



Mission Statement & Statement of Purpose

September 2017*

* See Contents Page for Document Information

Oak Tree Care Services, Central House, 127 St Mark's Road, Bush Hill Park, EN1 1BJ

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Document Information

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Statement of Purpose

This Statement of Purpose outlines the support and care service that Oak Tree Care Services (OTCS) provides to service users aged 16 years old and over. This document provides a general overview of our company structure, the range of services provided and the policies and procedures adopted to provide the stated service.

The Registered Manager (RM) will have overall responsibility for the service provision. With the support of appointed deputy managers, the RM will be actively involved in the delivery of the service and the monitoring of all service users and care plans, to ensure that every person using the service receives the correct level and quality of support/care needed.

Our Statement of Purpose is available to all relevant and interested parties, but it should be noted that it only summarises our company structure, ethos and service provision and should be read in conjunction with our wider policies and procedures.

The Aims and Objectives of the Service

- Service Users to be supported to make informed choices how to live their lives
- Service Users to be involved in all aspects of the service delivery
- High quality care to be delivered in Service Users homes
- To create a lifestyle that will promote and enhance personal choice, independence and overall well being
- To create an environment where all individuals are valued

The name and address of the Registered Provider and the Registered Manager is;

Registered Provider: Oak Tree Care Services
Head Office:
Central House, 127 St Mark's Road, Enfield, EN1 1BJ
Tel: 020 8884 5050
Email: info@ot-cs.com
Website: www.ot-cs.com

Director/RI: Mr Steven Angeli

Registered Manager: Ms Anna Boochoon

Relevant qualifications & experience of the Registered Provider

The Supported Living Service was established in September 2002 to provide support and care to adult service users aged 18+ years old. Our success in supporting numerous service users to achieve more independent lives, has led to various placing authorities requesting a higher-level service, including some personal care.

In excess of 40 people are employed with the necessary skills, experience and qualifications for the provision of services to individuals in their own homes, with a wide range of support/care needs, including learning disabilities, autism and challenging behaviour.

We are committed to the highest standards and quality of care with delivery based on a multi-disciplinary contribution, having at its centre the service users and people significant to them. In particular, we are committed to the development of positive lifestyles for individuals and for them to lead the fullest possible life within the community.

We are proud of the level of quality and attention to service users' needs that our care staff provides, the result of which has led to quality recognition being achieved. In addition, all our managers possess either nursing, social work or vocational qualifications and all have substantial additional experience in supporting people with a more complex range of needs. We will continue to invest in the further development of staff in order to continually respond to individuals' actual and changing needs and wishes.

This service compliments our 16-18-year-old supported housing service for young people with all levels of need, including challenging behaviour.

The relevant qualifications and experience of the Registered Manager:

Ms Anna Boochoon has worked as a team manager for a service for adults with learning disabilities since 2003. Having become a Registered Manager in 2008, Anna managed a team of support staff, service users and their carers. She has worked in a number of care-related settings including: The Royal Society of Mencap, DALO and supporting adults with learning disabilities with their educational aspirations.

Qualifications:

NVQ Level 4 in Health & Social Care, NVQ4 in Registered Manager Award (Adults), NCFE Level 2 in Mental Health Awareness, NCFE Level 2 in Dementia Awareness and qualification in educational counselling.

Service Users - those we are able to support and care for:

Age Range

This service is intended for people aged 18 years old and over.

Gender

We support both male and female service users.

Range of Needs Supported

Services are tailor made for each individual service user; therefore, we can support a wide range of needs including: learning disabilities/difficulties, communication problems, challenging behaviour, mental health and other associated health issues.

Nursing Care

We do not provide nursing care.

Special Provisions

Services and environments can be adapted to suit certain individual needs

Length of Care Provided

The service will be provided for any length of time required. There are no limits set, ensuring that services can be tailor made and appropriate care plans can be put in place with realistic time scales.

Service User Involvement & Consultation

All service users will be involved in the decision making process of how the service is delivered, including all daily routines within their home. Each person is given the opportunity to make their needs known, and

those needs are identified and acted upon as part of their Individual Care/Support Plan and their Person Centred Planning (PCP).

If due to the nature of their disability, a service user is not able to participate in decisions made about the service, then their relatives and other significant people are consulted and the knowledge of the individuals' likes and preferences are reflected in the way the service is operated.

Any limitation on the use of facilities is made only in the service user's best interest, to prevent self-harm, self neglect, abuse or harm to others, consistent with the purpose of the service and responsibilities under law.

Each person is encouraged to take responsibility for their daily lives, and to do as much for themselves as possible within their daily routine, whilst exercising their right to choice. Service users are offered appropriate opportunities and experiences within the wider community, so as to educate, stimulate and provide greater access to employment, training, health, leisure and recreational facilities.

We will support service users to make informed decisions that reflect individual choice and preference either within their home or through external agencies.

Whether or not people will live together in a shared environment or alone, they will be supported to live as they would in an ordinary household, undertaking the ordinary tasks, chores etc. as any other family living within their own community.

We actively seek the views of service users during routine and annual quality assurance audits and through our comment, suggestions and complaints procedures. Separately, the regulatory body will seek the views of service users and others during their regular review of the service.

Move On Tenancies

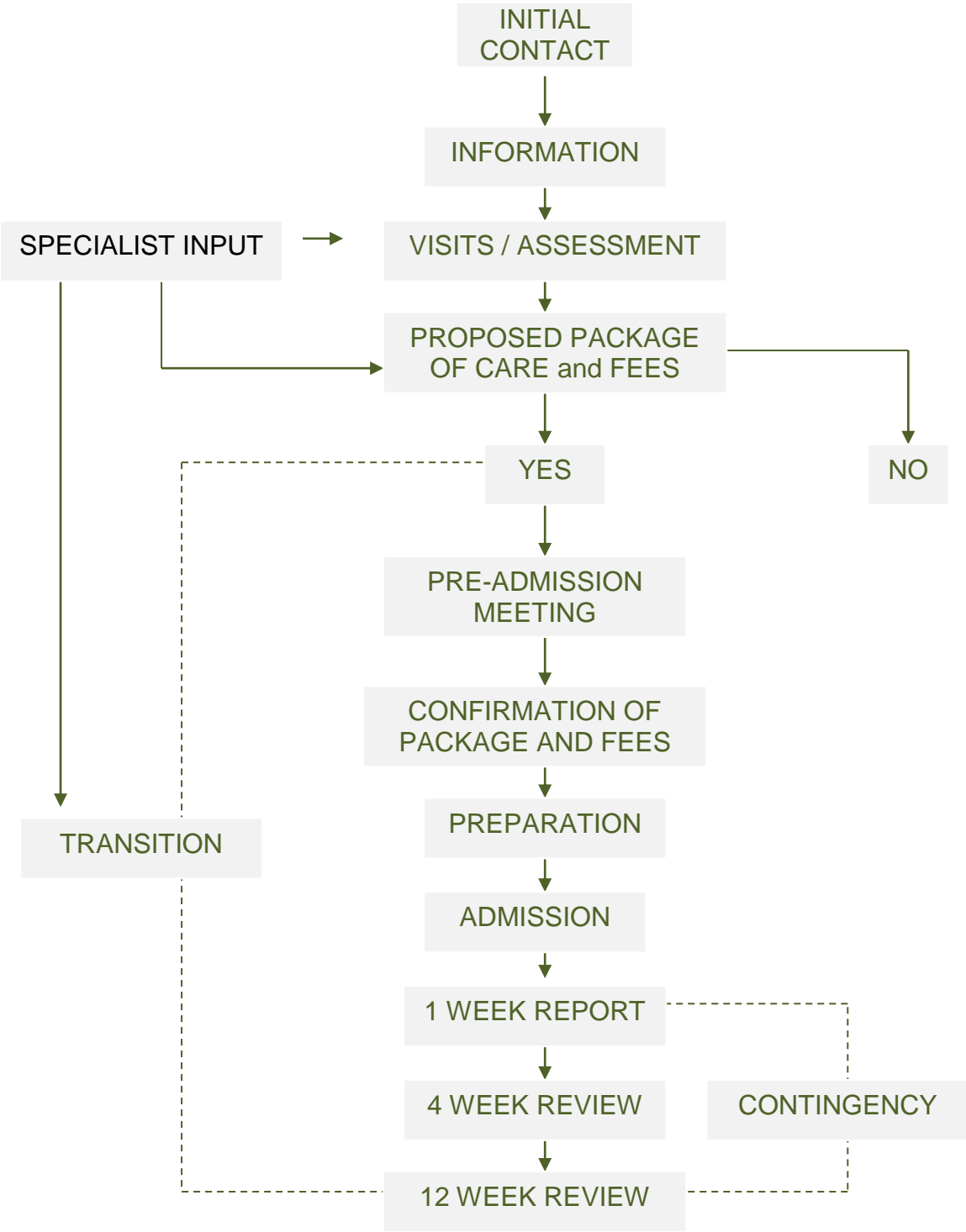
We can assist people in finding suitable accommodation, serviced by landlords with a greater understanding of the type of service user that will be supported. To minimize any interruptions in their living arrangements, we can also support the service user in all matters regarding their tenancy, including agreements, inventories and deposits etc.

Service Admission Criteria

Prior to the commencement of a service provision, it is imperative that the following information is available, as requested on our referral form;

- Individual has a learning disability and/or autism and is in need of support.
- Individual is not in need of nursing care.
- Individual is 18 years old or over.
- Individual is in need of longer term care and support.
- A referral form has been completed and returned.
- Individual has had a relevant assessment, including a full risk assessment and a Care Plan has been produced.
- Individual does not present an unreasonable level of risk to other service users and staff.
- Individuals needs can be met and with whom effective communication can be developed.
- A written or other suitable explanation will be provided to the user, carer and manager etc. if a service request is declined.

The diagram below, illustrates the process of admission into our service;



Advocacy

We encourage and support all service users to take control and manage their own affairs, wherever practically possible. However, if it is necessary for a person(s) to be appointed as an advocate, to speak on a service user's behalf, for their best interests to be maintained, then we will offer the necessary support to progress the process. Details of a person's advocacy arrangements are kept in the appropriate confidential file for that person, with access controlled by the Registered Manager.

Financial affairs are often the most sensitive advocacy issue. It is strictly against our policy for any member of staff to involve themselves in the financial affairs of any service user, unless undertaken by the Registered Manager in co-operation with the relevant care authority and placement team. This must all be agreed in writing in advance of the service commencing to avoid a potential conflict of interest. Breaching this policy or any confidential arrangements is gross misconduct and can lead to dismissal.

External Advocacy Services

Association of Independent Visitors UK

Helena McCrae

Tel. No.: 07941 478 736

Email: helena.mccrae@aivuk.org.uk

L B Enfield Adults Safeguarding Team

Enfield Adult MASH Team

Civic Centre

Silver Street

Enfield

EN1 3XA

Tel. No.: 020 8379 2707

Email: themashteam@enfield.gov.uk

L B Haringey Learning Disabilities Partnership

River Park House

225 High Road

Wood Green

London

N22 8HQ

Tel. No.: 020 8489 1384

Email: hldp@haringey.gov.uk

Privacy and Confidentiality

Service users will always be treated with respect and consideration given to the need for privacy. We are sensitive to the fact that due to the nature of the service provided, it can often be harder to enjoy privacy, when compared to living totally independently. Simple procedures can make all the difference to a service user's quality of life, such as;

- Service users can lock their own personal areas
- Always knock on bedroom doors and bathrooms before entering
- Always wait to be invited into a personal space
- Service users have privacy in reading mail or during telephone calls
- Service users can dine and entertain privately, if they choose
- Consultations with professionals will always be private, unless invited

When dealing with a service user's personal information, whether in the form of knowledge and/or that kept on file, confidentiality is of paramount importance. Divulging a confidence can have a very

detrimental effect on a service user and any incidents or complaints will be dealt with by the Registered Manager. A breach of confidence may constitute gross misconduct and can lead to dismissal. This does not affect whistle blowing rights, detailed further in the relevant policy.

Health & Safety Including Fire Precautions and Emergency Procedures

We have a comprehensive set of policies and procedures in place to meet all necessary safety regulations which are checked and revised in accordance with statutory requirements. A record is maintained of all policies and procedures and lists them all and the person responsible for maintaining them. All staff-members undergo awareness training which is updated yearly, or sooner if required.

In the case of accident reporting procedures, fire training sessions and drills (where applicable) these are a mandatory part of working practice. All staff, day and night, will receive the appropriate ongoing training, awareness/refresher training as necessary and a complete record is kept on their file.

Contact Arrangements

We actively encourage service users to maintain current relationships and contact with their relatives, friends and representatives and develop new friends and associates, unless deemed not in the best interests of the individual. All potential and current contact will be discussed with those involved, a suitable record maintained and reviewed as appropriate.

We are proactive in supporting service users to maintain family links where they exist, by facilitating home visits and encouraging relatives to visit. Service users who do not have relatives are supported to access advocacy services and develop friendships outside of their home.

Complaints and Compliments

We recognise and support the right of all service users to complain about the service, if necessary. There are no restrictions upon issues for complaint and we guarantee that no reprisal will be taken against anyone who complains. As detailed in our Complaints and Compliments Policy, our complaints procedure allows for both informal and formal resolution of complaints and all service users are supported to follow the procedure when making a complaint.

The stages and process of making a complaint, as detailed in our policy, give the complainant ample opportunity and information to discuss the matter with members of the team, up to the manager and the expected response times and methods. Ultimately, should the complainant still remain dissatisfied, they can contact the Commission for Social Care Inspection, the body responsible for the monitoring of our service, whose decision we will accept and implement. A written record of all complaints will be kept, including all outcomes.

It is always encouraging when someone is motivated enough to compliment a member of staff and the service. We openly welcome all compliments received and ensure they are passed on and recorded, as outlined in our policy.

Support/Care Plans

Planning is essential to ensure that the service is appropriate to the service users needs. The registered manager will ensure that plans are suitable, adequately implemented, checked, reviewed and changed, where necessary. Building on the assessment process, an initial care plan will be written in conjunction with the service user, Care Manager, respective key workers and other professionals involved in providing support for the individual. This will be reviewed after three months; thereafter service user's plans will be reviewed at least twice yearly, or as indicated in the Person Centred Plan. Individual goals and risk assessments will be reviewed as required, often more frequently.

An important function of the care plan is to identify areas to develop, set and agree realistic aims, objectives and goals and to promote the service users independence. This is why pre-service needs are assessed and the care plan prepared in a suitable and appropriate manner, according to the circumstances of each individual service user, before the service starts. Staff-members are made familiar with the care plans of the service users they will support and the manager ensures that all relevant information and changes are carefully recorded. As detailed in our policies and procedures, for confidentiality and data protection, a written record is kept of who has access to care plans and personal information and under what circumstances. Unauthorised access constitutes gross misconduct and may lead to dismissal.

Social Activities, Hobbies, Leisure Interests and Religious Requirements

Service Users have an individual daily program of social, leisure and recreational opportunities both internal and external to their home. This includes visits to local shopping areas, parks to enjoy picnics and walks, cinema/theatre and swimming etc, reflecting the service user's interests, wishes and capabilities. The service users have access to and choose from a range of activities at home and in the community (from an appropriate list). The activities form part of and are recorded on their care plan, are reviewed and monitored regularly and are subject to change, if necessary, to maintain the quality of service received. We acknowledge that it is important to relax at home, watch the television, listen to music, do art work, use the garden etc. However, access to the local community is promoted by the staff team and service users are encouraged to frequent amenities such as social clubs and leisure centres and supported to access relevant places of worship, if requested.

The staff offer choices of activities using individually relevant communication techniques including; symbols, pictures, objects of reference, sign language and maketon etc. If service users find it difficult to make a choice, a worker's in-depth knowledge of the individual and local facilities is useful to identify a popular choice. On occasions it may be a question of calculated 'trial and error' in conjunction with the registered manager and relevant agencies, to open service users up to new experiences from which they will benefit. Short holidays may be planned by key workers in consultation with service users, care managers, families and relatives, advocates, staff and the registered manager. Key workers can utilise brochures and photographs of possible destinations to facilitate choice or service users can visit travel agencies and other holiday-provider shops with staff.

Health Care

Part of the care planning process will be to ensure that all service users are registered and are supported to utilise the services and benefits of relevant health care facilities, according to their needs and wishes. The registered manager will make sure that all service users are adequately supported to register with a G.P. who understands their needs. Service users will be supported and accompanied, if necessary, to access all specialist services such as opticians, dentists and physiotherapists etc. depending on the service user's specific needs.

Quality Management

The quality of our service will depend on the quality of the management and abilities of the staff and registered manager. We strive to maintain high standards throughout the service delivery and our various policies and procedures provide suitable, accurate and up to date guidance on how to operate in accordance with relevant legislation, whilst protecting the health, safety, dignity and respect of our service users.

To do this we aim to:

- Understand service users' needs
- Provide suitable staff and environments

- Promote best care values
- Train and motivate staff
- Constantly review policies, procedures and service delivery
- Monitor plans, seek feed back and react accordingly.