



# Statement of Purpose ASHFORD LODGE



Ashford Road  
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## INTRODUCTION

Ashford Lodge is a residential care home providing twenty four hour support to up to nine adults with learning disabilities and other complex needs who do not exhibit severe physical aggression due to environmental limitations. The home does not provide nursing care, if required this can be accessed through the local learning disability team. Ashford Lodge is managed by Mrs. Kelly Hanson and it is operated by;

Aitch Care homes (London) Limited.  
Unit 2 Buckingham Court  
Rectory Lane  
Loughton  
Essex  
IG10 2QZ

The Aitch Care Homes (ACH) group provides individualised support for adults with a learning disability, epilepsy, autistic spectrum disorders and associated complex needs and challenges in premium care home environments. Our company was founded in 2000 and has established itself as a flagship enterprise in the care home sector. We are committed to creating friendly, relaxed and fun homes for our residents to live in and believe our focus on attention to detail has ensured we are currently recognised as a leader in the field of learning disabilities. ACH aims to and succeeds in exceeding many of the National minimum standards.

## LIVING ENVIROMENT

Ashford Lodge is detached modern house situated in the heart of Chilham Village, Near Canterbury, Kent. The home is located on 3 floors and does not have lift access. There is a choice of spacious bedrooms

### Ground floor

Room 1 = 13.9sq m

### First floor

Room 2 = 12.5sq m

Room 3 = 13.1sq m

Room 4 = 12.4sq m

Room 5 = 12.6sq m

Room 6 = 13.6sq m

### Second Floor

Room 7 = 21.8sq m

Room 8 = 20.0sq m

### Self contained Annex

Room 9 = 20.7sq m

All rooms have an en suit bath / shower, the ground floor room has a walk in bath, and they have all been tastefully decorated to high standards. All rooms are fully furnished which includes a TV/DVD player and a lockable cabinet. Service users are supported to personalise their bedrooms if they wish to.

In the main building there is a dinning room, lounge area, kitchen, office and conservatory that may be used as a visitor / meeting room. There is a large garden that surrounds the property with parking facilities at the rear.

There is also laundry facilities available and service users are

encouraged to do their own laundry, with staff support.

## STATEMENT OF THE AIMS AND OBJECTIVES OF THE HOME

Our service design is based upon the Government White Paper 'Valuing People' which ensures that we focus on such issues as service users' rights, inclusion, choice and independence. The service also adheres to the values outlined in the new Minimum Care Standards legislation, which further includes autonomy, attainment, respect, privacy, dignity, equality and diversity. The staff, therefore, ensures that service users are fully included in all of the decisions made in respect of their lives and choice is encouraged as a feature of everyday life to promote individuality and self-respect. Our aim is to provide a stimulating environment with an emphasis on independent living and to work with the service users to achieve full independence wherever possible.

The aims and objectives of the home are outlined below, covering the following areas:

- Service User Plans
- Arrangements made for Respecting the Privacy and Dignity of Service Users
- Community Links and Social Inclusion
- Arrangements made for Contact between Service Users and their Relatives, Friends and Representatives
- Health Promotion
- Staffing, Organisational Structure and Organisational Support
  - Consultation with Service Users
- [Complaints Procedures](#)
- Fire Precautions and Associated Emergency Procedures within the Home
- Referrals and Admissions

## CONSULTATION WITH SERVICE USERS ON THE MANAGEMENT OF THE HOME.

Service User's are actively supporting in determine the direction of their service by being encourages to participate in all aspects of the running of the home. In particular they are consulted through service user meetings, which are held weekly and Key working Meetings and CPAs where applicable.. On a monthly basis the Area or Regional Manager will consult with a number of service users during the Regulation 26 visit with regard to the operation of the care home. Care Managers will obviously also discuss these issues with service users, on an annual visit, as will the National Care Standards Commission during their announced and unannounced visits.

Confidentiality is of utmost importance and we acknowledge service users' rights to be consulted regarding the sharing of personal information under the Data Protection Act (1998) and the Human Rights Act (1998).

## COMPLAINTS PROCEDURES

Ashford Lodge has a complaints procedure displayed on the service users' notice board, which is openly available to service users and visitors. This is fully explained to service users on admission and for those who do not have literacy skills it is also devised in picture symbols. The name and address of the National Care Standards Commission local area office is also displayed. All complaints are monitored, recorded and investigated.

## FIRE PRECAUTIONS AND ASSOCIATED EMERGENCY PROCEDURES WITHIN THE HOME

There is a fire detection system in operation within the home. This is checked on a weekly basis by a nominated staff member and is maintained through a service contract with Contract Fire Systems, who also service the equipment on an annual basis. All staff and service users are made aware of emergency procedures in the event of a fire and regular evacuations are carried out. These are recorded.

## HEALTH PROMOTION

The service is proactive in enabling service users to access appropriate health care services. Ashford Lodge is served by a local GP surgery, which is supported by a 24-hour call out service. However, service users are encouraged to exercise their right to use facilities and services within the community, with a choice of medical practitioner and dentist if they wish.

If required, specialist services can be accessed through referrals from the GP. Should there be a need for therapeutic intervention then arrangements will be made to facilitate this requirement and for supervision of the intervention.

## SERVICE USER PLANS

Emphasis is placed on supporting individuals to develop their social and interpersonal skills and on empowering them to take control over their own lives. This is achieved through Service User Plans, which are developed by the individual service users with support from people such as their key worker, advocate, local specialist teams and/or care manager. These Plans are regularly reviewed, evaluated and amended, as the individual's needs dictate. Formal reviews are held within a multi-disciplinary context six weeks after admission and every three to six months thereafter. All decisions and plans are recorded in consultation with those present at the reviews and are implemented accordingly.

The Service User Plans provide a structure within which to address individual needs, choices and aspirations, emphasising service user involvement and inclusion. Each service user has an activity plan that is based on their likes, dislikes and stated preferences.

The aim is to encourage personal development by enabling service users to participate in a full range of social activities and to acquire appropriate problem-solving, social and life skills. This may include areas such as domestic skills, laundry and gardening. Support is offered in line with assessed need and staff therefore work with service users to enable them to achieve full independence by understanding when support is required and when to "stand back" and allow growth. Risk assessments are conducted based on an enabling model, the focus being to allow service users opportunities to take appropriate risks that will promote their independence, but at the same time assessing the appropriate degree of support required so that risks are minimised.

Service users have the opportunity to state who will be involved in the process of Service User Planning and their key worker has specific responsibility for ensuring that agreed programmes are implemented effectively. For those service users with mental health problems the Service User Plans will be reviewed in line with the Care Programme Approach and will reflect and expand upon the outcomes of this process.

### ARRANGEMENTS MADE FOR RESPECTING THE PRIVACY AND DIGNITY OF SERVICE USERS

Within Ashford Lodge all service users are respected and staff / visitors do not enter their rooms without prior permission except in an emergency. In case of an emergency, two staff members would enter the room to assist. Where appropriate service users have their own bedroom key. The bathrooms and the shower room all have locks to ensure dignity and privacy.

Some service users have their own mobile phones for private use. For those service users who do not have mobile phones a coin-operated payphone is available within the home in an area, which can be made private if necessary. All mail addressed to the individual is promptly given; however there may be occasions where assistance is required after the letter has been opened. All records relating to individual service users are safely secured in a locked office.

## COMMUNITY LINKS AND SOCIAL INCLUSION

Service users are encouraged to engage in social activities, hobbies and leisure interests. A variety of local community facilities may be accessed to provide a full leisure and social activity programme. This may include going to places such as local pubs, clubs, cinemas, gyms, libraries, shops and cafés. All activities can be supervised in line with assessed need. It is recognised that the development of social skills will increase service users' ability to make and sustain meaningful relationships. Service users are encouraged to develop social networks and to experience a wide range of friendships and relationships. In addition, an individual's sexuality is respected and education is sought for individuals who require it. The staff also encourage service users to express their cultural and religious needs. Service users are actively encouraged to distinguish between everyday leisure activities, holidays and work in order to expand upon their life experiences. Community links are therefore further developed through access to local colleges and other educational establishments. For some service users the aim of gaining such qualifications will be to access employment opportunities.

## STAFFING, ORGANISATIONAL STRUCTURE AND ORGANISTIONAL SUPPORT

Ashford Lodge is structured to employ a Manager, a Deputy Manager, an Assistant, four Senior Support Workers and thirteen Support Workers. The house operates a system of early and late with 3 staff on duty per shift plus a mid shift covering the hours 0930 - 17.00 hrs. Monday to Friday the manager and the deputy are also on duty. The manager has completed her Registered Managers Award NVQ L3 & 4. The Deputy has completed her NVQ L4, Seniors are qualified to NVQ L3 & The support workers are supported to do their NVQ L2 & 3 as well as mandatory training.

During 9-5 hours Ashford Lodge is supported by the Home Manager and deputy manager who can receive advice from an Area Manager or Regional Director. Out of hours there is immediate on-call support from the Home Manager (or nominated other) with additional on-call support from a Regional Manager.

ACH Care homes (ACH) supports the Home Manager by providing services such as training, quality assurance monitoring, property and maintenance services, Health & Safety advice, accounts, and marketing and assessment support. Specialist support is available from the local specialist services, however if these services are unable to meet the need support may on occasions be accessed privately.

The organisation's training department ensures that a comprehensive training package is in operation (including statutory training) in line with the National Minimum Standards. This is monitored and reviewed on a regular basis. We have a very effective system for staff induction; supervision and

appraisals every 6 months that ensures service users receive a consistently high level of service.

## REFERRALS AND ADMISSIONS

Ashford Lodge welcomes both male and female adults with a mild to moderate learning disability who do not exhibit severe physical aggression due to environmental limitations. Referrals are accepted on behalf of individuals who require a high level of involvement in their daily lives, including individuals with occasional challenging behaviour.

Referrals are accepted from Social Services, NHS or private sources, but to ensure consistency all referrals will be processed through the Care Manager or another representative within Social Services. Admission must be negotiated between all parties including the prospective client (who will be notified in writing if they are subsequently offered a place). ACH will conduct an Assessment for Admission and a Community Care Assessment should be made available, which must include identified risks. If no Community Care Assessment is available and the admission assessment is conducted internally, the referring agent must agree with the findings of this report, visit Ashford Lodge and agree that the placement is suitable. Based on the assessment a basic Service User Plan will be made available prior to admission, incorporating a risk management plan. If referrals are received from an out of Borough source and specialist input is required then it is the responsibility of the Care Manager to pass all relevant information to the receiving team. This is due to the fact that Social Services will hold greater amounts of information on an individual and will ensure continuity of care.

To admission the referred individual is welcome to visit Ashford Lodge for short periods, meals or overnight stays. Admission will

generally take place on a six-week trial period during which staff at Ashford Lodge needs will conduct a re-assessment of a service user's, in congruence with any specialist services where appropriate. The Care Manager (or representative from Social Services) also has responsibility for contributing to this assessment. The trial period will allow for an assessment of the suitability of the project and the individual's compatibility with the existing service users.

At the end of the trial period a care review will be arranged, when it will be decided if Ashford Lodge is an appropriate placement for the individual concerned.

In the case of admission in an emergency Care Managers must make a Community Care Assessment available, which also outlines risks.

From this the home will produce a skeletal Service User Plan with associated risk management plan. The Care Managers must also be involved on a regular basis

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If they wish, service users are therefore supported in exploring employment options and are assisted in holding down meaningful employment.

## ARRANGEMENTS MADE FOR CONTACT BETWEEN SERVICE USERS AND THEIR RELATIVES, FRIENDS AND REPRESENTATIVES

A visitor's room is available for use by service users when meeting with their relatives, friends and representatives. In addition Service User's may use their own rooms or, in the summer, the patio area in the garden. Such relationships are actively encouraged and support in arranging meetings is offered if required.

## FEE STRUCTURE

Fees are primarily based on the care needs and requirements of the individual. This will be based on assessment of the individual and discussions with the purchaser or representative. The costing provided will be for the basic costs of providing a service at the home and will include the staffing ratio of three/four staff on duty during the day with two waking night staff. This does not include the manager.

The base line cost of care is £1285.00 which includes a community support worker. Any additional costs for one-to-one support will be charged at £9.99 per hour. Once a total cost has been agreed the organisation will supply a complete breakdown of how this cost is made up.

## ADDITIONAL INFORMATION

Should you require any additional information, or require clarification on any matter please do not hesitate to contact;

### **Mrs. Kelly Hanson Homes Manager**

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### **Referrals department**

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