

STALLCOMBE HOUSE **including** **WILLOWS**



STATEMENT OF PURPOSE

An introduction to the philosophy of Stallcombe House

Stallcombe House is a community home located in the heart of the Devon countryside. Our philosophy is **'to provide a happy and safe workplace, with a holistic and organic approach to personal health and the environment in which we live'**.

Our 55 acre site provides beautiful gardens, a 5 acre organic fruit and vegetable garden, and a 50 acre farm, in which individuals are encouraged to work towards their full potential at their own level and pace. Stallcombe provides a homely and supportive environment, which promotes maximum independence through education, appropriate employment and recreation.

At Stallcombe we believe that people with learning disabilities should have the same rights and opportunities as everyone else and we promote equal opportunities as an important part of our philosophy.

The purpose of this document

This document sets out the Statement of Purpose of the organisation under the terms of the Care Home Regulations laid down in the National Minimum Standards of the Care Standards Act 2000 – Schedule 1, outlined in Appendix A. These are cross-referenced with the main text by way of footnotes.

The Statement of Purpose is an essential document, which addresses the issues surrounding evidence necessary to substantiate that Stallcombe is fully compliant with the terms of the Act.

Service Provision¹

The registered address of the organisation is:

Stallcombe House
Sanctuary Lane
Woodbury
Exeter
Devon
EX5 1EX
Telephone: 01395 232373
Fax: 01395 233351

E-mail: info@stallcombe.uk

The name and address of the Head Of Charity is:

Amanda Greenaway
Stallcombe House
Sanctuary Lane
Woodbury
EXETER
EX5 1EX
Telephone 01395 232373

E-mail: amandag@@stallcombe.uk

¹ Name and address of registered provider/manager

Staffing Issues

Relevant qualifications and experience of The Head Of Charity

The Head Of Charity is Amanda Greenaway. Amanda is a Chartered Psychologist and has over 25 years' experience working in Health and Social Care. She is an experienced senior manager having worked both in the charitable sector and the commercial world. Amanda is the nominated individual with the CQC for Stallcombe House

Relevant qualifications and experience of the Head of Care and Registered Manager

The Registered Manager, Sara Boulton

Staffing Numbers, qualification and experience²

Stallcombe House has a team of over 85 full and part time staff, including dedicated waking night staff. We endeavour to provide a minimum of 6 staff on duty at any time during the day. People are employed according to their potential rather than qualifications, as it is important that all prospective employees possess the personal qualities and flexibility necessary to integrate as part of the Stallcombe Team.

Our comprehensive training programme ensures all staff are qualified to deliver care and support and offers all employees an equal opportunity for career progression within the organisation. We employ a Training Co-ordinator who organises a wide range of educational courses both in-house and via external provision. Specialist training is offered, as well as on-going day to day learning at all levels

All new staff undergo a comprehensive induction programme, the Skills for Care Common Induction Standards. Staff are encouraged to work towards gaining National Vocational Qualifications (NVQ) at levels 2, 3 and 4 in Care, Diploma in Health and Social Care and Management and Conservation, we currently have 2 assessors on site.

² The number, relevant qualifications and experience of staff working at the care home

Residents

Stallcombe residents³

Stallcombe House provides residential accommodation for up to 33 adults with learning disabilities, aged eighteen and over. We currently accommodate 28 males and 5 females with an age range of 20 to over 70 years, however our main focus is on younger adults between 20 to 50 years old. We endeavour where appropriate to offer a home for life.

Meeting a range of needs⁴

Stallcombe residents have a range of disabilities, both learning and physical. The primary user group for the care home is residents with learning disabilities. Residents have a wide ranging level of disability and each has specialist needs. This individuality is reflected in their care and support programmes, which are tailored to meet the individual resident's requirements.

We recognise that people with learning disabilities need positive input and involvement. Therefore, each person has an individual personalised plan of care which is assessed and reviewed with the individual every six months by their Support Workers and the Stallcombe management team. The person's care manager, family and other relevant professionals are invited to attend annual reviews. All residents are encouraged to contribute to the Care Plan as fully as they are able. Comprehensive assessments of individuals' needs are completed for all new residents during their initial three month trial period.

Stallcombe House has a Support Worker system. This is the allocation of a full time member of staff, who has been identified through individual skills and strengths, to fulfil an additional supportive role for two or three residents. Each Support Worker has time allocated within their weekly schedule to carry out their Support Worker duties. This is "quality time" which is provided on a one to one basis.

The activities which take place within this time are identified within the plan of care, and are conducive to the personal happiness, development and well being of the individual. The Support Workers are kept informed of all issues regarding the resident and of any incidents or decisions involving the individual.

Every plan of care is formulated to include a daily therapeutic work rota, as well as incorporating hobbies, social activities, medication, dietary requirements and immediate needs. Individual work schedules are reviewed every three months with input from the resident and their Support Worker. Plans of care are specifically designed to enable people to develop their individuality and self-esteem, through appropriate plans of work, activities and leisure pursuits, with a pro-active focus on an individual's greater integration into the wider community.

³ The age range and gender of the residents for whom it is intended that accommodation should be provided

⁴ The range of needs that the care home is intended to meet

Provision for nursing care⁵

We do not have the facilities to offer placements to adults who need nursing care or have profound and multiple learning disabilities, and cannot support people who exhibit extremely challenging behaviour, or may experience major psychiatric disturbance. Therefore, our policy of admission is based on a careful assessment of individual needs.

Admissions policy and procedure⁶

After an initial enquiry from a prospective resident, a Stallcombe information pack is sent to the interested party. We then request background history and reports on the prospective resident. Arrangements are then made for a visit with family and care manager if appropriate.

If all parties feel that the placement is suitable for the resident, a three month trial period is then arranged, during this time a work schedule and a risk assessment produced. Compatibility, dietary requirements, health care, family contacts, disability equipment and religious needs are also assessed

An Individual Contract for Care and Contract for Care/Service is then signed by all partners in the provision of care of the resident. There is a standard contract of care for the organisation. There are procedures in place for varying the terms of this contract. Major variations will be recorded in writing between the partners in this contract. Minor variations can be agreed verbally.

It is accepted that all parties to this contract have the right to require the service provided to be monitored for quality and appropriateness and that the formal responsibility for co-ordinating this lies with the sponsoring authority. The sponsoring authority will be made aware that annual fee uplifts may be required.

For the resident, this means that any information additional to this contract will be provided to him/her or his/her representative, which sets out the rights of the resident and his/her obligations to the service provider and other residents. The views of the resident (and his/her representative) will also be sought and noted in evaluating the actual service provided.

For the service provider this means that a commitment to quality will be translated into positive action in the service actually provided. Specifically, this will include staff training and development at a certain level, mechanisms for obtaining and responding to users' internal development and inspection by the staff of Stallcombe House, based on explicit guidelines of good practice, and a clear understanding by all staff of standards and expectations within the service.

For the sponsoring authority this means the service will be evaluated in line with criteria previously agreed with the service provider and the resident. The evaluation will routinely involve:

- 1 A private discussion with the client wherever possible.
- 2 Access to current medical reports on the health of the client.
- 3 Comments invited from the resident's relatives or advocate.
- 4 Access to any relevant reviews/reports on the client held by the service provider.

⁵ Whether nursing is to be provided

⁶ Any criteria used for admission to the care home, including the care home's policy and procedures (if any) for emergency admissions

The fee for the service provided in the contract is agreed between the service provider and the sponsoring authority. Additional needs as specified in the resident's Care Plan are costed separately and agreed as an addition with the sponsoring authority.

The termination procedure will be agreed individually at the start of each contract.

Emergency termination or suspension will be at the discretion of the Head of Charity, after consulting the relevant professionals and the care manager from the sponsoring authority.

In the event of an emergency termination of the placement, the sponsoring authority will take full responsibility for the resident's care and relocation.

Opportunities for social interaction/activities⁷

Stallcombe provides a homely and supportive environment, which promotes maximum independence through education, appropriate employment and recreation. Residents are encouraged to take part in maintaining the organic garden at Stallcombe which produces a wide variety of fresh fruit and vegetables throughout the year. These are mainly for use in our kitchens; however any surplus is sold locally. We have beautiful extensive grounds, some of which are devoted to ornamental use and for relaxation.

Our free range chickens provide regular daily work on our farm. Residents are encouraged to learn how to look after chickens; collect the eggs, and grade, label and box them before helping to deliver them to our customers and retail outlets. Residents are also invited to participate in the care of other animals here at Stallcombe including alpaca, pigs, goats and owls.

Holidays have provided new experiences for our residents, some of which have taken up the challenge of adventure holidays or have visited Spain, Canada, Cyprus, Crete, France, Paris Disneyland and various other locations of their choice throughout the UK. These experiences greatly increase individual's self-confidence and self-esteem as well as providing a well earned break.

Stallcombe offers a wide range of educational and leisure opportunities that can be enjoyed daily. On site there is a specialist weaving centre and an arts therapy facility, offering a range of activities including felt making and pottery. Massage, Yoga, Speech Therapy, Dance, Music and Drama tuition are also offered in-house by specialist providers. Residents are actively encouraged to integrate with the local community. Regular outings are arranged to places of interest; the theatre, the swimming pool, a sensory room, horse riding, bowling, archery, sailing during the summer months and, of course, the shops.

There is a wide range of leisure activities available to the resident and any particular interest can be pursued with Support Workers.

⁷ The arrangements for residents to engage in social activities, hobbies and leisure interests

Consultation procedures⁸

Residents are encouraged to participate fully in consultations regarding the operation of Stallcombe. Fortnightly residents' meetings give an opportunity for residents to voice their opinions and suggestions regarding the operation of the organisation.

These meetings are minuted and actions are recorded. The records of these meetings are open to scrutiny by any interested party.

Regular Support Worker 'one to one' sessions give further opportunities for residents to discuss the operation of the organisation.

Fire precautions and emergency procedures⁹

Stallcombe House recognises the requirement for providing a safe and healthy working environment for employees, residents, visitors, contractors and any other persons affected by our activities.

We have a clear policy for health and safety; through this policy we risk assess, organise, plan, monitor and review. All our staff are thus involved in maintaining a positive health and safety culture.

Our premises are, for fire purposes, non-certificated and accordingly we have undertaken and put in place suitable and sufficient risk assessments. These are recorded, monitored and regularly reviewed by the full-time Health and Safety Advisor.

Full risk assessments are documented and annually reviewed, unless changes necessitate earlier amendment. Staff receive regular training in all aspects of fire training, together with health and safety issues.

Religious Services¹⁰

Stallcombe actively promotes equal opportunity with regard to individual choice of religion and culture. We will endeavour to provide appropriate support for residents enabling them to participate in their chosen form of worship, and to access places of worship as is their preference.

⁸ The arrangements made for consultation with residents about the operation of the care home

⁹ The fire precautions and associated emergency procedures in the care home

¹⁰ The arrangements made for residents to attend religious services of their choice

Family and friends¹¹

Visiting is actively encouraged, and space is made available to ensure that visits can take place in private (if wished) and within a homely atmosphere.

Residents' families are encouraged to be involved with all aspects of decision making and development of Stallcombe by joining the Family and Friends Association. People are kept in touch by newsletters, invitations to events, and at annual reviews. Their ideas and suggestions are discussed, and then can be incorporated into an individual care plan, or within the environment where appropriate.

Complaints¹²

There is a fortnightly residents' meeting where individuals are encouraged to voice any suggestions, compliments or complaints. Stallcombe has a comprehensive written complaints procedure for residents; complaints are a regular agenda item at residents meeting which provides a further forum for discussion by the residents.

If a resident is unhappy about any aspect of care, then he/she can make a complaint to the senior person on duty who will record it in the Residents' Complaint Book. The complaint will then be discussed with the Head of Charity in private.

If the resident is not satisfied with the Head of Care's response to the complaint, he/she has the right to contact the Registration Officer.

Appropriate corrective action will take place in the event of a complaint being lodged from a resident, relative or any other agent. We consider that it is our obligation to respond to feedback and, whenever possible, to act in order to prevent a recurrence of a problem. We will respond to any complaint within 28 days.

Care Plan review procedures¹³

Care Plans are reviewed internally on a rolling basis, and on a 12 monthly basis with the sponsoring authority that is responsible for arranging this procedure. The client will always be involved in discussions and decisions. Work schedules and an Individual Care Plan are created from these reviews. Records of these reviews are kept within the residents 'confidential' file.

The Support Worker for the resident will be reviewed from time to time and can be changed by mutual consent.

¹¹ The arrangements made for contact between residents and their relatives, friends and representatives

¹² The arrangements made for dealing with complaints

¹³ The arrangements made for dealing with the reviews of the resident's plan referred to in regulation 15(1)

Accommodation¹⁴

Present accommodation can be summarised as follows:

Bedrooms:	33, 21 of which are en-suite
Lounges and Day Rooms:	7
Kitchens:	5
Staff Rooms:	2
Bathrooms/Showers:	5

Specific therapeutic techniques¹⁵

These are provided on an individual basis, as specified in the resident's Care Plan. Services are brought in from external professional providers and supervised by the care home staff.

Privacy and dignity of residents¹⁶

Residents have the same rights as all other citizens. Stallcombe House actively promotes the rights of each individual within the law, the limits of their will and ability, and with respect for the practical constraints of daily living alongside others. All residents are treated with respect, and courtesy at all times, which is a major element in the Stallcombe staff training programme.

The main responsibilities of the resident's Support Worker are to protect and promote the residents rights, choice, privacy, individuality, dignity and respect, within the best interests of the individual.

On a more practical level, all bedroom doors are lockable, as are bathroom and toilet doors. Appropriate staff numbers also reinforce a sense of security whilst not impinging on the personal freedom of the individual.

At Stallcombe, we agree that it is important to actively protect and promote the rights of each individual to enjoy the facilities and support of a home and place of work, which puts the welfare of the individual first, so enabling all to live enjoyable, independent and fulfilled lives.

¹⁴ The number and size of rooms in the care home

¹⁵ Details of any specific therapeutic techniques used in the care home and arrangements made for their supervision

¹⁶ The arrangements made for respecting the privacy and dignity of residents

Appendix A

Schedule 1

- 1 Name and address of registered provider/manager.
- 2 Relevant qualifications and experience of the above.
- 3 The number, relevant qualifications and experience of staff working at the care home.
- 4 The organisational structure of the care home.
- 5 The age range and gender of the residents for whom it is intended that accommodation should be provided.
- 6 The range of needs that the care home is intended to meet.
- 7 Whether nursing is to be provided.
- 8 Any criteria used for admission to the care home, including the care home's policy and procedures (if any) for emergency admissions.
- 9 The arrangements for residents to engage in social activities, hobbies and leisure interests.
- 10 The arrangements made for consultation with residents about the operation of the care home.
- 11 The fire precautions and associated emergency procedures in the care home.
- 12 The arrangements made for residents to attend religious services of their choice.
- 13 The arrangements made for contact between residents and their relatives, friends and representatives.
- 14 The arrangements made for dealing with complaints.
- 15 The arrangements made for dealing with the reviews of the resident's plan referred to in regulation 15(1).
- 16 The number and size of rooms in the care home.
- 17 Details of any specific therapeutic techniques used in the care home and arrangements made for their supervision.
- 18 The arrangements made for respecting the privacy and dignity of residents.

Stallcombe House transport policy

Because of its location, Stallcombe House needs to maintain a transport fleet of 6 vehicles including a minibus

Every resident at Stallcombe contributes to the upkeep of the fleet with a contribution from the Mobility Element of their Disability Living Allowance.

Those on the lower rate are expected to contribute £10.00 each week.

Those on the higher rate, because of the expected, increased transport needs are expected to contribute £25.00 each week. There is no facility to “opt out” of this arrangement.

Stallcombe House is responsible for ensuring the correct amount of DLA is credited to the account of every resident.

There are no add on costs for transport and every resident has fair access to transport facilities.

Quality assurance

Stallcombe House will monitor the usage of transport on a regular basis and if it is seen that any resident has a disproportionate use of transport of facilities then their individual contribution will be reviewed.

This policy is verbally explained in detail to residents, their primary carers, and responsible funding authorities before a potential trial period and at the annual review of residents.