

## **STATEMENT OF PURPOSE**



**WOODBIDGE HOUSE  
151 STURDEE AVENUE, GILLINGHAM, KENT ME7 2HH**

## **THE REGISTERED PROVIDER**

The Registered Provider is:

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

### **EXPERIENCE AND QUALIFICATIONS**

The Aitch Care Homes Group is a high quality professional provider of community care homes for individuals with a learning disability. These individuals may have additional mental health, social or emotional needs and may present behaviours that challenge.

The Aitch Care Homes Group has been operating since November 2001 and has achieved some excellent results in terms of the standard of care provided and acclaim for its achievements in progressing service users with complex needs.

The company is committed to not only providing high levels of care and excellent accommodation, but also in developing a strong management team to maintain and develop these objectives.

The management team has a wealth of experience gained from the care industry, the property development industry and financial accountancy.

## THE CARE STAFF

### THE HOMES' WEEKLY ESTABLISHMENT FIGURES (Example)

|                           |           |
|---------------------------|-----------|
| 1 Home Manager            | 39 hours  |
| 2 Assistant Home Managers | 78 hours  |
| 4 Senior Support Workers  | 156 hours |
| 13 Support Workers        | 491 hours |

**Total: 764 hours per week**

**This equates to approximately 5 staff members on every day shift (plus manager) and 2 waking night staff.**

In addition to the above, the home has a 'bank' of support workers.

### STAFFING HOURS OF THE HOME

The home is staffed between the hours of 7.00 am and 9.30 pm by the day staff and from 9.15 pm to 7.15 am by the waking night staff.

The home is also supported by a 24 hour 'On-Call' facility by Home Managers and Senior Management.

### QUALIFICATIONS OF THE CARE STAFF

TBC

All staff will have completed or will complete shortly after commencing employment the mandatory qualifications of Basic First Aid, Basic Health & Safety, Basic Food Hygiene, Manual Handling and Fire training. They will also take further courses relevant to the needs of the home, such as specialist autism training and epilepsy training.

All care staff will be encouraged to work their way through the NVQ programmes.

## THE REGISTERED MANAGER

The Registered Manager for Woodbridge House is:

Mr Keith Tancock

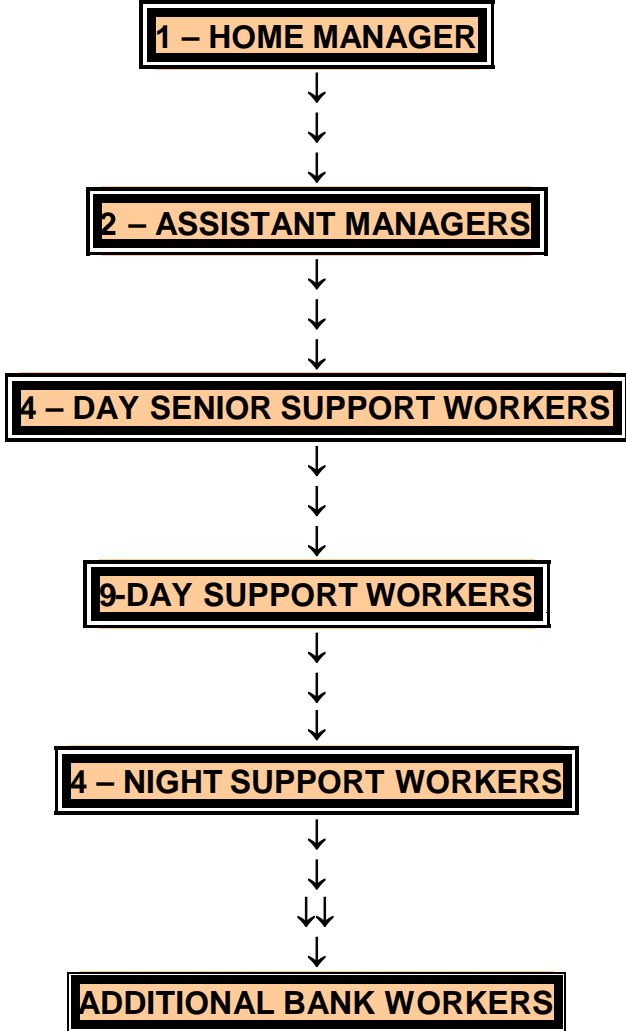
### **QUALIFICATIONS**

Keith has a Diploma in Management studies and 1 year BILD accredited course in “Positive Approaches to Challenging Behaviour”.

### **BACKGROUND HISTORY**

Keith has extensive management experience within the field of learning disability care gained in the London and Kent areas, including running and overseeing learning disability care services.

**ORGANISATIONAL STRUCTURE OF WOODBRIDGE HOUSE**



## THE SERVICE USERS

Woodbridge House is home to ten service users between the ages of 18 and 65, who are registered as having a learning disability. Their needs are also complex and can present a challenge to the service. Some of the service users may have autism and/or epilepsy and have specific needs associated to this.

There will be male service users and female service users.

The home does not provide nursing care to its individual service users. However, some of the service users do require support with their personal care and mobility.

The aim at Woodbridge House is to support individuals to develop their daily living skills and independence. For the more able service users, the main goal will be for them to move to a supported living environment in the future, if they so wish.

## THE ADMISSION CRITERIA

1. Interested parties would be invited to view the home
2. Following these visits, should the home be identified as suitable, the Client Placement Executive and Home Manager would then visit the prospective service user and a full assessment would be carried out to identify whether the home could meet the service users assessed needs.
3. The Home Manager would invite the prospective service user to visit the home and meet the other service users and staff. If the service user liked the home, they would be offered further visits and a possible over-night stay before they made up their mind to move in.
4. During the interim period, key professionals/family members would meet to exchange any information which would facilitate a smooth transition for the service user
5. The relevant authorities would be required to confirm acceptance of the placement and their financial responsibility.
6. The organisation would provide the service user with a written and costed contract, and terms and conditions.
7. A minimum 'settling-in' period of three months would be offered for long-term placements, followed by a review with the service user and relevant parties, including existing service users.
8. On admission, the Community Learning Disabilities Team would be informed and an agreement of continuing care made.
9. The service user would be registered with a local G.P. and other care professionals
10. There will be no emergency admissions without a full assessment having been undertaken by ACH.

## **SOCIAL ACTIVITIES, HOBBIES AND LEISURE**

At Woodbridge House we feel that social activities play an important part in home life, and are dependent on each individual's likes and dislikes. With this in mind, we work with each individual service user to find out what social activities they like and then work towards putting these in place.

We draw up weekly activities timetables for each service user. From this we then work a staffing roster around their needs, ensuring that sufficient staff are on duty to carry out the activity.

We are very aware of the need for structured day activities, especially for those diagnosed with Autistic Spectrum Disorder.

We encourage service users to maintain contact with family and friends. Some of our service users go on regular home visits and we can arrange visits to see their friends. We acknowledge that they enjoy socialising with their own peer group and therefore, ensure that they have access to various social clubs and discos. It is important also that they broaden their horizons and forge new friendships within the community.

## **SERVICE USER INVOLVEMENT/PARTICIPATION**

The aim at Woodbridge House is that our service users are given as much choice as possible and are actively involved in the home's decision making, however large or small their participation may be.

We acknowledge that this may be difficult at times, as some of our service users have non-verbal communication. Therefore we develop formats appropriate to the service users' needs to support them to make choices. We use Makaton and enlist the help of Speech Therapists and other care professionals to assess some of our service users needs, so that we can ensure that we are working in the right direction.

All service users have their own bank accounts and will be encouraged to manage their own financial affairs as much as possible.

If decisions have to be made on the service users behalf, this will be recorded in their Care Plans along with the reason why the decision had to be made.

We work with Independent Advocacy Services for our service users. Advocates work with the service users on a 1-1 basis to get to know them and their needs, in order to effectively work with them in the future.

## **FIRE PRECAUTIONS AND EMERGENCY PROCEDURES**

The Home Manager has ultimate responsibility to ensure that all fire precautions and emergency procedures are carried out within the home.

The home designates Health & Safety Representatives who are responsible for carrying out the weekly/monthly fire checks, which include fire alarm and emergency lighting tests. Fire evacuations are carried out three monthly and a record maintained in the Health & Safety folder.

The home has an annual maintenance contract for the servicing of fire extinguishers, fire blankets, alarm systems, emergency lighting and automatic fire doors,

Risk Assessments are in place and are assessed yearly or sooner if necessary.

All staff must be involved in a fire evacuation at least once annually. All receive annual fire training, which is recorded in their training file.

Fire action signs are on display throughout the home.

All employees have a responsibility to report immediately any concerns around fire or health & safety.

As some of our service users are not able to communicate verbally and do not understand the written word, the home will produce a pictorial fire procedure.

## **MEETING THE SERVICE USERS SPIRITUAL NEEDS**

Service users at Woodbridge House are given every opportunity to follow their religious beliefs. At one of our other homes we had a service user who was of the Muslim faith – after consultation with the service user and family, it was decided that it would be unsuitable for her to attend a Mosque. However, we do follow her cultural needs in regards to other areas such as diet. Another service user followed the Hindu religion and arrangements were made for her to attend a Hindu temple with her mother and a member of staff.

We acknowledge that not all service users want to attend religious services and that this is their choice.

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

ACH believes that it is important for service users to maintain contact with their family and friends, but further acknowledge that it may be their choice not to do so. We support any choice they make on this matter,

Whatever their choice, staff at Woodbridge House will do their utmost to ensure that our service users maintain contact if they wish to do so and that there is always a welcoming atmosphere when friends and relatives do visit.

The home has a separate room where guests can be entertained in private. Service users can entertain guests in their own bedroom if they wish.

Service users have full access to a telephone.

We acknowledge that service users may have friends in other areas – it is our aim to help our service users maintain contact with these friends.

The home has its own fully air-conditioned people carrier and arrangements can be made to drop off service users with their family or friends and pick up later. We can also pick up family and friends and bring them to the home if necessary.

## THE COMPLAINTS PROCEDURE

Aitch Care Homes (London) Limited endeavour to provide the highest quality service under our Quality Assurance Procedure and to ensure the smooth running of the home. However, we recognize that, on occasions, things do go wrong, and if they do, we are committed to putting them right. The Management of ACH will deal with any complaint professionally and compassionately, under the following complaint procedure.

We recognize the importance of the right for anyone to give voice to any concerns they may have regarding the care or related aspects to Woodbridge House. To avoid conflicts of interest for the staff we will endeavour to ensure that all residents have access to an independent advocate.

Information of the whereabouts of the Complaint Book is available to visitors in the Visitors Book. Staff will be advised of this procedure on induction and residents informed of the procedure at the time of moving in.

All residents' will have a copy of the complaints Procedure. We have adapted the procedure into a format that is accessible to residents', by using signs and symbols. Further adaptations will be made depending on the level of understanding of the individual.

All complaints, whether they are communicated verbally or in writing will be dealt with via the following procedure:

1. Any member of staff taking a complaint must take the details down in writing, if verbally communicated.
2. The complaint will be passed immediately to the relevant Manager.
3. The Manager will consider the complaint and give the complainant and the appropriate parties formal, verbal acknowledgement within 24 hours of the complaint being lodged. This will include an indication of the intended actions within the investigation and a formal written confirmation sent within 7 working days.
4. Actions will be discussed between the agency and any other parties involved and the outcome will be decided upon on a joint basis.
5. A written record will be kept of the complaint at all stages.
6. Should the complaint be of a nature which is more complex, and the Manager cannot come to an agreeable outcome with the involved parties, the Managing Director of ACH will consider the complaint and work with the parties to come to an agreement.

### **Investigating a complaint;**

All complaints will be acknowledged by letter, within 7 working days. The letter will clearly detail the name of the member of staff investigating the complaint.

The investigating member of staff may contact the complainant for further information, and will carry out initial enquiries. If the problem or difficulty can be resolved in a straightforward way, the member of staff will take whatever steps are necessary, and write to inform the complainant what will be done.

The complainant will receive a reply within 28 days of the complaint being received. The reply will detail the result of the investigation and what action will be taken.

### **Investigating a complex complaint;**

If the complaint is complicated, it may take longer than 28 days to investigate. In such cases, a letter will be sent to the complainant explaining that the investigation will be completed within 3 months, unless the time limit is extended with all parties agreement.

The investigating member of staff will conduct a full investigation. This may include more detailed discussions with the complainant and other people. There may be formal meetings, which will be properly conducted and recorded. A person of their choice to help and support them at this stage of the procedure may accompany them if they wish.

The investigating member of staff will write a report when the investigation is completed. The complainant will receive a reply detailing the conclusions and recommendations of the investigator.

### **Appeal**

Should the complainant not feel that satisfactory resolution has been achieved through informal measure they may appeal using the company's grievance procedure.

### **Monitoring**

All complaints will be retained in the complaints file. Formal complaints of harassment will be monitored to identify any patterns to ensure that no victimization occurs.

On induction staff will be trained on dealing with complaints if harassment, the Whistleblowers' Charter, equal opportunities and documentation of complaints. It is the responsibility of the staff to acquaint themselves with and

abide by all and each of the issues current for the time being of the company's dealing with complaint procedure.

All persons have the right to make a complaint to the Inspection Officer:

The Inspection Officer  
Commission for Social Care Inspection  
Maidstone Area Office  
Hermitage Court  
Hermitage Lane  
Maidstone  
Kent  
ME16 9NT

Telephone Number: 01622 724950

On occasions of a Complaint of Harassment or in conjunction with the Whistleblowers' Charter, this may invoke the need to implement our disciplinary procedure.

Grievances are considered as seriously as complaints and both Clients and Staff are encouraged by the Management at ACH to voice any such grievance.

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

It is not easy sharing a home with other service users, so it is important therefore, that staff and service users are aware and respect each others need to privacy and dignity.

At times, service users enjoy the peace and solitude of their own bedrooms and both the staff and other service users should respect this right to privacy. Staff therefore, should not enter any service users bedroom without knocking first and being invited in. This also should apply to other service users and they are reminded that they should not enter any other service users bedroom without permission. Staff also need to gain permission to show anyone into a service users bedroom for maintenance purposes.

Each service user has a key to their own bedroom, although not every service user takes advantage of this facility. They also have a locked facility within their bedroom in which to keep their valuables. Any infringement of this right would be discussed with the service user and family and would be documented in their Care Plan.

Woodbridge House has one communal lounge area and one dining room downstairs. It also has a separate room downstairs where service users can entertain guests in private.

The dignity of the service users is of utmost importance and must be maintained at all times, especially with service users that require support with their personal care.

## **SPECIFIC OR ALTERNATIVE THERAPIES USED IN THE HOME**

Woodbridge House will provide in-house sensory sessions provided by a firm called Magic Moments, who also provide art & craft sessions,

We will also look to provide in-house aromatherapy sessions, using a qualified local aromatherapist. In some of our other homes the service users who take advantage of this session find it very relaxing.

Both sensory and aromatherapy sessions would take place on a weekly basis.

## **REVIEW OF SERVICE USERS SUPPORT PLANS**

Review of all service users support plans is held in consultation with the service users and their family/representatives/advocates at least annually. Should a service user wish to review their plan more frequently than this, then arrangement can be made for them to do so.

Although support plan review meetings would generally be multi-disciplinary and relatives, advocates and Social Service representatives be invited, the final decision on who is invited would be with the service user themselves.

The support plans at Woodbridge House will be produced in both written and pictorial format, according to each individual's needs. Each plan will be person centred and will be drawn up with the service user, with assistance from staff as and when required.

If for any reason the support plan needs to be revised, this would be in consultation with the service user and their advocates.

## THE ACCOMMODATION PROVIDED

Woodbridge House is adapted for the purpose of being a Registered Care Home,

The downstairs accommodation consists of a hallway, office, lounge, laundry, dining room, visitors room, kitchen, one lavatories, one assisted bathroom and three bedrooms with en-suite bath or shower and toilet facilities.

There is a shaft lift and staircase leading to the upstairs floor.

The upstairs accommodation consists of seven bedrooms with fully en suite bathrooms. There is also one sensory room and one extra communal lavatory.

The communal room sizes are as follows (measured in square metres):

Lounge – 28.9  
Dining Room – 15  
Visitors Room – 6.9 (approx)

The bedroom sizes are as follows (measured in square metres):

Bedroom 1 – 13.9  
Bedroom 2 – 12.2  
Bedroom 3 – 14.6  
Bedroom 4 – 12.5  
Bedroom 5 – 14.8  
Bedroom 6 – 13.3  
Bedroom 7 – 19.4  
Bedroom 8 – 12.4  
Bedroom 9 – 15.0  
Bedroom 10 – 13.8

External doors are operated by a key fob system for security reasons. Service users are issued with these where appropriate. Each bedroom has a chest of drawers with a lockable drawer facility in which service users can keep any valuable items. They are issued with a key for this facility and a key to their bedroom door.