



DOMICILIARY CARE

STATEMENT OF PURPOSE

Reviewed January 2014

REGISTERED PROVIDER & REGISTERED MANAGER

Clara Edmonds

Lucy Glyn Support Services Ltd

9 Evesham Place

Stratford Upon Avon

Warwickshire

CV37 6HT

Telephone Number: 01789 297353

E mail: clara.edmonds@lucyglyn.org.uk

Web Site: lucyglyn.org.uk

Here are the details of where all stakeholders can contact an inspector:

**CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**

Telephone: 03000 616161
Fax: 03000 616171

AIMS & OBJECTIVES

Lucy Glyn Support Services is dedicated to ensuring the highest caliber of care provision for adults with learning disabilities within their home.

Lucy Glyn Support Services is a specialist service whose staff team provides expertise in the area's of Autism, Asperger's Syndrome; Epilepsy; Communication Difficulties; Obsessive-Compulsive Mental Health Disorder, Self-harm; Adverse and Challenging Conduct and Complex Needs.

Lucy Glyn Support Services provides care to people who have been assessed as requiring support to fulfill their health, social and personal care needs. We provide 24 hour staff support within the clients home or smaller packages of care, arranged to meet the needs of the client. Our service prides itself on being person centered, ensuring that all support is tailor made by careful planning during the assessment stage.

OUR PRINCIPLES

CLIENT FOCUSED

We aim to provide a service that is determined by the needs and aspirations of our clients by listening to and valuing them and with discussion involving other persons who are involved with their care.

A QUALITY ASSURED SERVICE

We are committed to achieving our stated aims and objectives through reviewing our service. We actively encourage feedback from our clients and their representatives.

Lucy Glyn Support Services endeavours to give full implementation to the principles of the white paper 'Valuing people', namely rights, independence, well-being and choice. Lucy Glyn can ensure that as a care provider, we will meet the obligations of the Health & Social Care Act 2008 and adhere to the essential standards stated within the governing legislative regulations and any associated case law, guidance and codes of practice. Lucy Glyn Support Services assures to keep practices and service delivery up to date and in line with new legislation, as it is introduced or, when existing legislation is amended; in order to achieve improved performance, better outcomes, reduced health and social care inequalities and prevent abuse and neglect.

COMPREHENSIVENESS

We aim to provide a package of care and support, working with other agencies to meet the needs and preferences of our service users.

The care we provide is based on the thorough assessment of needs and the systematic and ongoing planning of care for each client, made in conjunction with care managers and other health care professionals.

CLIENTS RIGHTS

We place the rights of the service user at the forefront of our philosophy of care. The rights of citizenship are safeguarded for all clients. Our staff's working practice is conducted in such a manner that facilitates empowerment and makes appropriate use of advocacy.

PRIVACY

We endeavour to retain as much privacy as possible for our clients in the following ways:

Respecting the right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs.

Providing support with personal care as discreetly as possible.

Guaranteeing clients their privacy, if the support of staff is not necessary to achieve tasks, such as using the telephone, opening and reading letters, communicating with friends, relatives or advisors, ensuring confidentiality of information is maintained wherever possible.

This is taken into account in the formulation of our support plans and will only be overridden in exceptional circumstances and with the knowledge of the client or their advocate.

DIGNITY

All individuals, whatever the circumstances, have the right to be treated with dignity and respect.

Each client is treated as an individual; all staff receive training in equality and diversity.

ANTI DISCRIMINATION

Clients because of their circumstances, (e.g. age, disability, gender, marital status, sexual orientation, culture, religion or nationality), may find themselves in circumstances in which discrimination can occur. We have designed our service to incorporate a no tolerance policy towards discrimination and we comply with regulations stated within the Equality Act 2010

INDEPENDENCE

All clients are encouraged and supported to maintain as much independence and individuality as possible. Our service is aimed at maximising the individual's capacity for self care and mobility.

COMMUNICATION

Clients have the right to be heard and to be fully informed on all aspects of their care. We ensure that the methods of communication are appropriate to their particular abilities and experiences of each individual, and are tailored to each particular set of circumstances.

RISK TAKING

All clients are entitled to make decisions about their daily lives and activities; our responsibility is to support clients to take reasonable and fully thought out risks.

FULFILMENT

Every individual, whatever their circumstances, has the potential for development, and the right to hold personal aspirations. Within the boundaries set by legislation and professional social work ethics, clients are encouraged in achieving their personal goals.

CHOICE

Our services are designed to be accessible and flexible, promoting ordinary lifestyles and based upon client's own choices. We encourage clients to exercise choice in their selection of individuals that support them.

THE NATURE OF THE SERVICES WE PROVIDE



Personal Care including:

- Care relating to personal hygiene and toileting
- Dressing and undressing
- Bathing, Washing, shaving and oral health
- Support with feeding, eating and drinking
- Administration and monitoring of medication and support to access other health related services
- Promotion of independence and social functioning
- Anxiety and behaviour management
- The promotion and development of independent living skills through appropriately identified and assessed skill teaching



Social Care

- Listening and talking to people is an integral part of care delivery
- We can assist the client to keep in touch and maintain contact with their friends and relatives
- Support to attend chosen hobbies, activities, groups and social events
- Support with planning and shopping
- Support with paying bills and banking



Domestic Care including:

- Support with cleaning and house work
- Support with laundry and ironing
- Meal preparation



We can provide a waking Nights / sleep in services



Staffing to meet the needs of individuals 365 days of the year



Out of hours On- Call Support Service



Fully trained support staff.



Staff are trained to use the specialist strategies of **TEACCH** (Treatment and Education of Autistic and related Communication Handicapped Children/ Adults) and **SPELL** (Structure, Positive Approaches, Empathy and Low Arousal and Links), to promote Independence and facilitate positive relationships with the individual's family, professionals and friends within the community.



Staff are trained in level 1 NAPPI (Non Aggressive psychological and Physical Intervention)

GEOGRAPHICAL AREA

We cover the Stratford-Upon-Avon and Warwick District:

Stratford Upon Avon
Leamington Spa
Southam
Warwick
Kineton
Wellesbourne

SERVICE CHARGES

Staff Support per Hour: £18.02
Sleep-in Staff Support: £33.92 (11.00PM- 7.30AM)
Petrol: £0.45 pence per mile

MANAGEMENT & STAFF

ORGANISATION STRUCTURE

REGISTERED PROVIDER/ REGISTERED MANAGER



DOMICILIARY SERVICE MANAGER



SENIOR COMMUNITY SUPPORT WORKER
COMMUNITY TEAM LEADERS



COMMUNITY SUPPORT WORKERS

Clara Edmonds - Registered Learning Disability Nurse
Responsible Person & Homes Manager.

EDUCATION HISTORY

Establishment Name & Address(university/college/school)	Dates: from – to	Subject / Course	Qualifications Achieved
NVQ Centre Torrington Avenue, Coventry	05/2007- 12/2007	RMA – Registered Manager's Award	Completed in 2010
Trident College Mid- Warwickshire College, Leamington Spa	03/2007 - 07/2007	First line Management Course in Care	ILBM: Certificate in Care Management
UCE: University of Central England Harborne, Birmingham	09/2002 – 09/2005	Diploma : Higher Education in Nursing	RNLD – Registered Learning Disability Nurse
St Helens College St Helens, Lancashire	09/1999 – 07/2001	BTEC: Higher National Diploma in Health and Social Care.	BTEC HND

		Counselling	
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FURTHER TRAINING: (completed in the last three years)

TEACCH (Treatment and Education of Autistic and Related Communication – Handicapped Children), Drug Administration, Finance and Budget Management Training (SAGE), Manual Handling, Food and Hygiene, Health and Safety, MVA (Managing Violence and Aggression), Communication Systems for Individuals with Autism, Social Story, Pictorial Exchange and Talking Mats workshops, POVA (Protection of Vulnerable Adults), Epilepsy – emergency recovery medication administration, ODD- Oppositional Defiance Disorder, Promoting Sexuality, The Mental Health Act, Capacity to Consent and First Aid.

BACKGROUND /EXPERIENCE

Twenty one year’s experience working with people with learning disabilities, in a variety of settings: residential care, community, schools, treatment and assessment facilities, day care services, forensic units and health and social care services. Providing support to individuals with complex needs, such as, autism and epilepsy, profound learning disabilities, behaviour difficulties and mental health needs.

EMPLOYMENT HISTORY OF MANAGERIAL POSITIONS HELD

Deputy Manager: (2007-2008) for residential home for children with learning difficulties and emotional and behavioural needs. Homes Manager: (2005-2007) which provides support to adults who have a mild to moderate learning disability and are on the autistic spectrum, with additional complex health and social needs.

Caroline Snow

Domiciliary Service Manager

I manage the supported living provision of Lucy Glyn Support Services Ltd. I have been in this position since September 2011.

QUALIFICATIONS

City and Guilds NVQ 3 including behaviour management, maintaining relationships, maintaining and supporting skill sets, supporting communication, supporting sensory and physical development, health and safety, developing successful teams and professional development.

British Sign Language Level 2

Integrated Business Technology Level 2

FURTHER TRAINING: (completed in the last three years)

Manual Handling, Food Hygiene, Health and Safety, COSHH, Outcomes Workshop, Communication Systems for Individuals with Autism, Social Story, Pictorial Exchange and Talking Mats workshops, POVA (Protection of Vulnerable Adults), Epilepsy – emergency recovery medication administration, Non Abusive Psychological and Physical Intervention, Challenging behaviour, The Mental Health Act, Capacity to Consent, Mental Health Issues for Managers, Autism training, Good practise in Adult Protection, Medication, Employment Law, The Benefits System, Health and Social Care Challenges, Infection Control, Safeguarding, Team Leading, MAPPA and First Aid.

BACKGROUND / EXPERIENCE

With 18 years' experience working with children and adults in a variety of settings; pre-school children in an informal setting, adults with complex physical and learning disabilities in an educational environment, adults with an offending history and additional issues in a supported living placement, adults with complex needs in residential care and home care settings.

Providing support to individuals with complex additional needs such as autism, epilepsy, learning disabilities, challenging behaviour and mental health needs. Supporting independence and maintaining life skills. Encouraging positive life choices with SMART targets, working towards positive outcomes.

We know that the leadership of our service is critical to all its operations. To provide a leadership of the quality required, we will do the following:

The registered manager is a person who is qualified, competent and experienced.

Aim for management approach, which creates an open, positive and inclusive atmosphere.

Install and operate effective quality assurance and quality monitoring systems.

Work to accounting and financial procedures, which safeguard client's interests.

Keep up-to-date and accurate records on all aspects of the agency and clients.

Ensure that health, safety and welfare of clients and staff are promoted and protected.

Lucy Glyn Support Services recognizes the importance for all staff who support the clients, to be approachable, accessible, good listeners, effective communicators, reliable, honest, interested, motivated and competent to carry out the tasks required of them.

Lucy Glyn Support Services invests in a training programme for staff members that is ongoing throughout their employment (Refer to appendix). Staff are trained to understand client's individual needs, regarding their disability, culture, communication and specialist programmes

Clients have a right to be supported by staff who respects them and their possessions and their lifestyle choices, as set out in their Individual Plans.

The Registered Manager works 9am-5pm Monday to Friday. An out of hours on call system is available to staff and clients for advice and assistance.

All staff appointed are subject to a minimum three month probationary period.

Clients will be actively encouraged to be involved in staff selection and recruitment. This would be facilitated using an informal approach, in an environment where a client would feel comfortable.

We observe recruitment policies and practices, which both respect equal opportunities and protect the client's safety and welfare. All staff will only be confirmed in post following completion of an enhanced DBS and other personnel confirmation.

We have a number of expert staff, who will deliver training and ensure that all staff completes their induction training.

They will deliver, coordinate and liaise with external training providers to ensure that all staff receive the appropriate level of training, updates and refreshers as needed.

Our training Matrix gives some indication as to the breadth of training, guidance and additional qualifications that we offer.

The main external providers will include Autism Oxford, Autism West Midlands, Health Care Specialists and independent trainers such as Carol Draper, who can deliver specific training tailored to our service.

All staff will be enrolled on a diploma in Health & Social Care after successful completion of the probationary period.

Each senior has had a minimum of 2 years management experience relevant to the field of care.

Training and staff development are linked to Lucy Glyn's Domiciliary Care service aims, client needs, and individual plans. Clients will be the key in determining staff training needs now and as the service develops.

All staff will have six weekly, recorded, supervision meetings with their line manager.

There are regular team discussions and team meetings, to ensure that staff can contribute to the day-to-day decisions with full staff involvement.

We develop a team culture whereby issues can be aired openly and proactively. We establish open and honest dialogue with staff acting on suggestions or issues raised.

Staff will be offered debriefings so that all situations and events can be analyzed and learnt from. The service will be enhanced and developed in the light of this learning.

CONCERNS AND COMPLAINTS

Lucy Glyn Support Services believes in a culture that facilitates a straightforward, easy-to-follow process, if ever a client or any stakeholders wish to make a complaint or raise a concern.

Lucy Glyn Support Services views complaints as constructive criticism they provide an opportunity to learn, improve, adapt, develop and provide a better service.

The complaints procedure is intended to ensure that complaints or concerns are dealt with properly and that the complaints or concerns of stakeholders are taken seriously and changes made where necessary.

The complaints procedure is discussed and provided to the client and stakeholders prior to support commencing and as part of their service user's guide.

Informal complaints:

If a client has a reason to complain, s/he should in the first instance speak to the staff on duty or complete a complaint form.

The staff member will discuss the matter with the complainant and try and

resolve the problem there and then. If necessary the staff member will refer the matter to the manager.

If a client feels that the complaint has not been resolved to their satisfaction, they can make a formal complaint. All complaints, formal and informal are entered into the complaints log.

Formal complaints:

All formal complaints should be made in writing. Upon receipt of a formal complaint the manager will initiate a complaint record.

The manager will conduct an investigation into the matter surrounding the complaint. She will try to find a satisfactory solution and will inform the complainant of the process. All relevant correspondence will be attached to the complaints form.

Here are the details of where all stakeholders can contact the Care Quality Commission, Local MP, Warwickshire Council and Local Government Ombudsman.

CQC (Care Quality Commission)

Telephone: 03000 616161

Fax: 03000 616171

Opening hours are Monday to Friday 08:30 – 17:30

Stratford upon Avon Local Member of Parliament

Constituency Office

Stratford upon Avon

Conservative Association

3 Trinity Street

Stratford upon Avon

CV37 6BL

01789 292723

Warwickshire Council

Shire Hall

Warwick

CV34 4SA

0845 090 7000

01926 410410

Local Government Ombudsman

Beverly House

17 Shipton Road

York

YO30 5FZ
01904 380200

TRAINING MATRIX

- * **Safeguarding Vulnerable Adults – Adult protection**
- * **Health and Safety & Fire Safety & Risk Management**
- * **Apprenticeships**
- * **Diplomas**
- * **Autism**
- * **TEACCH**
- * **SPELL**
- * **Positive Approaches to Challenging needs**
- * **Epilepsy**
- * **Mental Health and Learning disabilities**
- * **Self Injurious Behaviour**
- * **Obsessive and Compulsive Disorder**
- * **Safe Handling of Medication**
- * **Equality & Diversity**
- * **Advocacy**
- * **Life Story Work**
- * **Food Hygiene**
- * **First Aid**
- * **Manual Handling**
- * **Communication**
- * **Makaton**
- * **Person Centered Planning / Essential Lifestyle Planning**
- * **Finance Systems**
- * **Report Writing**
- * **Healthy Eating & Nutrition**
- * **Promoting Positive Life Style Choices**
- * **Role of CQC**
- * **Relationships and Health**
- * **Mental Capacity Act**
- * **Supervision & Appraisal**
- * **Complaints & Positive Representations & Customer Services**
- * **Team working & Team Building**
- * **Diploma in Health & Social care**
- * **Personality Disorder Training**
- * **Professional Boundaries**