

APASENTH LODGE

STATEMENT OF PURPOSE



APASENTH is a registered charity no 1114290

Contents

Area	Page
Introduction to APASENTH Lodge	3
Registered Provider	4
Registered Manager	4
Staffing	4
Organisational structure	6
Client age-range and gender	6
Range of client needs	6
Nursing care	6
Admission and Referrals	7
Social activities, hobbies and leisure pursuits	7
Service user consultations	9
Fire precautions and emergency procedures	9
Cultural Considerations and Religious Services	9
Service users' contact with relatives, friends and representatives.	9
Complaints, Compliments and Comments	10
Reviews of the service user's plan	11
Accommodation	12
Specific therapeutic techniques	13
Privacy and dignity of service users	13

Introduction to APASENTH Lodge

This Statement of Purpose is designed to provide details about the services APASENTH provides at APASENTH Lodge and how we support the Service Users in our care.

Availability of a Statement of Purpose is also a requirement of the Care Standards Act and an appraisal of the document forms part of the registration and inspection processes carried out by the Care Quality Commission.

As part of our commitment to developing our services for the direct benefit of our service users, this Statement of Purpose will be reviewed bi-annually.

APASENTH Lodge is a large Victorian semi-detached house in a residential area with a large single storey rear extension. The property is within walking distance of a number of amenities. Shops, restaurants, public spaces including forest land, ponds and a boating lake and the two local central line underground stations are within ten minutes walking distance. The local cinema and public library are within fifteen minutes walking distance.

APASENTH Lodge is registered with the Care Quality Commission to provide respite/short break accommodation for up to six adults with learning disabilities.

The full property address is: APASENTH Lodge, Abbey House 90 Hermon Hill, South Woodford, London E18 1QB.

Registered Provider

The Registered Provider/Owner of APASENTH Lodge is APASENTH. APASENTH is a registered charity, registration number 1114290. Our Head Office is Carmine Wharf, 30 Copenhagen Place, London E14 2FF. The organisation was established in 1984 to provide services to people with learning disabilities and their families and carers to improve their day to day life, relieve poverty and to improve employment opportunities. The registered manager is Mr Habibur Rahmankabir who has been employed by APASENTH since 1999.

Qualifications and experience of the Provider and Registered Manager.

The Responsible Individual, approved by the Care Quality Commission, is Mr Mahmud Hasan MBE who is the Director of APASENTH. He has over 28 years experience of working in social care within Third Sector organisations. He holds a Bachelor of Commerce degree and has held the Director post with APASENTH for eight years.

The Registered Manager is Mr Habibur Rahmankabir. He has been with APASENTH since 1999 and has worked with Service Users who have learning disabilities for eleven years. He holds a BA in law, MSc in sociology has completed his NVQ 4 Registered Managers Award.

Staffing

The staff allocation is one Registered Manager, one Respite Co-ordinator, three Senior Support Workers and six Support Workers. The Senior Support Workers have at least two years experience working with adults who have a learning disability

and hold a minimum of NVQ level 3. The Support Workers have at least two years experience working with adults who have a learning disability and hold a minimum of NVQ level 2. In line with our Care Quality Commission registration nursing is not provided by our staff.

It is our policy not to use 'agency' staff we have our own team of 'bank staff' and all staff absences are covered by members of this team to ensure that clients are afforded the highest quality culturally sensitive care and support. All Bank Staff have worked for APASENTH for a minimum of one year, have at least two years experience of working with adults with learning disabilities and hold a minimum NVQ level 2.

There will always be an experienced member of staff on site, 24 hours a day, who will be able to lead the staff team and ensure all daily tasks and activities are undertaken as appropriate to the individual service users needs and preferences.

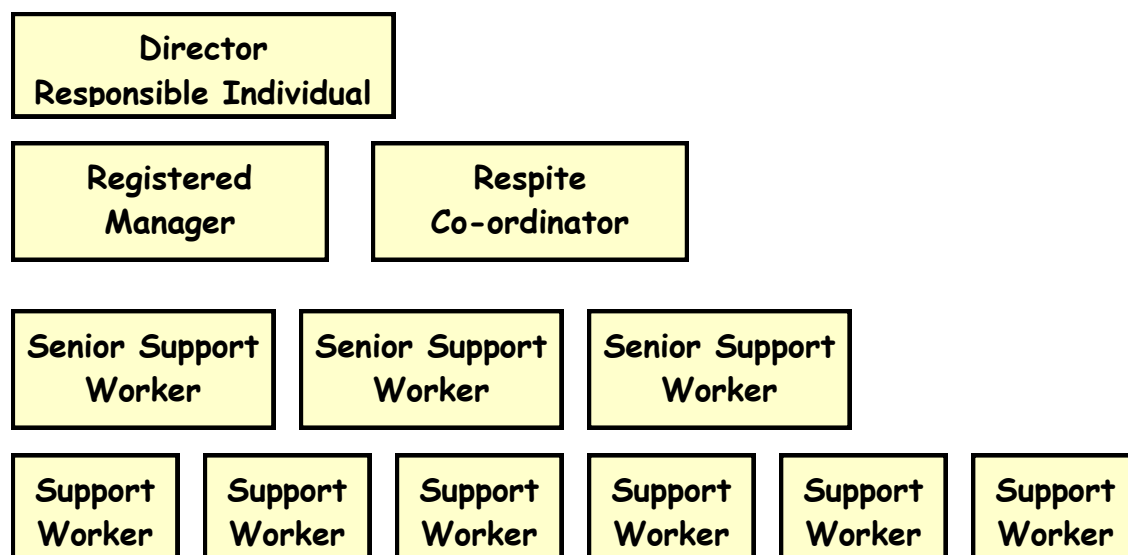
There is a three shift system in place to provide twenty-four hour full care and support for Service Users. At the end of each shift there is a handover period to ensure continuity of care and support. There is a clearly identified shift leader on duty for each shift who will have responsibility for ensuring that Service Users care and support needs are fully met. On week days the Registered Manager and Respite Co-ordinator are available to provide supervision and direct management support for the staff team. During evenings and at weekends the Respite Co-ordinator, Responsible Individual and Registered Manager are available to provide additional support and advice and on-site attendance within one hour when needed.

There is a minimum level of two staff on duty at any time rising to eight at times of full occupancy. Staffing levels are

dependent on the individual needs of service users and the chosen activities and outings.

The Director and Trustees of APASENTH visit the home regularly on an informal basis and the Director undertakes formal site visits every six weeks. Additionally the staff team at APASENTH Lodge are supported by a group of professionals at APASENTH's head office who provide support with; finance, contracts, quality & compliance, welfare rights, advocacy and training.

Organisational structure of APASENTH Lodge



Client age-range and gender

Our accommodation provides short breaks for males and females who are over the age of 18 and under 65.

Range of client needs

Our accommodation provides short breaks for adults who have learning disabilities and associated physical and/or sensory disabilities.

Nursing care

APASENTH Lodge does not currently provide any nursing care or support.

Admission and Referrals

Anyone of either sex aged between 18 and 65, who requires help and support with daily living due to a learning disability, is entitled to apply for a short break at APASENTH Lodge. All referrals are followed by a Home visit and a comprehensive needs assessment. We then invite the individual, and his or her family, advocate and care manager/social worker, to visit APASENTH Lodge before continuing with their application. This visit gives them the opportunity to meet staff and gives an opportunity to formulate the Visit Plan.

The funding authority is sent a written proposal outlining the agreed Visit Plan, care package and fee. Once an individual has been accepted for admission to APASENTH Lodge, and funding has been agreed the Visit Plan is finalised and communicated to the Service User and all stakeholders. APASENTH Lodge only provides pre booked short breaks and does not accept emergency admissions.

Social activities, hobbies and leisure pursuits

Service Users at Abbey House Respite are encouraged to make informed choices throughout every aspect of their visit. We believe that providing responsible empowerment is an important step towards increased self confidence and self determination. Informed decision making is encouraged and enabled during the formation of the Visit Plan and risk assessments form a part of this process. However, whilst the Service User's safety is of paramount importance we firmly support each individual's right to self-determination. We will assist in reducing risks so that individuals can benefit from personal choices that develop self reliance and contain acceptable levels of risk. We support our Service Users to

make independent informed choices as to the social and leisure activities they wish to undertake during their stay at APASENTH Lodge.

When we create a Visit Plan we involve the Service User to establish what activities they want to undertake during their time with us. Activities may include:

- Sports and fitness activities.
- Day trips.
- Music, dance, art
- Individual hobbies and interests.
- Walks.
- Cinema, bowling, restaurants.

Our aim is to provide a varied and stimulating programme that helps each Service User to develop life and social skills. Both Wanstead and South Woodford shopping areas are within walking distance. Local leisure facilities include a cinema, leisure centre and a range of spectator sports, for example, cricket and football. Access to Epping Forrest is a five minute walk from APASENTH Lodge where there are a number of ponds, a boating lake and open spaces. There are also a number of restaurants, public houses and wine bars within walking distance.

We encourage Service Users to be as independent as possible and to manage their own daily routines including accessing chosen leisure activities, to this end our support is flexible whilst taking into account individual needs as detailed in their Visit plan. Service Users are empowered to make their own choices with regard to when they get up in the morning and when they go to bed. Service Users are supported in accessing their chosen leisure and social activities, for example, suggestions are made as to appropriate times to get up in the morning and have breakfast to be ready to access an activity. Meal times are flexible, and Service Users can choose to eat in

the dining room, in their own room, weather permitting in the gardens or at a local restaurant.

Service user consultation about the operation of the respite service.

APASENTH is a service user led organisation and the provision of a residential respite service has come about due to consultations with our service users who have learning disabilities, their families, friends and advocates. We have a Service User forum group who are consulted on the operation of the respite service and all future programmes. We undertake user surveys with our Service Users to help inform the development of all our services and projects.

Fire precautions and emergency procedures

APASENTH Lodge complies with all current Fire Safety legislation. All bedroom doors and communal doors are self-closing 30-minute fire doors. All staff receive regular fire prevention and equipment training and carry out monthly fire drills. Additionally the fire alarm system, which includes both smoke and heat detection, is tested every week. The Fire Risk Assessment is regularly reviewed and all portable equipment is serviced annually.

Cultural Considerations and Religious Services

Each individual's cultural and religious preferences are written into their Visit plan. This ensures that staff work appropriately and are understanding of any cultural or religious requirements during the individual's daily routine. We enable attendance at religious services if desired and where a Service User is physically unable to attend a religious service provision can be made to facilitate private worship.

Service users' contact with relatives, friends and representatives.

Service Users are encouraged to maintain contact with their family and friends during their visit. There is a cordless telephone available for Service Users to use freely in the privacy of their own room if they wish. If an individual requires it, assistance is given in using the telephone.

Visitors are always welcome and can visit at any reasonable time, using the individual's bedroom, the private meeting room or one of the communal areas. Visitors are advised to arrange visits in advance to ensure the individual is at APASENTH Lodge and not away from the house participating in an activity or trip.

Complaints, Compliments and Comments

Comments and compliments

The good work of our staff team can often go unnoticed on a day-to-day basis, so where a Service User, care manager, advocate or family member feels a compliment is warranted we welcome this as a positive way of recognising individual performance.

Complaints

APASENTH Lodge has a Complaints Policy a copy of which is given to Service Users upon arrival and further copies are available on request. Both the Complaints Policy and the form are available in different formats if required. A complaint can be made by anyone and directed to any staff member at the home, or direct to the organisation's Director or Trustees. A complaint can also be made directly to the Care Quality Commission if the individual feels such action is appropriate. Their contact details:

Care Quality Commission (CQC)

Finsbury Tower

103-105 Bunhill Row

London
EC1Y 8TG

Tel: 03000 616161

Fax: 03000 616171

Email: complaints@cqc.org.uk

Serious complaints

Instances of serious complaint are extremely rare. We operate a rigorous policy to protect individuals where any such complaint occurs. A serious complaint, including an allegation of physical, sexual, psychological or financial abuse will follow the SOVA policy and will involve all necessary authorities. The Care Quality Commission will always be informed of any serious complaint and will be kept informed about the resulting investigation.

APASENTH operates a 'whistle blowing' policy to protect staff who wish to bring to the attention of the management team any witnessed form of neglect or abuse, or practices which they feel are not in keeping with our Mission Statement. When concerns of any form of abuse are raised all necessary precautions will be put in place to protect the individual concerned, whether this be a Service User or a member of staff. If a serious complaint is made against a member of staff, that individual will be suspended from their duties until the investigation is complete. If the complaint involves the actions of a Service User, that individual may be temporarily relocated if it is deemed appropriate for the protection of other individuals.

Where any counselling or other support is required, either during or following an investigation and irrespective of which party that support is for, appropriate professional counselling or support will be sought.

Reviews of the service user's plan

Service Users are provided with a 'Visit Plan' this is a tailored package of care and activities that is agreed with the individual and with all stakeholders and is formulated to work in conjunction with their care plans. The plan embraces the ethos of the visit being a holiday experience and is very carefully structured to provide an exceptional level of personal support and care together with positive, aspiration-based personal and small group activities.

The 'Visit Plan' includes a description of the individual's preferred daily routine, their likes and dislikes, hobbies, social interests, preferred activities and dietary requirements. It includes a comprehensive risk assessment and any applicable risk management plan. It features detailed notes about the service users individual health care needs, medication, preferred communication style and details of any therapeutic services and appointments that need to be attended during their stay with us.

Every Service User is allocated a member of staff to act as their Key Worker. This person is responsible for monitoring, reviewing and co-ordinating the individual's 'Visit Plan'. Key Workers also liaise with family members and advocates and assist Service Users to provide an end of visit photographic diary.

Accommodation

Bedrooms

Bedroom 1, ground floor 16.64 square metres plus en-suite

Bedroom 2, ground floor 16.64 square metres plus en-suite

Bedroom 3, ground floor 16.00 square metres plus en-suite

Bedroom 4, ground floor 16.00 square metres plus en-suite

Bedroom 5, ground floor 15.30 square metres plus en-suite

Bedroom 6, ground floor 16.64 square metres plus en-suite

Bedroom 7, ground floor 16.64 square metres plus en-suite
Bedroom 8, ground floor 12.68 square metres plus en-suite
Bedroom 9, ground floor 19.68 square metres plus en-suite
Bedroom 10, first floor 14.06 square metres plus en-suite

All bedrooms are for single occupancy only and en -suite WC with a sink and mirror. One bedroom has an in room sink and mirror but no en-suite toilet.

Communal Facilities

Communal space restricted to residents of the short break service includes: a lounge/conservatory to the front of the building, a dining room and a kitchen. There is a shared bathroom that has a bath, shower, hand basin, mirror and toilet. There is a shared wet room that has an open shower area, hand basin, mirror and toilet. There is an additional toilet and laundry area. There is also an office/rest room for staff. At the front of the property is an enclosed garden.

Communal space that is shared by residents of the short break service and daytime users of APASENTH Lodge includes: a large lounge and conservatory to the rear of the building opening out onto a paved garden area, four leisure rooms providing facilities for arts, computer and music activities and private meetings.

Specific therapeutic techniques

APASENTH Lodge do not provide any specific therapeutic techniques.

Privacy and dignity of service users

We uphold at all times our Service Users' right to each be treated as an individual and we respect their rights to self-determination, privacy, respect and dignity. Service Users' wishes and requirements are detailed in their 'Visit Plan'.

Bedroom doors are fitted with a lock, for which the Service User holds a key. These can be locked from the inside and outside. Any persons, including staff, who wish to enter bedrooms, will obtain permission from the Service User first.

Assistance with Personal Care, where required, can be undertaken in service users rooms or within the wet room or bathroom depending on service users' preferences. Doors will be locked during these times. All assistance with personal care is carried out by staff of the same gender as the service user.

Each room also has at least two double electrical sockets. Service Users have televisions in their rooms which have integrated DVD players and I Pod docking. This ensures that they may watch television or films and listen to their choice of music in the privacy of their own room whenever they wish to do so. A cordless phone is available for all Service Users to use in private as required.

Safeguarding Adult

APASENTH is committed to protecting its employees who work in environments with access to vulnerable adults and this responsibility can be seen as follows:

- to ensure that all employees who have access to vulnerable adults during the course of their employment have been satisfactorily cleared through the Criminal Records Bureau Disclosure process system and with the POVA lists;
- to ensure that where concerns are raised by employees during the course of their employment about potential issues of the abuse of vulnerable

adults, they are clear about their responsibilities and the application of the procedure required when raising those concerns.

- to ensure that any allegations made against APASENTH'S employees are dealt with in a consistent and transparent manner from the initiation of the complaints till the conclusion of the investigations. At each stage, there is a clear strategy to involve all relevant statutory or legal parties in the process with the aim of ensuring its service users are safe and protected from abuses.

APASENTH will ensure all employees have their identity authenticated via a strict recruitment procedure, their work history referenced and checked before commencing any employment including a clearance from the Criminal Records Bureau (CRB). APASENTH acknowledges that whilst having a criminal record will not necessarily prevent a person from being employed (unless the offence debars the person automatically), where it is felt that a recent or serious offence might mean that a person presents a risk to vulnerable adults, then that person will not be appointed. In arriving at that decision, APASENTH will actively seek the advice of various statutory bodies like the CQC or police or LB of Waltham Forest Safeguarding Adult Team for advice. Contact details of LB of Redbridge Safeguarding Adult Team for whistle blowing:

Safeguarding Adults
139 - 141 Ley Street House
497 - 499 Ley Street
Ilford
Essex
IG2 7QX

Tel: 020 8496 2846

Email: safeguardingadults@redbridge.gov