

# **Forward Care (Residential) Limited**

## **Service User Guide**

### **2014**

**Residential Home for Adults with Learning Disabilities**

**15 Keycol Hill,**

**Sittingbourne**

**Kent**

**ME9 8LZ**

# **Service User Guide**

## **Welcome to Forward Care**

Thank you for choosing Forward Care (Residential) Ltd to deliver your care and support. Forward Care has provided residential care and support services for more than 15 years. We are accredited as an approved provider by Medway and Kent County Council and are regulated and inspected by the Care Quality Commission and Contract Compliance.

We will endeavour to provide you with a service that is of the highest quality. Your service will be designed to meet your individual needs and promote and support your rights, choices, independence and quality of life. We will deliver the services you require, in the ways that you want, to support you to live as independently as possible.

This Service User Guide is intended to provide you with information about the services Forward Care offers and how our services are delivered. Further information can be found on our website [www.forwardcare.co.uk](http://www.forwardcare.co.uk)

If you wish to discuss any aspect of our service in more detail please contact a member of our team on 01795 841220 who would be happy to help.

## **The Organisation**

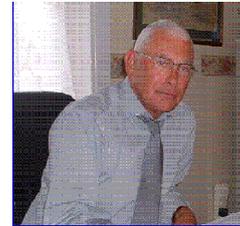
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Forward Care Limited is a private Limited Company.

### **Registered Provider**

The person/organisation registered with the Care Quality Commission as the registered provider for Forward Care (Residential) Ltd is:

Brian Welsh – Finance Director  
Tel: 01795 841220  
Email: [forwardcare@yahoo.co.uk](mailto:forwardcare@yahoo.co.uk)



Gary Greening – Service Director  
Tel: 01795 841220  
Email: [forwardcare@yahoo.co.uk](mailto:forwardcare@yahoo.co.uk)



### **Registered Manager**

The person registered with the Care Quality Commission as the registered manager for Forward Care (Residential) Ltd is:

Elina Sills  
Tel: 01795 841220  
Email: [elinasills.forwardcare@yahoo.co.uk](mailto:elinasills.forwardcare@yahoo.co.uk)



### **Location of Services**

Forward Care (Residential) Limited delivers services from the following registered location:

#### **Forward Care (Residential) Ltd**

Hill Farm  
15 Keycol Hill  
Sittingbourne  
Kent  
ME9 8LZ

Tel: 01795 841220  
Email: [forwardcare@yahoo.co.uk](mailto:forwardcare@yahoo.co.uk)  
Website: [www.forwardcare.co.uk](http://www.forwardcare.co.uk)

## **The Services Forward Care Provides**

Forward Care offers a wide range of services for people (18-65+) with physical, mental health and learning disability and /or sensory impairment. We can offer advice and guidance in order to help to design an individual plan of care/support to meet physical, social, psychological, cultural or spiritual needs.

### **Adults with Learning Disability**

We offer a range of support services for adults with

- Physical disabilities
- Sensory loss including those with sensory impairment
- Mental health
- Learning disabilities
- Challenging behaviours
- Down syndrome
- West Syndrome
- Autism
- Continual health care needs

### **Range of Services**

- Monitoring of health and wellbeing
  - Monitoring and assistance with medication
  - Personal Care Dressing and Undressing
    - Bathing showering & washing
    - Shaving
    - Oral Hygiene
    - Toilet and continence requirements
  - Assistance in maintain nutritional diet
  - Overnight services including awake staff
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- Domestic Services
- Assistance in accessing local health related services
- Assistance in establishing social contacts and activities
- Advice and advocacy
- Developing social skills/behaviour management
- Help in managing finances
- Establishing and maintaining personal safety and security

### **Assessment and Review of Services**

To arrange an assessment please contact our head office on Tel: 01795 841220

We will make an appointment to visit you at your home before services commence to assess your needs and work with you to develop your Personal Support Plan. We encourage you to invite family members, carers or other people who are important to you to this meeting.

The purpose of our initial assessment is to ensure that we fully understand what outcomes you would like to achieve and how we can support you to achieve them.

We will focus on the things that are important to you and gather information about your routines and how you would like to be supported with different tasks.

Your Personal Support Plan will be developed using this information to ensure that our care workers know how best to meet your needs, this may be about simple information such as how you like your cup of tea or more complex details about how you would like to be supported to maintain your personal hygiene.

Once we have established how you would like to be supported we will conduct risk assessments to ensure our services are delivered in ways that safeguard your health and safety and that of the care/support workers.

We will review your Personal Support Plan on a regular basis and conduct a full review at least annually. However, more frequent reviews will be carried out as required at your request or following feedback from care workers or others involved in your care.

You can request any additional services you may require.

## **Confidentiality**

The nature of our services means that much of the information provided to us is highly personal and sensitive. We recognise that our Service Users have a right to privacy and dignity, and that this extends to our handling information about them in ways which cause as little as possible intrusion on those rights.

All information held by Forward Care about you will be handled, shared and stored in line with the Data Protection Act and Forward Care's Confidentiality Policy and Data Protection Policy.

## **How We Deliver Your Services**

We know how important continuity is and will identify care/support workers who we think have the skills and knowledge to meet your needs. Whilst it is not always possible to guarantee 100% continuity due to holidays and other staff absence we will always strive to deliver a service that you can rely on with care/support workers you are familiar with.

We have robust policies and procedures to ensure that all our service users receive the best possible service from staff who understands what is expected of them. Policies are reviewed regularly and meet the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Essential Standards of Quality & Safety produced by the Care Quality Commission.

Forward Care adheres to the General Social Care Council Code of Practice for the Organisation and our staff.

## **Our Care/Support Workers**

Forward Care's support workers are reliable, friendly, skilled and above all passionate about delivering quality care and support.

## **Recruitment**

Forward Care's robust Recruitment & Selection Policy means that you can be confident that your service will be delivered by staff who have been subjected to rigorous pre-employment checks including:

- All applicants must complete an Application Form which includes a full 10 year employment history; we explore any gaps in employment.
- Standard interviews to assess the applicant's competence and suitability for the role.
- Reference checking, we request a reference from every previous employer and require at least 2 satisfactory references before employment can commence.
- Enhanced Disclosure from Criminal Records Bureau commonly known as a 'police check'

## **Training & Development**

Forward Care invests considerable time and resources into the training and development of our staff.

- Shadowed by an experienced member of staff for a minimum of 1 week
- Regular contact with their line manager
- A 12 week supervision with the Registered Manager to assess competence
- Completion of all mandatory training

### **Ongoing Training and Development, including:**

- Regular refreshers of all mandatory training
- Specialist training. We can work with you to identify what additional training may be appropriate for your support workers to meet your needs.

## **Supervision**

All Forward Care staff have regular supervision, including:

- 1:1 meetings with their line manager
- Direct observation – a senior member of staff will observe the support worker delivering support.
- Annual appraisal

## **Safeguarding**

We take our responsibility to safeguard your safety and wellbeing very seriously. Forward Care's Safeguarding Policy is based on Kent and Medway Multi- Agency Safe Guarding Vulnerable Adults a government publication that provides guidance to local agencies and Forward Care's Safeguarding Policy.

Safeguarding training is mandatory for all staff within the organisation and must be refreshed at least 3 yearly.

If you or another person is being abused or you suspect abuse you should contact Forward Care's Registered Manager, Elina Sills (01795 841220) or Social Services Safeguarding officer Vulnerable Adults:  
Canterbury & Swale  
Learning Disability Team Tel: 0300 3335212  
Brook House  
Reeves Way  
Whitstable  
Kent CT5 3SS

## Quality Assurance

Forward Care places a strong emphasis on providing the highest quality service possible for all of its service users and believes that, no matter how good its present service, there is always room for improvement.

Care Quality Assurance includes:

- Regular review of service
- Annual Surveys of the service provided satisfactory from relatives and representatives, to obtain views and opinions.
- Thorough checks on all staff during the recruitment and selection process
- Close supervision of staff and service via regular observations by experienced member of staff.
- Regular supervision meetings between each support worker and their line manager.
- Regular staff/ keyworker meetings
- Regular review of all policies and procedures
- Monthly management audit report to measure company performance.
- Monthly Infection Control audits carried out
- Regular financial audit on service users finances

## Complaints

We believe that if a Service User wishes to make a complaint or register a concern they should find it easy to do so. We welcome complaints and consider them an opportunity to learn, adapt, improve and provide a better service.

## Concerns

If you have any concerns or comments about your service that you would like to discuss informally you can contact the Registered Manager - Elina Sills on Tel: 01795 841220. You can discuss your concerns over the telephone or if you would like prefer a meeting can be arranged.

## Complaints

If you wish to make a formal complaint please speak to our senior member of staff.

Complaints are usually fully investigated and responded to within 28 days.

If you wish to make a complaint externally you can contact:

Social Services Safeguarding officer Vulnerable Adults:  
Canterbury & Swale  
Learning Disability Team  
Brook House  
Reeves Way  
Whitstable  
Kent CT5 3SS  
Tel: 0300 3335212

## Useful Contacts

Care Quality Commission  
South East Region  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
**Social care email:** [enquires.southeast@cqc.org.uk](mailto:enquires.southeast@cqc.org.uk)

Duty Officer  
Learning Disability Staff  
Lordwood Community & Health Living Centre  
Sultan Road  
Lordswood  
Chatham  
Kent  
ME5 8JT  
Tel: 01634 336000 (switch board)

Kent Social Services  
Learning Disability Team  
Brook House  
Reeves Way  
Whitstable  
Kent  
CT5 3SS  
Tel: 01227 598599

East Kent Mental Capacity Advocates (IMCA) Service  
Independent Advocacy Organisation  
Unit 1, 241 Main Road  
Sidcup  
Kent  
DA14 6QS  
Tel: 0208 300 9666  
Email: [eastkentimca@advoccyforall.org.uk](mailto:eastkentimca@advoccyforall.org.uk)

