign in at the Managers office.

Quality Assurance:

The Bungalow aims to ensure the highest quality of service is provided to service users and their carers. The Bungalow is registered as a Registered Care Home for Adults and is therefore subject to regulation by the National Care Standards Commission.

HAS developed a set of core quality standards. These standards form the minimum requirement from which all services operate.

The standards are monitored throughout the year by senior managers from HAS, undertaking both planned and unplanned visits and regulatory visits as required within Regulation 26 of the Care Home Regulations, 2001 to all service areas.

HAS is developing a quality monitoring process to involve Care Managers in reviewing the quality of its service provision on an annual basis.

Providing quality services.

We are committed to providing quality services and to continuous improvement in the level of the care and support we offer.

Policies & Procedures:

Hampshire Autistic Society work to Policies and Procedures laid down and agreed by the Senior Management Team and the Trustee's.

All staff who work for Hampshire Autistic Society are governed by these policies and procedures which provides the basis for effective, safe and efficient high quality services.

Examples of some Hampshire Autistic Society Policies and Procedures:

- a. Statement of purpose, with the aims and objectives of the home
- b. Recruitment of staff including training and staff development
- c. Staff contracts and job descriptions
- d. Personal safety for staff at work
- e. Quality assurance system
- f. Confidentiality of information
- g. Non-discriminatory practice
- h. Equal opportunities, including our response to sexual or racial harassment
- i. Health and safety and fire safety
- j. Moving and handling
- k. Dealing with accidents and emergencies
- l. Dealing with abuse and bad practice
- m. Adult protection
- n. Data protection and access to records by service users
- o. Assisting with medication
- p. Handling money and financial matters on behalf of a service user
- q. Maintaining the records in the home
- r. Gifts and legacies made by service users
- s. Dealing with violence and aggression
- t. Bullying and harassment
- u. Admissions and discharge
- v. Smoking
- w. Risk assessment and risk management
- x. Complaints and compliments
- y. Staff discipline and grievances

Examples of some Hampshire Autistic Society Policies and Procedures:

Payment/Charges:

HAS operates a charging system based on individual service user's level of assessed needs. The total sum is payable quarterly, in advance, by BACS, standing order, cheque or cash. Fees for periods of less than a week are calculated at a daily rate of 1/7 of the weekly fee, with part days calculated at the full daily rate.

For more detailed information contact the Finance Department, Hampshire Autistic Society. Tel: 01489 880881

1. 14 Complaints and Compliments

The Hampshire Autistic Society welcomes feedback on its services, especially from service users and their carers, whether these are compliments, complaints or suggestions for ways of doing things better.

Training is given to the service users ***about who to complain to and how to complain.***

Service users are given opportunity to complain through written formal evaluation of the service provided. Evaluation forms are assessed by the Manager and appropriate action taken.

Service users are able to approach any member of staff working with them if they have any informal comments or complaints they wish to make. If they prefer to take up the matter with someone else in the organisation or if they feel that a point that they have made is not being taken seriously or acted on, they can ask to be put in touch with a senior manager or contact CSCI independently.

The parents and families are also made aware of the formal and informal complaints procedures.

Service users have made available to them a copy of the Complaints procedures and this includes the contact name and address of the CSCI Commission for Social Care Inspection.

CSCI

4th Floor Overline House

Blechynden Terrace

Southampton

S015 1GW Tel: 023 8082 1300 Fax: 023 8082 1396

1.15 Support plans:

Every person referred to The Bungalow Residential Service will have a clearly documented annual assessment of need which will inform their annual care plan to ensure their needs, wishes and aspirations are met.

Supporting information, including risk assessments, management of risk plans and contract agreements will also be documented within the care plan.

The progress of care plans will be monitored monthly and reviewed after six months or sooner if appropriate. Care Managers, family members and professionals involved with the care of the service user will be invited to the review meetings.

For 1.16 see 1.9 Therapeutic Techniques

1.17 Service users' rights

The aim of good quality care and support must always be to promote a way of life for service users, which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to our service's work.

- **Choice** - Choice consists of the opportunity to select independently from a range of options. Service users will be supported to make informed and independent choices and express their preferences in the aspects of their care plan provided by HAS. We will manage and schedule our services so as to respond as far as possible to service users' preferences as regards the staff with whom they feel most comfortable
- **Legal and civil Rights** - The service operates on an equal access basis irrespective of gender, ethnicity, disability or sexual orientation. Staff will ensure that individual rights are respected and balanced by the recognition of responsibility on all to conduct themselves in a manner that does not infringe the rights of others. We will provide easy access for all service users and their friends, relatives and representatives to complain about or give feedback on our services

Staff will help service users to make use of as wide a range as possible of public services, such as libraries, education, leisure facilities and transport and service users will be supported to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs and to exercise their rights as citizens

- **Inclusion** - Support will be organised to ensure activities take place at natural times and places and that service users are provided with opportunities to become respected and valued citizens within their local communities.
- **Fulfilment** - Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is

difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. The service offered will encourage individuals to use a variety of community facilities to widen their own experiences. The package of care and support the person receives will identify their needs wishes and outcomes and the service will strive to support the person achieve or sustain their life goals.

If requested, staff will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals. The service will try to make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.

- **Independence/Autonomy** - Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. The service will support people to maintain and increase their independence skills. All risks will be identified and managed as defined in policy guidelines.

Staff will involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care and will work with carers, relatives and friends of service users to provide as continuous a service as is feasible.

- **Privacy** - All service users will be given the opportunity for personal space and right to privacy. All personal information held on individuals will be treated as private and confidential. Staff will enter a service user's room only with express consent.

We respect the fact that a service user's possessions are private and always act in accordance with the principle that our workers are guests in their home.

- **Dignity** - The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. All staff will respect and value the unique personal characteristics and needs of all users. The service will strive to ensure that all experiences for service users are positive and involve new opportunities and experiences.

All staff will treat service users with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

- **Security** - In providing services to people with Autistic Spectrum Disorders, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure which offers sensible protection

from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary.

Staff will attempt to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk. They will help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property. Staff will carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.

Further principles include:

- Standards of the contract with purchasers are adhered to.
- Communication mechanism between the service and other agencies, professionals are understood, simple and timely.
- Staff will foster positive relationships and work in the true spirit of partnership with service users, carers, Care Managers, Specialist Health Care Team, Primary Care, Advocates, Day Services and other outside bodies involved with the individual.
- Health & Safety and risk assessments will form part of the care plan to ensure the health, safety and welfare of both service users and staff.
- The Hampshire Autistic Society's On Call process will support staff working outside office hours.

Revisions of this Document

The Hampshire Autistic Society reviews all of its policy documents annually. We welcome any comments on the contents of this Statement of Purpose.

REVIEWED: December 2008

BY: Maria Nutland - Registered Manager

Review Date: ANNUALLY

For more information on our services consult our Web Site

www.has.org