

Oaks Short Breaks: Statement of Purpose



Rose Road Association, Bradbury Centre, Aldermoor Road,
Southampton, SO16 5NA

A Company Limited by Guarantee Number 1366534.
Registered Charity Number 276172.

Introduction

The Oaks is registered in England as a Residential Care Home. This means it must provide a “Statement of Purpose” for the information of people who use the home, including their families and those who fund the stay.

So the Statement of Purpose is an easier read and is useful for everyone, we have separated items into two parts.

Part 1 is the most useful information when someone is first starting to use the Oaks.

Part 2 includes all the other items which people might not need that often.

We also put a lot of information on our website including a visual tour of the Oaks and comments from people who have used the service.

www.roseroad.org.uk

We welcome enquiries at any time and will give you a warm welcome.

Tina Fullbrook

Registered Manager

023 8072 1218

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Acorns Short Breaks: Statement of Purpose	
Author:	Registered Oaks and Acorns Manager
Relevant to:	All users staff commissioners and regulatory bodies
Approved by:	Responsible individual
Responsibility for Policy:	Registered Oaks and Acorns Manager
Responsibility for Document Review:	As above and/or designated member of their team.
Date introduced:	V3 March 2015
Date(s) modified:	V1 February 2011 V2 August 2012 (previous versions archived) V3 June 2016 V4 September 2017
Next Review Date:	September 2018

OAKS: SHORT BREAKS SERVICE

CONTENTS	
<u>PART ONE</u>	<u>PAGE NUMBER</u>
1.1 Our Vision and Aims	4
1.2 Who is the Oaks for?	5-6
1.3 Facilities and Activities	6
1.4 Who runs the Oaks?	7
1.5 Staff Training	7
1.6 Making sure you are satisfied with the Oaks	7 - 9
<u>PART TWO</u>	<u>PAGE NUMBER</u>
2.1 Health	10 – 11
2.2 Activities	11 – 12
2.3 Behaviour	12
2.4 Restorative measures	13
2.5 Safeguarding Adults	13
2.6 Missing Persons	13
2.7 Surveillance	14
2.8 Fire	14
2.9 Religion	14
2.10 Contact with Carers	14 - 15

PART ONE

1.1 Our Vision and Aims

Responsible body:	The Board of Trustees The Rose Road Association Bradbury Centre 300 Alder Moor Road, Southampton, SO16 5NA
Registered Manager:	Tina Fullbrook
Chief Executive:	Juno Hollyhock
Nominated Individual:	Juno Hollyhock

AIMS

- We aim to recognise and respond to each person as an individual with the right to privacy, dignity, choices and respect.
- We aim to use a holistic approach to each individual's needs, ensuring each person can achieve their own outcomes in their physical, intellectual, emotional, social and behavioural development and achieve as much independence as possible.
- We aim to work with the individual, carers and other agencies through individual care plans and programmes designed to encourage maximum development and independence for each young person.
- We aim to provide a friendly and homely environment, which is safe and secure, comfortable, stimulating, fun, well equipped and enabling.
- We aim to provide opportunities for new friendships to develop for young people outside of their home.
- We aim to extend horizons through experience, to enable individuals to develop and practise new skills and to provide leisure activities within the centre and the wider community.
- We aim to provide support and continuity for families by recognising their needs through flexible regular planned breaks and emergency support.
- We aim to consult with, and listen to all people and their carers, enabling them to express their views, and to influence how the service is run and developed.

1.2 Who is The Oaks for?

The Oaks provides overnight short breaks for adults with Severe Learning Disabilities and/or Autism in Hampshire and Southampton. The building is fully accessible for service users with learning disabilities, physical disabilities and complex health needs with disabled parking on site.

The accommodation is in a spacious single storey unit. Oaks for adults has 6 bedrooms and is registered with the Care Quality Commission (CQC).

In Oaks you will have a choice of a single or shared bedroom. All bedrooms are individually decorated with matching bedding and curtains, and décor. You will be encouraged to bring in personal belongings to personalise your room.

In Oaks there are 7 beds in daily use. Short breaks are available on both a planned and occasional basis. Trained staff provide support on a one member of staff to two service user ratio, unless assessment demonstrates 1-1 support is required.

Southampton City and Hampshire County Council Services along with Southampton and Hampshire Social Services and NHS Commissioning Group purchase most of the available bed nights for individual service users which they have assessed as needing this. You are also able to purchase nights privately through personal budgets or private funds, and we also provide nights to individuals through funding from charitable trust funds, which can be used flexibly as agreed with the funder. This is subject to assessment and eligibility criteria.

Any service user with severe learning disabilities or profound and multiple learning disabilities (which may also include adults with additional physical disabilities, autism or complex health needs) is eligible for referral.

The age for Oaks is 16+ years.

The service does provide for those with challenging behaviour when carefully planned, but due to the needs of other users, it is not suitable for users with severe challenging behaviour.

In exceptional cases, your short break may become inappropriate, and an alternative short break setting may then be recommended, this process is undertaken in consultation with the placing authority.

How the Acorns and Oaks work: Adjacent to the Oaks is the Acorns where children aged 4 to 18 years can stay. This is completely separated with its own facilities but children between 16 and 18 can transition to Oaks from Acorns. Staff are employed to work across both Acorns and Oaks and have knowledge of all the service users, but on any one shift are dedicated to either Acorns or Oaks. Oaks has no upper age limit, but the service is essentially for younger adults. Acorns is registered with and subject to the regulations of Ofsted.

1.3 Facilities and Activities

In addition to the facilities as described above all bedrooms have profile beds and overhead hoists giving full access to users with physical disabilities and complex health needs. All equipment is suitable if you are physically able. Rooms are clearly identified with a PECs symbol and word so people with communication difficulties can orientate themselves around the building.

The building is secure with coded doors on external doors, kitchen doors, laundry rooms, cleaning cupboards and store cupboards. These can be unlocked if appropriate to provide opportunities for you to develop independence skills.

We have adapted vehicles and public transport links enabling access to community activities such as cinema, bowling, theme parks and restaurants, used to promote and develop independence skills and provide equality for service users.

We have a range of activities available including arts and crafts materials, mobile sensory trolley, Wii, TV, DVDs, games, puzzles, books, garden games and cooking equipment. You will be encouraged to choose activities using your preferred method of communication. There is a multi-sensory room, soft play and hydrotherapy pool within the facilities. An outdoor courtyard provides an opportunity for you to spend time outside.

The use of internal and community activities will give you a fun and stimulating stay with opportunities to develop independence skills in a supportive and safe environment with skilled staff.

Friendships that develop whilst staying are considered when planning stays. We actively encourage friendships through shared activities, outings and mealtimes.

1.4 Who runs the Oaks?

Oaks is registered as a Registered Care Home by CQC who are responsible for ensuring our standards are maintained.

It is part of the Rose Road Association's charity status that it is run by a Board of Trustees who are volunteers and who appoint professional managers and staff to run different areas of its work. Trustees include parents and professionals from the public and private sector.

The trustees monitor the quality and effectiveness of the service provided to agreed standards. This includes carrying out unannounced quarterly inspections and producing a report.

The Manager of The Oaks and The Acorns is accountable to the Association's Chief Executive who reports to the Board of Trustees.

1.5 Staff training

The Rose Road Association provides full training for all staff.

All staff must attend mandatory training and updates. These include moving and assisting, epilepsy, safeguarding, medication awareness, paediatric first aid/save a life.

If you have specific health or behavioural needs and staff require additional training this will be organised prior to your first stay. If we are unable to provide the training in-house we will source it from an external provider.

A full list of staff and their qualifications are available if requested.

On occasions we are unable to meet appropriate staffing levels. We have good links with two agencies and in the event of us being unable to cover a shift with Rose Road staff we would arrange for a member of agency staff to work at Oaks. We have identified agency staff who have become familiar with our routine and we would initially request these staff should the need arise.

1.6 Making sure you are satisfied with the Oaks

Our policy and practice is to empower young people and adults to take an active part in the development, delivery and evaluation of our services. We will value, respect and listen to you. Staff are trained and skilled in communication methods including Makaton and PECs for non-verbal service users.

We will gather feedback from you and your carer in the format which meets individual needs, e.g. verbally or pictorially. Staff are skilled in communicating with people with profound disabilities. They recognise non-verbal cues such as nodding, gestures, smiling, or changes in behaviour that give an indication of your views on the service.

Staff record any observations or verbal feedback they have received about your likes/dislikes and choices in your care plan. Staff will continually ask you, using your preferred communication method, about your stay and if you have enjoyed particular activities and meals. To obtain your views pictures, photos, PECs or objects of reference can be used as prompts.

If you would like your keyworker to attend any reviews they will be able to and you will have the opportunity to give feedback on the service at Oaks.

During a CQC inspections inspectors may meet with you to gain your views on the service. This feedback in the Inspection reports influences our action plan following every inspection.

The Rose Road Association has a Complaints and Concerns Policy and Procedures, and a clear process and protocol for staff to follow. This stipulates the timescale in which specific actions need to be taken. The policy will be given to all who use the service, with an easy read version where appropriate and we encourage feedback from users

Any complaints are reported to quarterly monitoring meetings with the commissioners of the services to ensure they are kept fully informed and the Chief Executive reviews actions taken in relation to all complaints and disputes on a regular basis, examining for patterns in complaints and ensuring necessary action is taken to address training or systemic issues.

We use complaints positively to change policies and practices. We have developed parents' involvement in changing policies and recruiting managers. We see you and your carers as partners in improving our services. We also encourage you, your families and staff to feedback compliments. This is important in celebrating quality.

Although we continually strive to provide care and support of the highest quality, we acknowledge that you may, on occasions, want to make a complaint about the service.

If you wish to make a complaint please contact the Manager of The Oaks and The Acorns, giving details of your concerns. You may do this by talking to the Manager or Assistant Manager by either writing or emailing them at oamanagers@roseroad.org.uk

Manager of The Oaks and Acorns:

Tina Fullbrook

023 8072 1219

Chief Executive of Rose Road Association:

Juno Hollyhock

023 8072 1234

If you have complained to the Association about your treatment here, or about any aspect of the running of the Home which is causing you concern, and are dissatisfied with the response from the Association, then it is open to you to complain to CQC, which is the authority responsible for inspecting this Home under the provisions of the Health and Social Care Act 2008

You may do this by contacting:

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

Email: enquiries@cqc.org.uk

You can also complain to the local authority which funds your stay. If you are still dissatisfied at the response of the local authority, then the Local Government Ombudsman may be able to help you. He may investigate complaints from members of the public who think that they have suffered injustice as a result of misadministration by a local authority. You can contact the Local Government Ombudsman by calling 0300 061 0614.

PART TWO

2.1 Health

It is the aim of The Oaks to recognise and respond to your needs as an individual, promoting a healthy lifestyle which will include food choices, identified support and information to achieve a healthy outcome for you.

We have links with health professionals to ensure accurate support is agreed and documented in your care plans.

Staff will be trained to meet your individual health needs. This training will be provided by a competent practitioner.

You should be well enough to stay for your short break. You will not be able to stay for your short break if you are suffering from any illness that may be contagious or affect others. We have to ensure the wellbeing of all people in our care.

If you become ill during your stay we will discuss your symptoms and our concerns with you and your carers. We may advise you to return home.

If you become severely ill and need immediate medical attention we will contact the emergency services and notify your carers, or your emergency contact, of our actions. If no one is available and you need hospital admission we will ensure you are supported by a member of staff and all relevant information is provided to the medical services.

Protocols for health related issues i.e. epilepsy, diabetes and oxygen levels will be included in your care plan. These will be developed in consultation with you and any relevant professionals.

Medication

Please refer to the Medication Handling Policy for the Rose Road Association.

The Rose Road Association has a medication policy which covers:

- Staff training
- Safe keeping
- Administration and recording
- Managing drug errors
- Controlled medication
- PRN medication
- Homely remedies
- Drugs on admission and discharge

Staff in Oaks all receive training on all medication protocols, on specific conditions such as diabetes and epilepsy, and administration of medication. Staff are not able to administer medication until this training is completed and they have been deemed competent.

Prescribed medication can only be administered if the medication label is exactly the same as the signed consent or the prescription form and should clearly state

- Name
- Name of medication
- Strength of dose
- Amount and frequency of dose
- Date of prescription

The medication must be in its original container and in date. We will accept blister packs that have been prepared by the pharmacy.

If medication is incorrect on admission or consent is not available you will be contacted and may be asked to come in to administer the medication. We will do our best to contact your GP to obtain consent so your short break will not be disturbed.

2.2 Activities

We will provide a positive experience for you through having a good understanding of your needs, likes and dislikes whilst ensuring your religious and cultural needs are met. Through the care planning process we will gain knowledge of you which enables us to meet your needs. You will also have opportunities to try new experiences, which broadens your choices and develops additional skills.

You will have the opportunity to participate in in-house activities including:

- Arts and crafts
- Music and karaoke
- Cooking
- Games, puzzles and reading
- TV and DVDs
- Wii
- Sensory experiences
- Garden activities
- Swimming

We will encourage you to develop your independence skills by supporting you with making drinks, assisting with meal preparation, tidying up, packing and unpacking bags, and with personal care.

We will also provide opportunities to access community activities including:

- Bowling
- Cinema
- Theme parks
- Shopping trips
- Boat trips
- Restaurants

You will be offered opportunities to participate in activities and choices are given using your preferred method of communication.

We would ask you or your carers to contribute to the expenses of activities and outings on offer. These contributions will contribute to refreshments and admittance to any facilities. Payment of expenses should not provide a barrier to accessing the service, if you feel you are likely to have trouble meeting these expenses you can approach your keyworker or manager.

2.3 Behaviour

We will ensure you remain safe and are treated with dignity and respect whilst in our care. You may rely on your behaviour to communicate your needs and emotions. We recognise that you may become upset, confused and anxious at times and this may result in your behaviour becoming difficult. Staff will be encouraged to take time to get to know your needs and identify strategies that will encourage positive behaviour and to support you at all times.

All people benefit from a consistent approach from all staff and in all settings. We will work closely with you, psychology services, social workers, and any services you attend to ensure any behavioural programmes or expectations that are implemented are continued within the overnight short break. Your care plan will include any behavioural plans and recommendations or strategies used to reduce your behaviour and your keyworker will liaise with you regarding the plan. If you have specific health or behavioural needs and staff require additional training this will be organised prior to your first stay. If we are unable to provide the training in-house we will source it from an external provider.

We will agree what must be the minimum standards of behaviour; where there is persistent challenging of these standards an individual approach to addressing the issue will be taken.

Positive behaviour will be encouraged in all settings and you will be encouraged to behave appropriately and be respectful of others.

2.4 Restorative Measures

Any Restorative Measure imposed during your stay in Oaks will be discussed with you prior to your stay. Staff are encouraged at all times to adopt positive behaviour strategies but will follow a plan that has Restorative Measures as part of the plan if these are used in other settings. This ensures a consistent approach for you.

2.5 Safeguarding Adults

Our priority is to ensure the safety and well-being of all who use our service. The Rose Road Association has a full Safeguarding policy that all staff are aware of through training and expected to adhere to in practice. *Please refer to our Safeguarding Policy.*

Other policies linked to safety include our Mobile Phone and Camera Policy, Children Safeguarding Policy, and Recording Policy. See also section 2.7 Missing Person Policy.

All serious incidents are reported to CQC and our Commissioners

2.6 Missing Persons

Every care is taken to ensure you will be safe and well cared for whilst staying at Rose Road. You will be appropriately supervised at all times whilst respecting your need for privacy.

If you go missing whilst in the care of Rose Road staff all appropriate steps will be taken to ensure your safe return. The manager on duty will immediately notify your carer, police and the senior manager on call. *Please refer to the Missing Person Policy.*

CQC would be notified of this as a significant event. Following the incident an incident investigation will be conducted to identify the circumstances and any preventative measures to ensure there is not a re-occurrence. If following the investigation the cause is identified as a result of negligent staff the disciplinary policy will be instigated.

2.7 Surveillance

We use security codes on doors and only employees of the Rose Road Association are given the codes. We have no fixed surveillance cameras within Oaks. We have available monitors which can be used to monitor concerns overnight which may include seizures, safety concerns or sleep patterns. If you feel you may need this please discuss with your keyworker. If these are used we would ensure your dignity and privacy is respected at all times.

2.8 Fire

During induction all staff are made aware of the procedures in the event of a fire. This includes knowing where fire exits and fire assembly points are. Regular fire awareness training is provided by an accredited fire training provider.

In the event of a fire breaking out during the hours the Short Break Service is operational, the evacuation procedure will be adopted, as set out in the *Fire Evacuation Policy*. The aim is to ensure a safe, speedy and secure evacuation from the area of the fire whilst remaining safe within a warm and familiar environment.

If a fire occurs whilst you are staying with us your carer will be informed of the event and advised on any action they need to take.

A fire drill is held at a minimum of 4 times a year. Times of the drills vary to ensure all staff are able to take part and various scenarios are tested. This may occur whilst you are staying in the Oaks.

2.9 Religion

We will ensure your religious and cultural beliefs are met during your stay. This will include specific dietary or other requirements necessary to meet any cultural or religious beliefs.

If you request attendance at a religious service during your stay we will endeavour to support this if practical and appropriate. Assistance to enable you to practise your religion will be given.

2.10 Contact with your relatives

Your relatives are able to visit you at any time during your stay but we would encourage them to phone beforehand to ensure they do not have a wasted journey if you have gone out.

Your keyworker will be in regular contact with you to ensure your care plan is up to date and we are meeting your needs.

We will notify your carers of any accident, incident or near miss that may have involved you. Our priority will be to ensure the safety and well-being of you at all times. Following an accident, incident or near miss an investigation will be carried out so we can identify the cause and look at prevention of a future occurrence.

Finally: if you have any queries at all we welcome contact and discussion with you. Do not hesitate to get in touch.