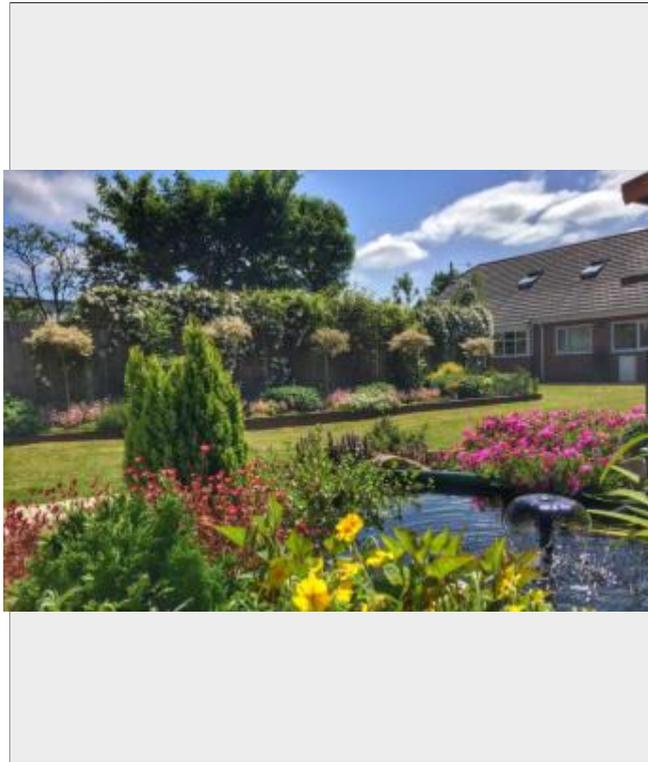




*Segal Gardens*  
*Berry Bridge*  
*Oakwood*

# Statement of Purpose



Segal Gardens

**Released - March 2020**

# Statement of Purpose



## Address of registered provider

H.W.C.G.S Care Ltd.  
Segal Gardens  
436 Fleet Lane  
Parr  
St. Helens  
Merseyside  
WA9 2NH

## Names of Registered Manager(s)

**Damian Alan Leslie Cummings**

*(RMN dip he, HEA 203, HEA 772, CertHE Autism, NVQ 4 Management, UCert AS)*

**Gillian Louise Gilmore**

*(RMN dip he, ENB 603, HEA 320., HEA 772, NVQ 4 Management)*

Segal Gardens is registered with the Care Quality Commission to provide Personal Care. The maximum number of service users accommodated at Segal Gardens is currently 15. Segal Gardens is registered for ages 18-65 years of age and older adults.

**Unique Registration Number:** 1-101608463

## Registered Provider:

HWCGS Care  
436 Fleet Lane  
Parr  
St. Helens  
Merseyside  
WA9 2NH

**TEL:** 01744 28828

# Statement of Purpose



## Responsible Individual

Damian Cummings Gillian Gilmore

## Operational Instructions

1. All contents must comply with Regulation 16 of the Residents' homes (England) Regulation 2015 Schedule 1 and company recording standards.
2. Company standards require that this statement shall be kept for at least 15 years from the date on the front page.
3. The Registered Manager must ensure that a copy of this document is on display within the home, copies of this document are made available to any staff working in the home, any person accommodated in the home, the parent of any person in the home and the placing authority of any person accommodated in the home.

Date of Review	Comments	Actions	Managers Signature
Mar 2020			DC / GG

## Introduction

### **Our Mission Statement**

During our work with complex needs over recent years it became more obvious that to provide a truly holistic and individual service that all their needs must be identified and met. We are a small but specialised provision which provides a residential service for people from the age of 18 - 65 years and older adults who experience complicated difficulties which may be difficult to support within more less intensive environments. Segal Gardens offers specialty within learning difficulties, mental illness, autistic spectrum and other associated needs. Sadly, such diverse requirements are often not recognized by the main stream services particularly if a dual diagnosis is present. In addition to this, our commencement placement age of 18 years is essential as this is clearly an intently vulnerable group whose needs do not necessarily fit snugly into services. The void is one which H. W. C. G. S. Care is only too familiar with and the lack in resources of trusted, appropriate and needs based establishments are not widely available for such complex needs. H. W. C. G. S. Care is committed in providing a vital link within and embraces the expectations of care dictated within Government office which states that services should be developed to be "safe, sound and supportive". This statement has become synonymous with our very ethos of care and our commitment to attain the very highest standards.

There is a commitment to valuing people as individuals and tailoring services around their individual needs, by providing individual assessments for each person who uses our services.

Regular Supervision is used as a support mechanism for staff which facilitates confidential discussions about service and personal development issues.

The service operates 24hrs per day 365 days per year. Office hours are between 8:00am and 3.00pm Monday to Friday and we provide a 24 hour access and support via house leaders and management on call.

Segal Gardens has a commitment and regulation to provide support to adults aged 18-65 years old and older adults.

In addition, Regulation requires that we also make a copy available upon request by:

- Any person working in the home
- Any person or adult accommodated in the home
- The parent of any person accommodated in the home
- The Placing Authority of any person or adult accommodated in the home
- The Placing Authority who is considering placing a person in the home

It is the Registered Managers responsibility to take a positive approach by providing a copy of this document to those individuals above rather than this having to be requested. This will be freely available on our website [www.segalgardens.com](http://www.segalgardens.com).

# Statement of Purpose



This Statement of Purpose details all elements of service provision, for example this includes:

- Quality and Purpose of Care
- Views, Wishes and Feelings
- Education
- Enjoyment and Achievement
- Health
- Positive Relationships
- Protection of Residents & Adults
- Leadership and Management
- Care Planning

In essence;

- This is a critically important document for Segal Gardens, but more importantly for Residents who use our services, their families and placing authorities.
- It is the primary foundation for the service that we provide at Segal Gardens and how we deliver the service.
- It is the practise and management template that we aim to adhere to and be measured by.
- It is a stated means of how Segal Gardens will aim to ensure we put Residents' at the forefront of all we do.

## Contextual Information

The services that we provide are unique in all cases based on thorough assessment of need. We consider the needs of those benefiting from the service to be paramount and our interventions are based on the specific needs of person.

Our services are intended to be flexible by way of negotiation with person and relevant parties. By this we mean that as our service is aimed at serving the individual and meeting their genuine requirements, our services are not restricted in the same way that other service providers can be. We offer an intense support system on a twenty-four hour basis which promotes endless scope in terms structure, stability and attainable, realistic goals.

# Statement of Purpose



The list of services offered is by no means exhaustive but some broad examples are laid out below.

- *Segal Gardens offers a comprehensive 'wider education' facility which promotes individual development and growth. The facility is an aspect which we are very proud of in view of the potential and opportunities it creates. In addition to this, we offer an accredited association with the ASDAN programme. We currently offer two programmes based on 'Towards Independence' and 'Bronze / Silver Award Programme' but the programme is extremely adaptable to meet all needs and aspirations. Segal Gardens is a registered centre for the delivery of the ASDAN curriculum and our programme is delivered by qualified on site personnel.*
- *Enable personal care, bathing, dressing and undressing, mobility and transfers, feeding, continence care and exercise routines for rehabilitation via a pathways to independence programme.*
- *Enable budgeting, the collection of benefits, menu planning and shopping.*
- *Enable the development of skills required to maintain independence in the home, e.g. cleaning, responding to correspondence and dealing with disputes.*
- *Providing supported access to community resources for leisure, education and skills development opportunities.*
- *Liaising with relevant professionals to ensure the continuity of care, support and progression.*
- *Twenty four hour duty of care including waking and sleeping night support.*

We hold a commitment to a key-worker system to ensure stability, continuity and development through confidence and regular communication. All our staff are 'skill matched' as part of the selection process prior to introduction to service users.

The management ensures that each worker is appropriately supported to develop their skills and overcome the challenges faced. We ensure that all duties undertaken by staff are measurable and frequently audited so there is clear record of duties, responsibilities and 'accountability'. This is completed through supervision and appraisal.

All services are reviewed periodically, to ensure the service is diversifying in response to any change of need.

# Statement of Purpose



All staff will have undertaken the recruitment process which includes verifying their identity, obtaining a satisfactory Enhanced DBS clearance for both child and adult standard and two character references.

We actively encourage the development and learning opportunities for all staff as it ensures that both support staff and their managers are exposed to 'current concepts of care'.

## Our Aims and Objectives at Segal Gardens

Our aims and objectives at Segal Gardens are to provide a safe, warm and nurturing environment with a high standard of care and accommodation. Ensuring excellent delivery of care. Specifically, we at Segal Gardens aim to:

- Provide a physically safe and comfortable place to live and to safeguard and promote the welfare of all.
- Provide consistent and reliable staff, modelling to support and encourage all within our care.
- Ensure that all the key developmental areas of health, emotional and behavioural development, family and social relationships, identity, selfcare and social presentation are addressed in the planning for all.
- Listen to and respond to all concerns and encourage them to express their views and opinions. Ensure everybody's rights and individual needs are respected.
- Facilitate positive experiences and constructive use of free time. Encourage all to participate in social and leisure activities.
- Encourage all to plan and work together towards household decisions regarding activities, decoration of the house, purchase of equipment, house rules and agreements
- Facilitate contact between residents and their family, friends and other relevant people.
- Welcome visitors to the home.
- Work in accordance with relevant policies and procedures

# Statement of Purpose



## At Segal Gardens

Ownership of the home (property) is owned by HWC6S Care Ltd.

The accommodation is registered for 15 people both male and female, all aged between 18-65 and older adults who have autism, learning disabilities, mental illness and difficulties along with associated conditions i.e. ADHD, Epilepsy, and significant sensory processing difficulties that affect everyday life. It should be noted that we do have special circumstance registration for resident over 65.

Any referrals and admissions must be assessed and plans put in place in order to ensure the home remains as stable as possible for all accommodated.

The team at Segal Gardens strive to achieve the best outcomes for all within our care. We want our residents to feel safe and protected and to grow up in circumstances that are consistent with the provision of safe and effective care. We want our residents to have access to a range of facilities within the local community including good healthcare, activities, and clubs they can join to feel integrated and accepted.

Residents who stay within the home will benefit from well-established routines and procedures that meet their needs.

## Our Specialist Residential Accommodation

Many people who have Autism/Learning Disabilities or associated Difficulties have sensory sensitivity. This can affect one or more of the five senses *sight, sound, smell, touch* and *taste*.

A person's senses can be over- developed (hypersensitive) or underdeveloped (hyposensitive): both can impact on how people experience, and cope with, different environments. Staff have a good understanding of the sensory issues of people with these needs and will promote a supportive and functional environment to accommodate these needs, e.g. neutral décor, uncluttered environments etc.

One of the most effective ways of helping people with environmental difficulties is to create a well-structured and supportive environment. This need does not necessarily involve physically changing the environment but my making minor changes e.g. focus on putting in place a routine and some useful support strategies for the person is extremely beneficial.

# Statement of Purpose

## Our Services and Facilities at Segal Gardens

Segal Gardens is located in St Helens, Merseyside. The home is conveniently situated near the local community and offers a wide range of facilities which Residents can access, the home is close to good bus links, a station and within easy reach of major motorways. The home is based into 3 different dwellings all on one site. This has a complete potential occupancy of 15 persons based on 5 persons per house.

Segal Gardens offers a home from home ethos and incorporates all of the inviting features that would be found in any family home.

### The Home Layout



Segal Gardens values itself on its presentation and H.W.C.G.S Care Ltd. dictate that it is suitable for its stated purpose, safe and well maintained (Care Standards 2001 sec 6 / 24.1 - 24.12). In addition to this, Segal Gardens offers warmth, security, safety and evokes a harmonising and peaceful investiture which suitably contributes to the positive placement of its people in residence.

The home is very well maintained and meets The Health and Safety at work act 1974. The home offers an ongoing maintenance support system to ensure it is both safe and remains suited to an environment of therapeutic residence. This is overviewed and monitored by Citation Professional Services.

Segal Gardens has 15 registered bedrooms for occupancy which all comply in size with social care act. All rooms are tastefully decorated and offer a suitable and private area as and when required.

This is via the original build of 'Segal Gardens' which offers 5 places and the new dwellings 'Berry Bridge' and 'Oakwood' which are based within two separate buildings. These are to the rear of the original Segal Gardens property and compliment the aesthetic tone of the home whilst encouraging greater

# Statement of Purpose

Oakwood

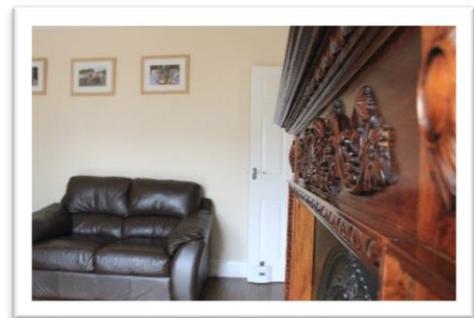


Berry Bridge



opportunity for personal space. In addition to this, Segal Gardens is an already substantial building with approximately 3 acres of land which offers large recreational space and therapeutic opportunity.

Segal Gardens has a large 'general living areas' which offers varying elements including two lounge areas, dining room, kitchen, conservatory, shower room, bathroom and 2 WC's, education room, light therapy area, gym and substantial 3 acres of land.



Segal gardens promotes a therapeutically engaging environment that is developed around the direct needs of our service users. This has been evolved over time to support the multifaceted needs that we promote. This includes sensory garden, allotment, gym, Jacuzzi, light room and education facility.

Segal Gardens has a shared laundry facility where Residents will be encouraged to help with their own laundry.

# Statement of Purpose

## The Grounds

Segal Gardens is set with 3 acres of extensive land that HWC6S Care Ltd has striven to invest and promote the most engaging and person centred environment.

The home has a large off road car park at the side of the home and we also have positive links with the recreation club next door to us who are happy for visitors to use their parking facilities.



## Raven Room



The Raven Room is a multipurpose building which was opened in 2019 to provide meeting capability, family meeting area and our regular social evening where all residents meet for activities and recreation purposes.

## Supporting Residents

The home is fully staffed over a 24-hour period and operates a staff ratio intended to facilitate the development of individual lifestyles and the promotion of appropriate roles and responsibilities both within the home and wider community. The company operates a 24-hour management on-call system to facilitate authorisation of PRN medication, advice or rapid response as required. The home has a dedicated, experienced and suitably qualified staff team in order to support Residents to live a fulfilling life there will also be a waking nightshift each night to support the Residents should they get up

We support and encourage Residents to personalise their bedrooms and have a say on how their home looks.

The home offers a completely individual, tailored approach to care. We work closely with families, social services, NHS staff / PCT's and other organisations involved in the care of all as well as the Residents themselves. We work together to set goals and provide the support and on-going care to help each person reach their full potential at a pace that suits them.

# Statement of Purpose



Rooms are well proportioned following health and safety guidelines and regulations. The interior is modern, comfortable and welcoming. Whilst meeting appropriate standards and legislation, Segal Gardens aims to provide a warm and homely environment.

## Arrangements for Supporting Cultural, Linguistic and Religious Needs

Every effort is made to take into account the religious and cultural backgrounds of Residents and their families, and any disabilities that they may have. The opinions and views of Residents on all matters affecting them, including day to day matters, are ascertained on a regular basis and with weekly community meetings.

Enquiries are made into the religious and cultural background of each referral as part of planning their admission into the home. Provisions can then be made to allow the person to practise their religion in a manner appropriate to their age, ability and understanding. Each person is, as far as practicable, to have an opportunity to attend such religious or cultural needs and preferences. In order to support the individual appropriately, the staff team will seek out advice, knowledge and support from the relevant religious or cultural centres and authorities as necessary. Training and guidance will be given to staff where this is needed.

All staff within the home will receive training on Equality and Diversity to proactively promote rights, choices, beliefs and traditions.

## Arrangements for Dealing with Complaints

On admission to the home the Residents and their families, significant others and independent visitors are provided with information on how to complain. Information is available on how an advocate can be accessed and Residents are supported to action this.

The resident or their representative is able to complain if they are unhappy with any aspect of living in the home. There is a robust complaints policy in place where any complaint will be dealt with informally or through the formal process.

An informal complaint is something which we try to resolve through discussions with the parties involved and these are still recorded.

# Statement of Purpose



Although we hope to receive very few complaints we do welcome feedback and see this as a way to continuously improve practice.

The formal complaint process is for independent investigation of complaints that cannot be resolved through the internal informal process or when the parties concerned are not happy with the outcome of the informal investigation.

A easy read complaint guide is available with appropriate symbols for our Residents which is located in the Residents' Guide and visually within each house. Any complaints are taken seriously and addressed without delay, and a complaint will be fully responded to within a maximum of 28 days. The complainant is kept informed of the progress and offered support as required. Where necessary, a suitably skilled advocate will be sought to provide assistance in making a complaint where the person has a communication impairment or other specific needs which require specialist involvement. The homes complaints procedure enables Residents, staff and family members and others involved with Residents living in the home, to make both minor and major complaints. Such complaints will be treated in the strictest confidence.

The Residents and their families have the right to let staff know when they are not happy with anything relating to the service.

All complaints are logged with the outcome recorded. If the complainant is not satisfied with the outcome then this can be followed through with the appeals process, whereby this will be investigated by Senior Management, the Placing Authority or ombudsman

We also want to learn from our Residents and their families, professionals and staff members so we have developed a service questionnaire form where individuals can provide us with new and innovative ways or practicing and also ways to improve our service. This is sent out every 8 weeks and results shared.

Communication is the key to positive relationships and we all have a shared responsibility towards this. We are very proactive in dealing with any complaints and the earlier that we know, the less of a problem it creates.

We want an "open door" policy of working so complaints are dealt with in a professional and reflective manner. Every complaint has the potential to give us quality assurance to improve our service or gain access to a

## Statement of Purpose



support network like the community police team to ensure we are not being discriminated against.

## Access to our Policies and Procedures

Parents, Social Workers, Commissioners and other Multi-Agency Partners can access our Policies and Procedures relating to the care or protection of Residents residing in Segal Gardens by contacting the Registered Manager.

## Views, Wishes and Feelings

At Segal Gardens, we believe that the Residents should be encouraged and supported to make decisions about their lives and to influence the way the home is run. No person is assumed to be unable to communicate his or her views. Therefore, the person's opinions, and those of their families or significant others are sought. Similarly, each person is appointed a key worker and an advocate can be provided over any additional input regarding key decisions, which are likely to affect the daily life and future of the Residents.

Residents are encouraged to hold resident's community meetings on a weekly basis or with staff where possible.

The key worker provides 1:1 support to the person and holds key worker sessions in order to gain the person's views and is able to advocate on their behalf. This will also lead to keyworker objectives, targets and reports.

We also promote family forums where we can learn from parents and where further support can be given.

## Residents' Rights, and Anti-Discriminatory Practice

HWC6S Care Ltd promotes care practices in a non-discriminatory way where all Residents are valued as individuals regardless of age, race, gender, colour, sexuality, disability or religious beliefs. We will provide a culturally sensitive service and ensure that all service users, staff and others receive equal access to services and equal access within them, HWC6S Care Ltd expect to treat all service users in a fair and respectful manner and this is positively challenged and discussed with supervision, team meetings and Residents' meetings.

# Statement of Purpose



We uphold the **Principles of Care**, for promoting anti-discriminatory practice and promotion of Residents' **rights, respect** and **dignity** as follows:

1. Residents have the right to live in a home that is safe, warm, happy, nurturing, stable, valuing, affectionate, and secure, free from abuse and recognises the individual needs of the service user.
2. Residents have the right to have full access to education, health care, social life, community facilities, and have the opportunity to live a full life as possible.
3. Residents have the right to be listened to, express themselves, take full part in decisions affecting them, have things explained to them and the right to complain.
4. Residents have the right to privacy, space, time and dignity, have fun and opportunities to expand their personal horizons.
5. Residents have the right to their religious, cultural, dietary needs and to celebrate their individuality.

## Our Responsibilities

Staff have a duty of care to ensure that Residents are safe, supported according to their individual needs and abilities and are protected from any act or omission of harm.

1. Staff act as role models for Residents.
2. Staff will act as a chosen key worker for each person and promote communication and relationships between Segal Gardens and the person's family and friends.
3. We will ensure effective placement planning, monitoring, and evaluation systems to demonstrate the person's development.
4. We will respond quickly and be flexible in changing needs of the Residents and work proactively with other professionals.
5. We will ensure the right level of experience and mix of staff are on duty at any one time.

## Positive Outcomes

During their time at Segal Gardens, each person will be assigned keyworkers to work directly with them, providing them with **three** priority areas, short-term goals, long-term goals, and evaluations for reflective practice. These will all be documented in their keyworker file and care plan in the respective sections for progress and outcomes.

## Educational Arrangements

Segal Gardens offers an education opportunity known as 'wider education'. Within this we offer access to ASDAN (award and development accreditation network) which is an accredited education opportunity to develop, enhance and retain learning opportunities and outcomes.

## Enjoying and Achieving

The daily living experience of the Residents will be structured and varied providing stimulating opportunities for social, intellectual, vocational and personal enrichment. They will be encouraged to utilise local community services. The level of supervision required would be subject to ongoing assessment of risk and consultation. Emphasis is placed upon maintaining a normalised experience. The person will be encouraged to invest in their living environment, personalising aspects of it and contributing towards its maintenance.

1. Residents are encouraged and supported to maintain a proper balance between free and controlled time within the structure of the day. Individual activity plans reflect the needs and choices of the Residents incorporating periods when they are encouraged to pursue their own interests.
2. The Residents at the home are encouraged and given opportunities to take part in a range of activities both within the home and in the community. Birthdays, name days, cultural and religious festivals will be celebrated where appropriate, themed nights will be organised and the Residents/Residents will help in the planning. Staff actively encourage
3. Activities will take into account the safety of Residents. All activities will be risk assessed, recorded, and evaluated, and amended or discontinued as required.

## Health

The physical and mental health of the Residents will be of paramount importance. We actively promote a healthy lifestyle, which is applied to planning diets, exercise and relaxation specific to the person's needs to ensure a balanced and varied lifestyle. All dietary needs are discussed with the person and their family and recorded in their placement plan.

The home seeks to ensure that all Residents live in a healthy environment and their health needs are identified. The management team will be responsible for monitoring, and will seek to ensure that specific needs are taken into account and actively pursued. A range of health care professionals would be approached in order to identify both initial health care needs and ongoing input as required.

All our Residents will be registered with the local GP. On admission, the person will have a full health check, the person will also have an annual Looked After Medical Health Check.

The person will be provided with guidance, advice and support on health and personal care issues appropriate to their needs and wishes. Services will be provided to meet all health needs from within the local community. Each person will have a clear written Health Plan covering all medical health needs. These will be developed by involving the person and their parents. We use these when a person needs to access a health service so that we ensure that their appointment has been a successful one.

A written record will document all illnesses, ailments, accidents or injuries to the Residents during their placement at the home. Residents with particular health needs or disabilities will be provided with appropriate support and help. Key workers at the home will ensure that any support or treatment required are included in the person's Placement Plan and Health Plan, is implemented, recorded and monitored. Relevant parties will be updated with this information as required, and advice sought as necessary. Serious events will be communicated to the Placing Authority within 24 hours.

We regularly monitor the height and weight of our Residents and record this information so that we can be proactive in supporting their good health.

The Registered Manager aims to build up a very proactive relationship with the local Consultant Psychiatrist and Community Nursing Team who we can call upon if we have a concern about a person's medication issues or an

# Statement of Purpose



upcoming medical appointment. The Psychiatrist may visit the service to check on the Residents' progress, they may also attend the person's Reviews

All staff are trained in First Aid as part of the mandatory training and the home has fully stocked First Aid boxes which are checked. This means that if Residents have minor injuries that we can actively administer First Aid promptly which limits the need to attend a surgery.

All of our senior staff will be trained in the Safe Handling of Medicines and we ensure robust recording and storage procedures are in place. Management also ensures an annual medication audit from Allied Pharmacy as part of our quality assurance medication management.

## Promoting Contact with Families and Friends

Every effort is made to promote contact between parents and the person residing at the home. The Residents are provided with practical support for constructive contact with their parents, family and other significant people, and are encouraged to maintain this contact.

A telephone will be available for all Residents to make and receive calls in private. The privacy and dignity of the individuals is respected.

We have a private room which was completed from a new building development which will soon be available which can be prearranged to use. This room is fully equipped for relaxation and amenities such as bathroom, kitchen and comfortable seating.

### **Examples of what we do:**

- Key workers maintain regular contact with families
- Family Forums
- Letters, and the opportunity of private telephone calls
- Consultation and involvement in appointments
- Involvement in person centred planning

We do require notice of all visits if these are different to the current recorded arrangements, so that we can prepare person and others for their visit, and also ensure they are at home. All contact arrangements are recorded on the person's records and visitors are requested to sign in and out of the home for security purposes.

## Monitoring and Surveillance

Due to the nature of the learning disabilities and other complex needs of the Residents placed at Segal Gardens, Residents at the home are supported and supervised by staff on a 24-hour basis. Residents who live within the residential home may be extremely vulnerable and may demonstrate risk taking behaviours that may cause harm to themselves or others.

Residents will be assessed in regard to their capacity to make choices and decisions about their own safety and will be offered communication support to enable them to move around the building or access outside facilities. These will be considered **only** after consultation with relevant professionals, parents and the placing authority when the restricted access of areas is required and a clear rationale given.

Segal Gardens operates a locked door policy to ensure that no unauthorised visitors have access to the premises or Residents and Residents and to ensure that Residents will not be able to leave the premises without staff's knowledge.

Any restriction of liberty will be the subject of a multi-agency meeting with appropriate recordings kept to demonstrate these measures are not punitive, or in any way contravening the rights of the person directive.

### **CCTV**

This organisation recognises that the security of the grounds and buildings, and of the people who use the premises and their possessions, is a critical element in the running and management of any residential or nursing care home. In this respect the home understands fully its responsibilities to provide a safe and secure environment for residents and employees alike. This includes protecting people, as far as is reasonable, from breaches of security such as break-ins, intruders, arson, vandalism, assault, abuse or theft.

One element of security that can be contentious is the use of surveillance camera's, or CCTV. Such cameras are effective in reducing crime and enhancing security.

The home recognises surveillance to refer to the monitoring of a place, person, group, or ongoing activity in order to gather information.

Alongside the duty to maintain security and safety, the home is also mindful of the need to help its residents to maintain their independence and freedom and to

# Statement of Purpose



provide a 'homely' environment where they can enjoy their lives free from unnecessary constraints. Thus the home understands that the use of any surveillance techniques and equipment must be lawful, fair and proportionate. This policy seeks to ensure that this is the case.

Surveillance may also rarely be used as a tool to help protect people from the risk of abuse, or to investigate allegations or serious concerns about possible abuse or crime.

Care Quality Commission (CQC) guidance states that inspectors should be concerned by an over-reliance on surveillance to deliver key elements of care, and it can never be a substitute for trained and well supported staff.

## Behaviour Management

A person with a Learning Disability may display behaviour that is viewed as inappropriate (challenging behaviour) as they can lack the social understanding of a situation, unable to effectively communicate their needs and lack the imagination of what is expected of them next.

Challenging behaviour is driven by an individual's needs. The difficulty and Residents experience in addressing their own needs may account for any challenging behaviour they present.

The person's identified needs and behavioural targets will always remain a central focus of the placement. Issues and information will be discussed openly using a supportive and respectful approach.

### **We believe our Residents:**

- Have talents and skills
- Are valued members of our society and community
- Have the right to be treated with dignity and understanding
- Have an excellent quality of life through opportunity and learning
- Should be allowed to express themselves individually
- Have responsive and flexible environments that have a positive attitude towards challenging behaviours
- Have strategies that are effective in promoting positive and durable lifestyle changes.
- Builds skills over time

# Statement of Purpose



- Should not be restricted in life because of their complex needs

All staff have been trained in challenging behaviour as part of their induction and external training is arranged and provided as an additional opportunity. This includes interventions and matters of law.

This service does operate a locked door procedure which is only operated due to Residents being at risk of either absconding or having a lack of awareness of the dangers within the community and because of their individual vulnerabilities. Some residents who have capacity and awareness have the access to keycodes, so they have freedom of movement without restriction.

We do abide by the Mental Capacity Act 2005 and we practice within the following five person centred principles:

1. A person must be assumed to have capacity unless it is established that they lack capacity.
2. A person is not to be treated as unable to make a decision unless all practicable steps to help them to do so have been taken without success.
3. A person is not to be treated as unable to make a decision merely because they make an unwise decision.
4. An act done or decision made, under the Act for or on behalf of a person who lacks capacity must be done, or made, in their best interests.
5. Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

A decision to have a locked door procedure fully complies with the Mental Capacity Act and Deprivation of Liberty Safeguards.

## **Promoting Positive behaviour, Respect, and Positive Outcomes**

Segal Gardens provide supportive and functional environments for all our Residents and has a caring ethos. We provide a number of means of celebrating achievements and positive behaviour.

# Statement of Purpose



We work on a positive and proactive approach towards behaviour and will attempt to ignore and diffuse negative behaviours with a view to rewarding and acknowledging as much positive behaviour as possible.

## Some examples include

- Sharing and acknowledging good behaviour, through reward charts.
- Having agreed methods of rewarding good behaviour through multi agency meetings.
- Residents having opportunities for gaining extra responsibilities.
- Discussion times with the Residents where they can share their successes and congratulate one another through resident meetings and de-brief sessions.
- Rewarding certificates of achievements, merits or working towards a person centred goal.

The use of physical force is **not** permitted. Physical force may **never** be used as punishment or general means of control. However, a person may take the necessary physical action where another course of action may be likely to fail, to avert any immediate danger or personal injury to the person or another person, or to avoid immediate danger to property. The use must be as little but necessary force, in the least restrictive way, and for a minimum amount of time. Where this is necessary a record will be held in the office and the person will be given the opportunity to discuss their feelings about the situation. Staff are also offered debrief sessions following all incidents to discuss the positive outcomes and any concerns regarding the scenario. Copies of this record will be shared with Social Worker and parents where requested.

## Our Management Team

***Mr Damian Cummings RMN (dip he), HEA 203, HEA 772, CertHE Autism, NVQ 4 Management, UCert ASD.***

24 years experience of working in child and adolescent psychiatry and the learning disability service.

## Statement of Purpose



20 years experience as a Care Manager for individuals with a Mental Health diagnosis and Learning Disability and other associated needs including autism, asperger syndrome, tourettes syndrome, challenging behaviours and additional complex needs.

### **Mrs. Gillian Gilmore RMN (dip he), ENB 603, HEA 203, HEA 772, NVQ 4 Management**

31 years experience of working in child and adolescent psychiatry and the learning disability service. Mrs. Gilmore worked for many years within a region of the North-West CAMHS team.

20 years experience as a Care Manager for individuals with a Mental Health diagnosis and Learning Disability and other associated needs including autism, aspirer syndrome, tourettes syndrome, challenging behaviours and additional complex needs.

## Segal Gardens Staff Team

Segal Gardens employ core team members who are employed at various degrees of seniority depending upon experience, qualifications and skills.

All staff undertakes an induction programme which covers the agencies Policies and Procedures and a period of introduction and shadowing with identified service users. As part of the induction training programmes all staff access accredited training which complies with requirements and regulated by approved providers. We also implement the care certificate standards to complement our training package and staff competence development.

Support workers and line management work in partnership to highlight specific or additional training needs.

The majority of our staff has or is working towards achieving NVQ 2 or 3.

The organization will adhere to all mandatory training requirements including the care certificate standards for staff with no previous care experience.

We will actively encourage the development and learning opportunities for all staff as it ensures that both staff and their managers are exposed to 'current concepts of care'.

# Statement of Purpose



As part of our supervision process all staff have a structure which identifies their perceived requirements and also the identified management development requirements.

We recognise that our Residents have diverse needs and their staffing establishment and skill mix has been developed to accommodate our Residents' needs and preferences. Where any future admissions are made to the home that involves either gender, management will ensure the gender mix is appropriately balanced.

All appointments are conditional on receipt of the **following satisfactory checks**:

- Disclosure and Barring Service at the appropriate level, which includes checks of the highest standards for both child and adult barring
- At least two references, preferably one from a current employer and, where possible a statement from each referee as to their opinion of the person's suitability to work in this field.
- Checks on any breaks in employment history.
- Identity Checks.
- Checks of any required and relevant qualifications.
- Checks to confirm the right to work in the UK; and
- Where the person has lived outside of the UK, further checks are considered appropriate.

The whole process is carried out in line with HWC6S Care Ltd Equal Opportunities and Recruitment and Selection Policy's.

## Training

We are committed to ensuring that our staff team have been given the necessary skills to meet the individual needs of our residents through an extensive programme of in-house and external training. This is not only about competencies of staff but is also concerned with having positive values and attitudes towards their work. We all share a commitment to our core principles which all training is based upon. Staff training needs are also identified through the on-going process of statutory obligations and the internal process of supervision, team meetings and appraisals.

# Statement of Purpose



**All staff undertakes the following training** (this is not an exhaustive list):

Course Title
Emergency First Aid at Work
Health and Safety
PPE
Manual Handling
Fire Safety
Fire Extinguisher Training
Food Hygiene
Infection Control
Hand Hygiene
Safe Handling of Medicines Certificate
Risk Assessment
Challenging Behaviour
Environmental Awareness
Infection Control
COSHH Awareness
Safeguarding
Deprivation of Liberty
Physical Intervention and Breakaways (as externally trained)
Epilepsy
Mental Capacity
Nutrition & Diet
Diversity & Equality
Specific Training relevant to resident needs – i.e. picture exchange training

We also provide in-house training so that new staff can shadow more experienced staff. We have experienced staff members who can work alongside new staff or staff who wish to develop their understanding and skill level further. This has proved beneficial as it has increased the competencies, attitudes and confidences which the Residents benefit from. All new staff work on a supernumerary basis for two weeks on commencement of post to develop a clear insight into their role and staff without care experience complete the care certificate within their induction period.

# Statement of Purpose



## Arrangements for Supervision

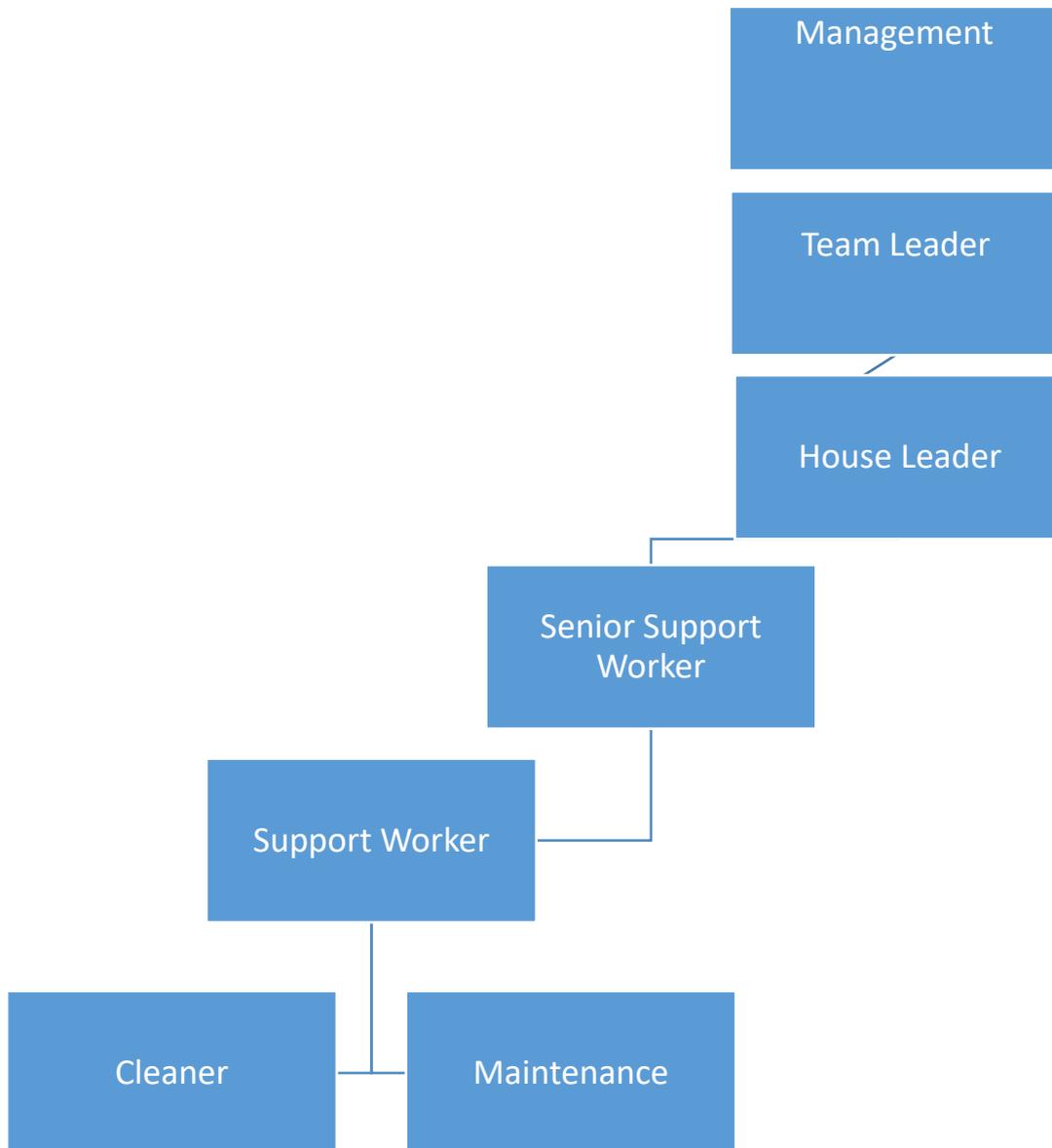
Segal Gardens is fully committed to meeting supervision standards as set out in Regulation

We will ensure that all staff receive 1:1 supervision, group or observational supervisions, and appraisal in line with Company Policy. The purpose of supervision is to create a forum in which staff can be held accountable for their work, receive advice and support on work based practice, and allow an opportunity to explore personal and professional development. Additional supervision will be provided as required or requested. We believe that it is essential to ensure best practice is promoted and achieved through staff development and education. Segal Gardens aims to encourage and maintain high motivation and morale amongst individuals and the whole staff team. The company has a robust policy on staff supervision and records held by the Registered Manager.

Performance frameworks are also embedded into each staff member's supervision, to ensure a high standard of service is provided. We also ensure at Segal Gardens that there are daily handovers, and regular staff meetings in order to keep the staff up to date with the Residents' development or to share information regarding the reviews of Residents, company developments etc. We recognise the value in a joined up supervision system that provides the opportunity of bottom up and top down communication

# Statement of Purpose

## Our Organisational & Segal Gardens Structure



# Statement of Purpose

## Admissions

Admission to Segal Gardens is based upon the satisfactory completion of our referral documentation and procedures.

The referral and admission process is to be achieved via the following process:-

- ❖ Informal discussion
- ❖ Referral documentation dispatched
- ❖ Formal discussion
- ❖ Manager assessment
- ❖ person and their family to visit Segal Gardens
- ❖ Summative discussion
- ❖ Signing and return of placement contract
- ❖ Receipt of all pertaining documentation
- ❖ Admission

### **Admission to Segal Gardens**

Following admission to Segal Gardens a three-six month post admission assessment commences. This is an intricate and quantifiable process which will assess both presentation and functional ability. Post admission assessment offers the person a reasonable time for adjustment and hopefully a positive adaptation to Segal Gardens and the service which it provides.

At this time Segal Gardens will formulate a post admission review meeting which will summarise the placement plan thus far.

In addition to this both Segal Gardens the purchasing bodies, the person and their families can analyse the package of provision and agree upon extending placement or concluding the package if it is not personally beneficial to the person.

# Statement of Purpose

It is our expectation that placements or contracts will normally be for a minimum of six months. Planning ends to placements will normally provide a minimum period of 28 days notice to all concerned.

## Care Planning and Reviewing

Upon admission, person will have a Placement Plan, which sets out clearly the assessed needs of the person and how these will be met on a day-to-day basis.

The person's needs and how best they are being met will be monitored by the person's key worker and house leader. This will always have manager overview and no changes will be made is sanctioned by management and others.

The person will be encouraged to participate as far as is practicable in the review process however staff will support and encourage the Residents who wish to make a less formal "one-to-one" approach with staff and the placement plan is an evolving plan that is discussed during these events.

## Person Protection

Our Residents have the right to feel safe in their home and we are committed to ensuring that this is achieved. We do this in many ways:

1. All staff have Enhanced DBS checks in both child and adult checks completed with full references prior to commencing employment
2. All visitors to the home are vetted before entering
3. Security is maintained within the property
4. The home meets environmental health standards
5. All staff receive safeguarding training which is refreshed every two years
6. Designated person protection officer poster available for all Residents, staff, parents and Local Authority representatives

The safety and well-being of the Residents is paramount and is underpinned in all care provided within the home. This is fully supported in the HWCGS Care Ltd policy of safeguarding Residents where its procedures clearly are a key to keeping Residents safe.

All Residents have individual risk assessments which are regularly reviewed and monitored. We are careful to ensure that these risk assessments do not infringe the rights of the person and allow them to take an element of risk in order to grow and learn.

# Statement of Purpose

Staff are familiar with and adhere to person protection protocol and will be prompt in raising a person protection concern. They are familiar with and will refer to:

- HWCGS Care Ltd Safeguarding Policy
- HWCGS Care Ltd Representations, Complaints and Compliments Policy

A hard copy of the above policies is readily available to staff and can be located within the office.

## Safeguarding vulnerable Residents

Safeguarding Residents is part of statutory induction training for all new staff to become familiar with and gain an understanding on person protection issues and protocol.

All staff will complete training in Safeguarding

Segal Gardens has regular announced and unannounced inspections,

The named person and Designated Safeguarding Officer responsible for Person Protection at Segal Gardens is Damian Cummings & Gillian Gilmore, Registered Manager.

All parents and the Local Authority have access to our policy and procedure. This is located in the general office of the home and can be requested at any time.

The local contact for our safeguarding board is:-

St.Helens Council  
Contact Centre,  
Wesley House,  
Corporation Street,  
St Helens,  
WA10 1HF

Adult - Telephone 01744 676600 (Monday to Friday 9.00am to 5.00pm)

Out of Hours Team Contact Details  
Telephone 0345 0500 148

# Statement of Purpose

## Missing from Care

At Segal Gardens we ensure that all Residents are supervised both during the day and at night according to their assessment needs. If a person has been known to abscond a formal procedure is in place to support the safety of their welfare needs.

In the event a person does go missing the police are notified immediately whilst staff conduct a localised search based on all known information and knowledge of the person. The safety of the Residents is paramount. All relevant authorities will be informed, on their return the person will be supported and monitored

If the person wanted to speak to an independent advocate, then this can be arranged.

## Fire Precautions

The home operates robust fire and emergency procedures. The home has a fire policy which is rigorously applied. An appropriately qualified external agent services equipment on a regular basis.

Fire equipment and alarms are tested at regular intervals and tests are recorded in the fire log book, testing takes place in line with the fire safety policy and legislation and staff and service users take place in regular evacuations as required and we actively support Residents in understanding fire safety. We do this through picture/symbol fire procedures, talking about fire safety and through fire drill simulations.

All exits are clearly marked and with emergency windows and fire equipment in place that is checked regularly we provide a safe home to Residents and Residents.

The team receives regular fire training from accredited training instruction takes place as part of the induction process for new staff and regular thereafter. The implications of a fire within the home are discussed with Residents if practicable. In addition, each person has a specific risk assessment related to fire safety and details of any evacuation plans are kept in the fire file.

The staff team will carry out weekly checks on all fire equipment, record and report any actions required to their line manager.

# Statement of Purpose

All of our senior staff have been trained in first aid and support workers have basic training in the area so that there is a first aider on duty at any one time. All staff are trained in fire safety and complete weekly fire safety checks that are recorded in the fire safety check book.

Health and medical emergencies are also planned for within the general running of the home. An ambulance will be called by the home in the event of any accident or seizure requiring attention and it is deemed appropriated to await the arrival of a GP. A staff member will accompany the person to hospital and remain with them as required subject to their needs and capacity. Night cover will be provided if it is felt that this would be in the best interests of the person or at the request of the placing authority.

Other emergencies such as gas or water leaks or electrical failures, will receive immediate attention from appropriate external agencies, the home has a Business Continuity Plan which can be found in the office.

Fire precautions and emergency procedures are inspected during monthly inspections.

The Registered Manager also ensures that portable appliance testing (PAT) is carried out on a yearly basis. The boilers are serviced annually to ensure that they are safe for use.



## Contact Details

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