



Lavender Cottage

Lavender Hill, Enfield EN5

Supported Living Service



Supported Living and Domiciliary Care Services



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Introduction

Oak Tree Care Services was established in 2002 and provides a wide range of accommodation, support and care services for young people, single adults and families. Our objective is to empower individuals with choice and independence by providing personalised services that can be tailor made to suit an individual's needs.

Through on-going assessment, monitoring and review, the service provision can adapt with the changing needs of the Service User. This literature introduces one of the more specialist services we provide; our CQC accredited Supported Living service for adults with Learning Disabilities, Mental Health and Autism at Maidstone House in North London.

Contact Us

For more information, to check availability and to make a referral, please use the online forms on our website or as follows;

Telephone: 020 8884 5050
Website: www.ot-cs.com
Email: info@ot-cs.com

Regulation & Accreditation

Oak Tree Care Services is accredited and regulated by the Care Quality Commission (CQC) and Supporting People. We are Approved Providers with several local authorities and members of specialist bodies such as SITRA. Through on-going training, consultation and Service User involvement, we aim to ensure that our service and accommodation provisions are compliant, meet our Services Users needs, expectations and achieve positive outcomes.

Lavender Cottage

Lavender Cottage is one of our more specialist provisions. This Supported Living service provides unobtrusive 24 hour support and care in a personalised and comfortable living environment, for adults with Learning Disabilities, Mental Health and Autism.

Lavender Cottage is well located for all shopping and transport amenities, situated closely to Enfield Town centre. Only 6 high quality and spacious en-suite bedrooms are available in addition to a very large lounge/diner, fully equipped kitchen and a separate laundry room.

The following photographs illustrate the high standard and excellent facilities provided by this provision;

Photos of Typical Accommodation



LOUNGE: Our large and spacious lounge area encourages Service Users to interact and socialise with each other and visitors



KITCHEN: The fully fitted kitchen allows Service Users to store and prepare food independently or with support from staff

Photos of Typical Accommodation ... *continued*



BEDROOMS: Service Users can bring in their own furniture and decorate using colours and textures of their choice



GARDEN: Service Users can enjoy spending time in the garden getting some sun and eating alfresco!

Aims & Objectives

- ➔ to provide an environment where all Service Users and staff can feel safe and comfortable.
- ➔ to provide care and support to all Service Users 24 hours a day, without compromising their dignity, privacy or independence.
- ➔ to ensure a high standard of care is provided to allow all Service Users to achieve their full potential emotionally, physically and socially.
- ➔ to give access to opportunities to acquire new skills that enhance the ability to cope with their social environment.
- ➔ to receive guidance on ethical and religious matters that reflect a Service User's personal choice.
- ➔ to receive guidance in sex education, sexuality and personal growth, where and as applicable.
- ➔ to provide support, advice and guidance to encourage individual interests and capabilities.
- ➔ to have access to all personal information and be able to discuss the information with staff, family and other key persons.
- ➔ to ensure continuous improvement in the accommodation, the service provision and achieve value for money.

Application Procedure

If a prospective Service User, Social Worker and/or family member etc. feels that our provision is suitable, a formal referral form must be completed in conjunction with the relevant placing authority and returned to the Manager at our head office. Once the referral has been assessed, contact will be made to assess the potential Service User in their current home.

After assessment, the Manager along with other professionals and the Service User (if appropriate) will meet to discuss and agree the placement and care package.

The final decision to offer a service provision will rest with the Manager, who will ensure that the social worker/appointee seeks appropriate funding approval, prior to the placement commencing.

We welcome all enquiries and feedback regarding our accommodation, service provisions and organisation generally. All correspondence should be addressed to;

Oak Tree Care Services, 62-64 Bounces Road, London N9 8JS

Staff & SOVA

A qualified Manager is responsible for the management and the day to day running of the service. Support Workers provide a high standard of care and support and endeavour to meet the Service Users' needs on a 24 hours basis.

The typical staffing ratio is 1:3, i.e. 2 staff on each shift. Each Service User is allocated a "key worker" who will ensure that particular tasks specified in the individual care plan are met. Key workers are also responsible for ensuring the recording of all information is kept up to date.

The employment of staff is carried out with particular regard to our Safer Recruitment and Safeguarding policies and procedures. These are designed to be fair and protect all Service Users and staff. All employees are subject to enhanced Criminal Records Bureau checks and thorough references.

Safeguarding of Vulnerable Adults (SOVA)

At the heart of the Safeguarding of Vulnerable Adults (SOVA) scheme, is the SOVA list. All our staff are checked against this list, to ensure that they have not harmed a vulnerable adult, or placed a vulnerable adult at risk of harm.

Compliments & Complaints

We aim to provide a high standard of care and a good quality service and accommodation at all times. We welcome all good feedback and compliments, however, there may be occasions where the need to complain will arise, which we also welcome, in order to improve the service provision.

Our aim is to establish why the complainant is unhappy or dissatisfied with the service and how we can put it right. More information can be found in our Compliments & Complaints policy which is available upon request.

Contacting Service Users

We actively encourage relatives, friends and relevant organisations etc, to visit/have contact with our Service Users, when appropriate. Visitors are only allowed into Service User's rooms with their permission. In all other cases, there is an office and/or communal area(s) available for use.

We recognise that Service Users are vulnerable people and no one will be permitted access unless they can prove they have authorisation to do so or it is in the Service User's best interests.

Health Care

On admission, a record of the Service User's health history and needs will be recorded together with any particular medical issues or special dietary requirements etc. If it is not possible for the Service User to remain with their current GP, we will ensure that they are registered with a local GP.

We will ensure that the Service User has access to the services of a qualified Optician and Dentist depending on their needs. We can also liaise with physiotherapists, chiropodists and other services, if there is a need.

Leisure & Activities

An assessment of service user's needs, risks and wishes will be carried out and a full activities programme will be devised to meet the needs that have been identified and deemed suitable.

The sourcing and availability of activities, hobbies and leisure preferences is not limited to what can be provided in or within the immediate vicinity of the accommodation. Within reason, staffing and support can be organised to ensure that a full range of choice is available and made easily accessible. Transport is available to enable service users to access a wide range of local facilities and amenities.

Religion

Every service user has the right to attend a place of worship of his or her faith. Staff, transport, relatives and/or volunteers may be used to support this. We will facilitate the observance of those religious festivals that are appropriate to the faith of the service users using our service.

Service Users Charter

We aim to promote, empower and encourage all service users to understand, achieve and enjoy the following:

- ☞ *...the right of Fulfilment*
- ☞ *...the right of Dignity*
- ☞ *...the right of Autonomy*
- ☞ *...the right to Individuality*
- ☞ *...the right to Freedom of Emotional Expression*
- ☞ *...the right to Quality of Life*
- ☞ *...the rights of access to all Personal Records*
- ☞ *...the right to access all Available Benefits*
- ☞ *...the right to access all Necessary Health Care*