



Statement of Purpose

Information about the Organisation

Forward Care Residential Ltd is totally committed to provide professional trained staff to provide quality care support for Adults with Learning Disabilities and associated Mental Health, Autism, Epilepsy, Sensory Impairments and Severe Challenging Behaviours.

The person officially registered to manage the care service is Elina Sills, who is the person in day-to-day control of the care service's operations. Who can be contacted at the head office address.

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Elina Sills is the Registered Manager and manages Hill Farm, she is qualified with Leadership and Management and Registered Manager Award L.M.C.S who has many years' experience working with Learning Disability & Challenging Behaviours.

The home is owned by the Providers and proprietors Mr Brian Welsh and Mr Gary Greening.

Hill Farm

About Us:-

Hill Farm is a Registered home for 9 Adults aged from 18 onwards.

We support Adults with Learning Disabilities with Mental Health and Challenging Behaviour, Sensory Impaired, Autism, Down Syndrome with Physical and complex needs.

The home has 9 bedrooms which are all single occupancy. On the ground floor we have three bedrooms, 1 wet room, 2 toilets, 2 lounges, dining room, kitchen, Wet Room, laundry room, care office and Registered Managers Office, There is a lift to the first floor that will lead you to 5 bedrooms, 1 toilet, 1 bathroom, shower room, staff locker room, Directors/Providers, Administration Office with waiting area outside.

The two lounges both have television D.V.D; one of the lounges can be used as a dining area to eat their meals. The back lounge looks over the garden and decking, patio area with garden furniture.

The Kitchen has been designed to meet requirements with built in facilities and a dish washer. All Service Users and staff meals are prepared by our Chef and staff support

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the service Users with menu planning choices and preferences with a pictorial menu board to support their independence.

We have a fully equipped laundry area where Service Users are encouraged to build on their independence skills.

We have a Caretaker that maintains our home and gardens which views over open farm land and country side.

Our Values, Aims and Objectives

Our aim is to provide a service that will meet the needs of the people who use or might use the services to experience independence, social community experiences, Help our service users become equal individuals with choice recognition and to build on our service users skills.

Values and Principles of Forward Care

The following statements reflect the values, principles and general aims of our care services.

- To focus on service users. We aim to provide personal care and Treatment, support in ways which have positive outcomes for service users and promotes their active participation.
- To ensure that we are fit for our purposes. We Review 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 Families.
- To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care and Treatment that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service users' independence and to ensure as fully as possible the service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the service provides meets the assessed needs of each service user, 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 for each service user.
- To provide quality services. We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care and Treatment we provide.

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- To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation.

Rights

We place the rights of service users /people who use our services at the forefront of our philosophy of care. We see to advance these rights in all aspects of the environment and the services we provide and to encourage our service users to exercise their rights to the full.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our service users in the following ways.

- Supporting help in intimate situations as discreetly as possible
- Supporting service users to furnish and personalise their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Supporting a range of locations around the home for residents to be alone or with selected others.
- Providing locks on service users' bedrooms in which service users need at times to be uninterrupted.
- Ensuring the confidentiality of information the home holds about service users.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for the intrinsic value of those who use our services in the following ways.

- Treating each service user as an equal and valued individual.
- Supporting service users to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public.
- Supporting a range of activities which enables each service users to express themselves as a unique individual.

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- Supporting the stigma from which our service user may suffer through age, disability or status.
- Compensating for the effects of disabilities which service user may experience on their communication, physical functioning, mobility or appearance.

Independence

We are aware that our service users who use our services have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our service users` remaining opportunities to think and act without Reference to another person in the following ways.

- Providing as tactfully as possible human or technical assistance when it is needed.
- Maximising the abilities our service users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Supporting service users to take reasonable and fully thought-out risks.
- Promoting possibilities for service users to establish and retain contacts beyond the home.
- Using any form, of restraint on residents only in situations of urgency when it is essential for their own safety or the safety of others.
- Encouraging service users to access and contribute to their records where applicable.

Security

We aim to provide an environment and structure of support which responds to the need for security in the following ways:

- Offering assistance with tasks and in situations that would otherwise be perilous for service users.
- Protecting service users from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by service users where applicable.
- Creating an atmosphere in the home which residents experience as open, positive and inclusive.

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Civil Rights

Having disabilities and residents in a home can act to deprive our service users who use our services of their rights as citizens. We therefore work to maintain our service users` place in society as fully participating and benefiting citizens in the following ways:

- Preserving for service users full and equal access to all elements of the National Health Service.
- Supporting service users to claim all appropriate welfare benefits and social services.
- Supporting service users` access to public services such as libraries, further abdication and lifelong learning.
- Facilitating service users in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Choice

We aim to help our service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways.

- Providing meals which enable service users as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- Supporting service users a wide range of leisure activities from which to choose.
- Supporting service users to manage their own time and not be dictated to by set communal timetables.
- Avoiding wherever possible treating residents as a homogeneous group.
- Respecting individual, unusual or eccentric behaviour in service users.
- Retaining maximum flexibility in the routines of the daily life of the home.

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Fulfilment

We want to support our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways.

- informing ourselves as fully as each service user wishes about their individual histories and characteristics.
- Providing a range of leisure and recreational and occupational activities to suit the tastes and abilities of all service users, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every service user.
- Respecting our service users` religious, ethnic and cultural diversity.
- Supporting our service users to maintain existing contacts and to make new liaisons, Friendships, and personal or sexual relationships if they wish.
- Supporting always to listen and attend promptly to any service users desire to communicate at whatever level.

Diversity

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this by:

- positively communicating to our service users that their diverse backgrounds enhance the life of the home.
- respecting and providing for the ethnic, cultural and religious practices of service users.
- outlawing negatively discriminatory behaviour by staff and others.
- accommodating individual differences without censure.
- helping service users to celebrate events, anniversaries, Birthdays and festivals that are important to them.

Safeguarding

We aim to make the safeguarding of our service users an utmost priority and seek to comply with all legal requirements in our safeguarding practices. We therefore work

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closely with the local safeguarding Kent & Medway team over any issues relating to the safety of its service users from any kind of harm and the Care Quality Commission where involved.

Quality Care

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

Choice of home

We recognise that every prospective service user should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our service users know precisely what services we offer, we will do the following.

- Provide detailed information on the home by publishing a statement of purpose and detailed service user guide/information about the home.
- Give each service user a contract or a statement of terms and conditions specifying the details of the relationship.
- Ensure that every prospective service user has their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.
- Support introductory visits to prospective service users and avoid unplanned admissions except in cases of emergency.

Personal and health care

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following:

- Produce with each service user, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each service user.
- Establish and carry out careful procedures for the administration of service users' medications.

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- Take steps to safeguard service users` privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care for service users who are dying, and sensitively assist them and their relatives at the time of end of life.

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of service users, we will do the following:

- Aim to provide a lifestyle for service users which satisfy their social, cultural, religious and recreational interests and needs.
- Support service users to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to service users.

Concerns, complaints and protection

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems we will do the following:

- Provide and, when necessary, operate a simple, clear and accessible and easy read guide complaints procedure.
- Support all necessary action to protect service users` legal rights.
- Make all possible efforts to protect service users from every sort of abuse and from the various possible abusers.

The Environment

The physical environment of the home is designed for service users` convenience and comfort. In particular, we will do the following:

- Maintain the buildings and grounds in a safe condition.
- Make detailed arrangements for the communal areas of the home to be safe and comfortable.

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- supply toilet, washing and bathing facilities suitable for the service users for whom we care.
- Arrange and support for specialist equipment to be available to maximise service users` independence and complex needs.
- Provide individual accommodation to a high standard.
- Support service users have a safe, comfortable bedrooms, with their own possessions around them.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Staffing

We are aware that our staff will always play a very important role in service users` welfare.

To maximise this contribution, we will do the following:

- Employ staff in sufficient numbers and with the relevant mix of skills to meet social care as required.
- Provide at all times an appropriate number of staff with qualifications in health and social care as required.
- Observe recruitment policies and practices which both respect equal opportunities and protect service users` safety and welfare.
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

Management and administration

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

- Always engage as registered manager a person who is qualified, competent and experienced for the tasks.
- Aim for management approach that creates an open, positive and inclusive atmosphere throughout the business.
- Install and operate effective quality assurance and quality monitoring systems.

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- Work to accounting and financial procedures that safeguard service users' interests.
- Offer service users appropriate assistance in the management of their personal finances.
- Supervise all staff regularly and carefully.
- Keep up to date and accurate records on all aspects of the home and its service users.
- Ensure that the health, safety and welfare of service users and staff are promoted and protected.

Underpinning Elements

A series of themes both cut across and underpin the aims we have relating to the rights of service users and quality care.

Focus on service users

We want everything we do in the home to be driven by the needs, abilities and aspirations of our service users, not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain service user-led.

Fitness for purpose

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.

Comprehensiveness

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our service users.

Meeting assessed needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care of each service user.

Quality services

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

Facilities and Services

Brian Welsh is the Provider and Finance Director who manages the Handling of Finance and decision making on Finance in the company

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Brian Welsh is also the Health & Safety Executor of the company.

Gary Greening was Hill Farm Registered Manager, a qualified Behaviourist, Registered Nurse for 30years, and now the Provider and service Director of the company.

Elina Sills is the Registered Manager and manages Hill Farm, she is qualified with Health & Social care Diplomas, level 3, 4 and Leadership and Management and Registered Manager Award L.M.C.S who has 22 years of experience working with Learning Disability in the care sector and accountable of the running of the home and she is responsible to the Directors for the day to day running of the home, accountability of the homes operations and activities, also to ensure that the home operates to the required Regulations and to develop and manage effectively systems and structures.

Christine Morgan is the Administrative and Finance Manager and is qualified A.I.C.B CB.CERT Certified Bookkeeper, level 3& 4 in Business Management, level 3 in Health and Social Care and Diploma Level 5 in Leadership and Management, who has over 14 years' experience in the care sector, also our Health & Safety Representative; she is responsible for all aspects of the financial and administration of company accounts.

We are successful in investing in mandatory training for all our staff and put forward for Diploma qualifications in Health and Social Care.

The organisational structure of the home

The home provides care and accommodation for older people and younger adults. In particular we provide a service for people with learning disabilities. The homes take either sex who can be accommodated.

The range of needs met

The home aims to provide a service for Adults with Learning Disabilities, Mental Health, Challenging Behaviour, Sensory Impaired, Autism, Downs Syndrome, Physical and complex needs.

Admissions

Under government regulations, potential service users must have their needs thoroughly assessed before entering a home; this is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential service users who approach the home direct, appropriately trained staff will make a full assessment of need calling, with service user`s permission, on specialist advice and reports as necessary.

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The assessment will cover the range of health and social needs set out in Care Quality Commission guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet potential service user's requirements and to make an initial plan of the care we will provide.

We will provide prospective service users with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for prospective service users to visit the home. We are happy for prospective service users to involve their friends, family or other preventatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

If, exceptionally, an emergency admission has to be made, we will inform the new service user within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process with five days.

Social activities, hobbies and leisure interests

We try to make it possible for our residents to live as fully as possible. In particular, we do the following:

- We aim as part of the assessment process to encourage potential service users to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
- We try to help service users to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. All service users are entitled to use the dining room, communal lounges, other sitting and circulating areas, and the grounds of the home, but those who wish to remain in their own rooms whenever they like. Service users are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
- We have regular organised social activities such as Parties, open days for Families, Events, outings, special days for service users, clubs, and social experiences for all our service users, We hope that friendships among service users will develop and that service users will enjoy being part of a community.
- We have sitting areas outdoors in the garden plus decking with table and chairs plus a swing for the use of all our service users.
- We recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining room and

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to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction as well nourishment. As far as possible we encourage service users to choose where they sit in the dining room and meals can be served in service users` own rooms if desired. Three full meals are provided each day, there is a regularly changed menu for lunch and evening meal, service users are always offered a choice of meals, we cater for special therapeutic diets and cultural diets as agreed in each service users care plan, and support staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals and events.

- We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some service users will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that service users are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or Advocate, and will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties.
- For benefit of all service users and support staff, the home does not allow smoking in the communal areas. Service users who wish to may smoke in designated areas if applicable.
- We may make charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.
- Consulting the service users about the way the home operates.

We aim to give service users opportunities to participate in all aspects of life in the home. In particular, they are regularly consulted both individually and corporately about the way the home is run.. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere and service users have Keyworkers that act in their best interest.

Consultation with service users and their representatives

We try to consult service users as fully as possible about all aspects of the operation of the home and the care provided. In particular obtaining feedback on the services provided such as quality assurance surveys, Keyworker reviews and reports , policies and procedures, evidence of records and life plans.

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Fire precautions, associated emergency procedures and safe working practices

All service users are made aware of the action to be taken in the event of a fire or other emergency, each service user has their own personalised evacuation plan, and copies of the home's fire safety policy and procedures are available on request. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

Arrangements for religious observances

Service users who wish to practise their religion will be given every possible help and support. In particular we will do the following.

- We will try to arrange transport for service users to any local place of worship where applicable.
- If asked to we will make contact with any local place of worship on service users' behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a service user who would like this.
- In the public areas of the home we celebrate the major annual Christian festivals, service users have the opportunity to participate or not as they wish.
- Particular care will be taken to try to meet the needs of service users from minority faiths. These should be discussed with the manager before admission.

Relatives, friends and representatives

- Service users are given every possible help to maintain the links they wish retain with their families and friends outside the home, but can choose whom they see and when and where.
- If a service user wishes, their friends and relatives are welcome to visit at any time convenient to the service user and to become involved in daily routines and activities.
- If a service user wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

Concerns and complaints

The management and staff of the home aim to listen to and act on the views and concerns of service users and their representatives and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to build on our success, but we can also learn from comments which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response, we also have an easy read complaints form for our service users.

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Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach the Manager. Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly as possible.

If anyone is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or they are not comfortable with ideas of dealing with the matter on an informal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint, must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with Care Quality Commission and will be given details of how the Care Quality Commission can be contacted.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other service users or anyone else, the complainant's permission will be sought. Complaint will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation.

The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant, explaining what they have found and providing the, with a written copy of their report.

The person who investigates a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

If complainant is not satisfied with investigation or the action taken, they will be informed of their right to pursue the matter with the Care Quality Commission.

Service user plan of care

At time of a new service users admission to the home, we work with the service user, and their relative or representative if appropriate, to draw up a written plan of the care

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we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

We review each person`s plan regularly, setting out whatever changes have occurred and need to occur in the future. From time to time further assessments of elements of persons needs are required to ensure that the care we are providing is relevant to helping the service users achieve their full potential.

Every service user has access to their plan and is encouraged to participate as fully as possible in the care planning process where applicable.

In addition there are some areas of the home which are generally for staff use only as follows: Fully fitted kitchen, Directors/ administration office and Registered Manager Office.

Privacy and dignity

The home places a high value on respecting the privacy and dignity of the people who live here. The detailed measures we take are set out in the paragraphs headed respectively *Privacy* and *Dignity* on page three of this document.

Date: 22nd September 2016

Review Date: 22nd September 2017