



26 Severn Road • Weston-super-Mare • BS23 1DP

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**Supporting your
pathway to recovery**



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Statement of Purpose and Service User Guide



**Supporting your
pathway to recovery**

NOTES



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INPATIENT CARE

Fees

There will be no admission fee

Fees will be negotiated according to need.

These prices are negotiable and may increase owing to assessed risk factors.

What is included in the fees:

- A single furnished room with ensuite bathing and toilet facilities
- Meals
- 24 hour drinks and snacks
- Medical supervision and medication management
- Social skills training
- Life skills training
- Therapeutic activity programme
- Facilitating vocational training if appropriate
- Anger management
- Family therapy and cognitive behaviour training
- Personal care planning with an allocated key worker and ICPA liaison with Health Trusts
- One to one daily contact with the key worker/ qualified nurse
- Laundry facilities
- Smoking area
- Organised outings if requested
- Satellite television and access to the library
- Free broadband access
- Flatscreen TV in the bedrooms with DVD player.
- Facilitating discharge

What is not included:

- Hair stylist fees
- Dental fees
- Optician's fees

Review of this Document

We will keep this document under regular review and would welcome comments from residents and others.

Review Date: 01/06/2010

ADMISSION

Oaklands provides fair access to each person meeting the eligibility criteria for residential services. Access to Oaklands services is to be within available resources and will be free from discrimination based on gender, race, sexual preference, class, political or religious belief. To meet the eligibility criteria, the person must:

- Have mental health problems
- Consent to be referred (or consent given by family/care manager if the individual is unable to consent)
- Have an up-to-date assessment of needs via their care manager

Oaklands will arrange for transporting the service user to the home and again on discharge. On arrival, members of staff will sympathetically endeavour to make him/her feel at ease, safe and settled. The chef will discuss any dietary preferences. Personal belongings will be carefully entered into our log book.

Using the original assessment tool and CM7, the trained nurse will formulate initial person centred care plans and assessments, highlighting any obvious risks and informing all staff.

After admission, the Oaklands team will continue to work in close conjunction with the referring service with respect to continuing care.

EMERGENCY ADMISSION

It is not the Home's policy to accept emergency admissions except under exceptional circumstances. Before any admission, every attempt will be made by the Home Manager to carry out a full assessment of the service user's needs in the presence of the service user and carers to ascertain that the Home can meet his/her needs fully.

In the event of an emergency admission where there is no time to meet the service user for a formal assessment, the Home Manager must receive an official care plan from the social worker involved and speak to the family and carers, or if the service user has not been assigned one and is privately funded, the Home Manager must make a detailed phone assessment with the relatives or carers before making a decision to admit.

The service user will then be admitted on a four week trial basis and be given a statement of purpose and full details of the ethos of the Home within the first 24 hours.

MISSION STATEMENT

Oakland's vision is to provide comprehensive residential support to empower individuals experiencing emotional and/or mental health problems in their recovery, with an emphasis on developing personal hopes and aspirations.

We strive to provide a service that treats people with experience of mental distress fairly, positively and with respect within a community based context.

Aims of Care Therapy

The aim of our Care Therapy is to provide the client with an outlet for emotion and to enable the client to develop self-awareness, facilitating personal growth and change.

This can be exhibited externally in the following ways:

- Improved self-esteem
- Increased confidence
- Improved socialisation
- Modified inappropriate behaviour
- Ability to more appropriately manage emotions
- Increased independence
- Reduced anxiety levels
- Reduced depression levels
- Increased motivation

OAKLANDS



Formerly a coach house and stables, Oaklands is an attractive, detached Victorian house built in 1893. The house, which retains its original features, has been extensively and attractively refurbished for its present use as a registered home for adults with psychiatric difficulties.

Oaklands is ideally situated a short walk away from the beach and town centre; in close proximity is a good selection of local shops, cafes and supermarkets and the Parish Church. Oaklands overlooks parkland areas and is conveniently placed for the railway station and main bus routes. Weston-super-Mare is a 20 minute drive from Bristol Airport.

Oaklands, established in 2010, is registered for ten adults, between the ages of 18 and 65, with psychiatric difficulties. Oaklands provides support and encouragement for an equal proportion of male and female residents.

REFERRAL AND ASSESSMENT

Prospective clients must be experiencing a Mental Disorder that requires assessment or treatment.

It is expected that prospective residents will have been undergoing treatment for the Acute Phase of their condition and be waiting for discharge arrangements to be made by the referring service. Oaklands will provide a less constrictive environment where treatment and personal development can be carried out within a framework of risk assessment.

When a client is referred to Oaklands the Manager will ask to examine his/her community care plan and discuss his/her needs with the key worker thus forming an initial view of whether the home can meet the client's needs. A comprehensive assessment by the Nursing Manager will take place before admission using the assessment tool formed from the minimum standard guidelines. The prospective resident should be accepting treatment and consent to continue doing so.

Should it be decided by the referring service and the Oaklands Manager that a stay at Oaklands is likely to produce a positive therapeutic benefit for the client and that his/her needs can be met, an initial visit to the home will be arranged. Fees will be negotiated according to the level of care required.

An initial month's trial will be agreed by all parties and a CPA meeting will be arranged with the Community Care Worker and relatives if appropriate. Behavioural breakdowns beyond levels previously agreed will result in the return of the resident to the referring unit.

We may also consider respite care.



IMCA Advocates

The role of the Independent Mental Capacity Advocate was developed in conjunction with the Mental Capacity Act 2008 in order to safeguard the rights of clients. Our staff are committed to working closely with such advocates.

Visiting Times

Whilst the management and staff at Oaklands do not wish to curtail visits to the home from friends and relatives, it is important to understand that therapeutic time with staff may be given priority under certain circumstances.

Visiting times are flexible.

The home has open visiting times on Saturday and Sunday from 9.30am until 7.30pm. Visiting times are not statutory. Any planned visits outside the above times from Monday to Friday can be discussed with the Nurse in charge and if deemed appropriate, an extension will be made.

Illegal Drug and Alcohol Policy

Misuse of drugs and alcohol on the premises is prohibited. Anyone found misusing alcohol or drugs could be subject to discharge.

Religious Observation

Oaklands respects diversity in culture, creed and religious faith and support service users to exercise their choice in spiritual and cultural matters. Cultural and spiritual issues are important for a person's emotional well being and also have a bearing on some of their choices with regard to diet, clothing, daily habits, sexuality and other lifestyle issues.

Those residents wishing to attend religious services of any denomination will be assisted to do so and provided with transport if they request it.

Communication

Translation and interpretation services can be made available to any resident with communication problems owing to cultural or language differences.

ORGANISATIONAL STRUCTURE

Oaklands is owned by two partners, namely John Hollis and Tom O'Gorman, both of whom are directors and responsible individuals of a separate care company, established in excess of 15 years, encompassing two residential homes and an EMI nursing home.

John Hollis, the responsible person for Oaklands, has worked extensively within commercial training environments and further education prior to working within the care sector.

Sasha Goodland, the Manager of Oaklands, is a qualified psychiatric nurse RN (Mental Health) who has extensive managerial experience in the sector.

INTRODUCTION TO THE STATEMENT OF PURPOSE

*'We are such stuff as dreams are made on ...'
William Shakespeare, 'The Tempest'*

Oaklands supports and encourages people to shape their dreams, raise their aspirations, overcome barriers, access learning opportunities and achieve their full potential.

Oaklands endorses the principles of care prescribed and recommended by the Department of Health and the Care Quality Commission. Oaklands also follows the Code of Practice for Social Care Workers and Employers published by the General Social Care Council.

We are an organisation that provides the vehicle and facilities through which our residents can reach their full potential and forge for themselves new, exciting and meaningful new experiences within a safe and caring environment.



Security

The home complies with the requirements of the local constabulary. Residents are made aware that entrances to the home are externally monitored by CCTV.

Garden

There is an attractive, secluded patio area with seating and shade at the rear of the house.

Smoking Area

Smoking is not permitted anywhere in the main house or in the front garden. A sheltered smoking shelter is provided in the rear garden.

Fire Safety

We have a new, regularly maintained fire alarm system and the Home is compliant with the local Fire Service regulations. We hold weekly drills, giving instructions in emergency procedures. On admission, each resident is thoroughly instructed on what to do in the event of a fire and any risk factors (ie deafness) are reflected in care plans. All staff are made aware of such factors.

Contact with Family and Friends

Contact with family and friends is strongly encouraged at Oaklands. Visiting hours can be extended at weekends with this in mind. We also encourage visits from members of the local community who may wish to involve themselves in the life of the home with the consent and agreement of residents.

Residents are encouraged to spend time at parents' and friends' addresses if this is deemed appropriate and is consistent with their care plans. Staff are willing to set up a weekly carers' group if relatives and residents are in agreement that this is a useful therapeutic tool.

Oaklands is committed to working in partnership with people who experience mental health problems and their families and carers. We recognise that providing effective treatment relies on a three way partnership between the resident, relatives and health professionals. We believe that it is part of the role of our staff to promote clear communication with commissioning bodies and relatives, to form professional friendships with our residents and to work towards recovery and improvement in the quality of their lives.

Dining/Leisure Area

There is a large dining and leisure area which is used for activities between meals. Snacks and drinks can be prepared at the preparation area in the dining room on a 24 hour basis.

Lounge

There is a large, attractive period lounge with comfortable seating, a window seat, free satellite television and a music system. A growing library of books and DVDs is available for residents' use.

Conference/Therapy Room

This can also be used to provide a private space for individual residents and their visitors.

Games Room

This self contained, fully insulated chalet in the garden can be used for table tennis, table football, beauty therapy, art therapy, music practice etc.

Toilets

In addition to the ensuite facilities in the bedrooms, there are toilets near communal areas.

Kitchen

There is a well equipped modern kitchen from which the chef will provide daily meals from a menu agreed by all residents at their weekly meeting. A menu is available but alternative choices are provided on request. Residents are offered professional training on an ongoing basis on how to budget, shop and cook for themselves.

Laundry

A laundry is provided along with an area with ironing facilities.

Telephones and IT

We have a wireless telephone within the house which residents are welcome to use in the privacy of their rooms. Calls to mobile phones and international calls are barred on this system but residents are of course able to use their own mobile phones should they possess them. Each room has a telephone socket which can be connected to a personal land line if required. Free WiFi Broadband connection and free IT training is available at the home.

THE OAKLANDS ETHOS

Oaklands aims to provide its residents with a safe, secure, relaxed environment in which medical, physical, cultural and emotional needs can be met. This process is carried out in line with the aims and objectives of the resident and the home with the assistance of a trained staff team working together in a positive and sympathetic manner.

All residents are allocated their own key workers and are encouraged to work alongside them. With the help of relatives and community multidisciplinary teams, we aim to create a professional, therapeutic relationship based on trust, empathy and active listening. This relationship is central to the ongoing process of reviewing and developing the person centred care plans, the production of risk assessments and in developing knowledge of triggers to behaviour.

Our ethos at Oaklands is to create a homely and friendly environment where residents' wishes are respected and where they are treated as valued individuals. Our staff place great emphasis on personal dignity and respect. Our aim is to prepare residents for reintegration into society.

Mental Health problems are increasingly prevalent in modern society and present themselves in a variety of forms. It is likely that within the immediate circle of our family and friends we will all have had some experience of conditions such as depression, psychosis, anxiety, bi-polar illness and eating disorders. These are states of mind which can have a huge impact on the lives of individuals and their families and it is our objective to assist our residents to lead as fulfilling lives as possible within a carefully supervised framework.

Oaklands offers personalised care designed to cater for individuals who are in the post hospital stage of their treatment in preparation for a return to everyday life. Care plans are carefully negotiated with our residents who are at all stages involved with the pattern of the care which they receive. Oaklands caters for people with various psychotic disorders ranging from short term psychiatric illnesses to more chronic psychiatric conditions such as ongoing psychosis.

STRUCTURE OF CARE

The following principles will be applied to all persons receiving care or support from the organisation. It is important to recognise that these principles are interdependent and equal in importance.

Rights and Equal Opportunity

It is the legal and moral responsibility of all employers to respect the rights of individual service users at all times. Failure to do so may not only be morally wrong, it may also break the law and constitute abuse. The right to self-determination, to be treated with respect, to privacy and dignity is the inalienable right of all human beings and is enshrined within the United Nations Universal Declaration of Human Rights¹. Since October 2000, the Human Rights Act (1988) incorporates into UK domestic law certain of the provisions of the European Convention on Human Rights. Among the various articles of the Act relevant here are the right to freedom from torture and from inhumane and degrading treatment (Article 3), the right to respect for private and family life, home and correspondence (Article 8) and the prohibition of discrimination (Article 14).

All residents are treated with equal respect, irrespective of ethnicity or sexual orientation.

Privacy

Oaklands recognises that life within a communal setting and the need to accept support from others are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to safeguard residents' enjoyment of privacy in the following ways:

- helping residents to recognise their right to privacy and support them in safeguarding the same
- offering areas and locations around the home for residents to be alone or with selected others
- safeguarding confidentiality of information about residents held by Oaklands; personal information is safely secured in accordance with the Data Protection Act 1998.
- only relevant members of staff and outside agencies are privy to meetings and files on an individual resident.

¹ 'All human beings are born free and equal in dignity and rights' Universal Declaration of Human Rights (1984) Article 1

ACCOMMODATION

Environment

The home has been completely refurbished and insulated to a high standard for the residents' convenience, comfort and enjoyment. Most importantly we recognise the value of encouraging and supporting residents to personalise their space to create a homely and pleasurable environment. In particular we do the following:

- In personalising the home we encourage residents to include in their personal space items of sentimental value such as family photographs and their artwork
- Ensure that residents have safe, comfortable and attractive bedrooms with their own possessions around them
- Provide individual accommodation which meets the National Minimum Standards
- Maintain the buildings and grounds in a safe condition
- Make appropriate arrangements for communal areas of the home to be safe and comfortable
- Supply toilet, washing and bathing facilities suitable for the residents for whom we care
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection
- Arrange for specialist equipment to be available to maximise resident's independence within the available resources

Access

All residents have their own keys to the front door and their own bedroom door. Staff will only enter a bedroom after knocking and gaining permission unless prior arrangements have been care - planned owing to risk factors.

Bedrooms

Each resident has his/her own bedroom with ensuite shower, washing and toilet facilities. A telephone point, free WiFi connection and a plasma screen TV with freeview is also standard. Each room contains a desk with a lockable drawer, two chairs, a bed, a bedside table, a wardrobe and a nurse call point.. Residents are encouraged to personalise their private environment. There is a self contained annexe with separate laundry, suitable for two female residents.

THE UNDERPINNING ELEMENTS

A series of themes both cut across and underpin our aims relating to the rights of residents and quality of care. We want everything we do at Oaklands to be driven by the needs, abilities and aspirations of the people who live here, not by what staff, management or any other group will desire. We will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain resident-led.

Fitness for Purpose

We are committed to achieving our stated aims and objectives and we welcome and encourage an open policy for feedback through our compliment, concerns and complaints procedures.

Comprehensiveness

We aim to provide a total range of care, in collaboration with all the appropriate agencies, to meet the overall personal and health care needs and preferences of the people who live here.

Meeting Assessed Needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident using a person-centred approach.

Statements and Policies

Oaklands has a number of supporting Statements and Policies in order to comply with current Government legislation and the Care Quality Commission (CQC) Essential Standards in Quality and Safety which will enable the service to comply with the Health & Social Care Act 2000 (Regulated Activities) Regulations 2009 and the Care Quality Commission (Registration) Regulations 2009. Staff, residents and other relevant parties have access to relevant policies and codes of practice and, where appropriate, involved in the stages of development, monitoring and review.

Quality Assurance

Oaklands places a strong emphasis on providing the highest quality service possible for all of its residents. Oaklands believes that, no matter how good its present service, there is always room for improvement. The home works alongside national guidance on the promotion of good health and prevention and treatment of ill health (National Institute for Health and Excellence (NICE) 2010) ⁷.

⁷ The National Institute for Health and Excellence (NICE) 2010

Dignity and Respect

Mental health issues can quickly undermine dignity, so Oaklands tries to preserve respect for residents' intrinsic value in the following ways:

- giving help in intimate situations as discreetly as possible
- helping residents to furnish their rooms with their personal possessions
- guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors where appropriate
- treating each resident as a special and valued individual
- tackling any stigma from which the residents may suffer through age, disability or status
- maximising the opportunities for the residents to experience social norms, which will serve to increase their self-esteem and personal growth
- offering a range of activities that enables residents to express themselves as a unique individual
- compensating for the effects of disabilities which residents may experience with regard to their communication, physical functioning, mobility or appearance

Participation and Integration

Oaklands strongly believes that the provision of care services should be based on a collaborative effort comprising residents' parents, siblings, guardians, carers, significant others and health professionals. Collaboration means sharing information on an equal basis (provided of course there is no breach of confidentiality). This participation is underpinned by a person-centred approach, which enhances and supports the rights of the resident .

An interdependent relationship exists between residents and staff. This is a relationship involving two or more parties that is established in stages based on a mutually supportive approach. The interdependent model requires both sides to evolve.

- Fostering an awareness among the people who live here of the concept of inter-dependency and encouraging them to explore fully their sense of recovery alongside our Pathway to Participation and Integration Approach

- Maximising the abilities of residents for self care, for independent interaction with others and for carrying out the tasks of daily living unaided
- Providing as tactfully as possible human or technical assistance as and when needed
- Helping people who live here take reasonable, fully informed and thought out risks
- Promoting possibilities for residents to establish and retain contacts beyond the Oaklands community
- Using any form of non aversive behaviour intervention on residents in the least restrictive manner and only when it is essential for their own safety and the safety of others².
- Encouraging residents to contribute to the records of their own care

2 Least restrictive intervention – anything done for or on behalf of people without capacity should be the least restrictive of their basic rights and freedoms.

Restraint/deprivation of liberty. Section 6 of the Act defines restraint as the use or threat of force where an incapacitated person resists, and any restriction of liberty or movement whether or not the person resists. Restraint is only permitted if the person using it reasonably believes it is necessary to prevent harm to the incapacitated person, and if the restraint used is proportionate to the likelihood and seriousness of the harm. Mental Health Act 1873.



CHOICE OF HOME

We recognise that applicants to Oaklands should have the opportunity to choose a home suited to their preferences, needs and abilities; this will be subject to the currently available choices at Oaklands.

To facilitate these choices and to ensure that the residents know precisely what services we offer, we do the following:

- Enable all parties to participate in the overall admission process with additional input from advocacy services and other support agencies if requested by the applicant.
- Supply detailed information on the home providing a copy of the detailed statement of purpose and service user guide.
- Give each resident a contract or a statement of terms and conditions specifying the details of the relationship between organisation and client. This will include all financial details relating to the persons care.
- Ensure that every prospective resident has his/her needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident of meeting their current needs.
- Assure applicants that we are committed to reviewing and adapting their care plans on a regular basis. In the event of a change of their needs or personal preferences in accommodation we will adapt the plan and honour our commitment to person-centred care based on the developmental approach.
- Offer introductory visits to prospective residents and plan a 13 week transitional period.
- Ensure that the new resident is made to feel welcomed and supported during this period of change. We recognise that as well as being exciting and empowering, moving home can be disruptive and stressful, particularly if the move is from another part of the country. We work hard to minimise this stress and help the new resident feel included in the life of the community.

- Included within the quality assurance systems is the Person In Control Report which ensures Oaklands consistently adhere to all aspects of good practice and follow procedures as stipulated by National Minimum Standards.
- Follow accounting and financial procedures that promote residents' best interests and conform to procedures prescribed by government legislation
- Offer residents appropriate assistance in the management of their personal finances using quality assurance tools.

The Manager and Responsible Person carry out regular monthly audits on management performance and quality of care. The Responsible Person completes a report accessible to the Care Quality Commission on a monthly basis. We also encourage the input of residents, staff and relatives by holding regular weekly home meetings and by providing quality assurance questionnaires and service users surveys.



Choice and Capacity

Oaklands fundamentally believes that life for the people who live here should not be prescriptive, institutionalised or restricted. The Oaklands team therefore places choices at the heart of its philosophy and we help the residents understand that in all situations they have a choice and their decisions will be supported by the staff team and available resources provided they do not infringe on the rights of others. In short, people can contribute effectively to the decisions that affect their everyday lives if their choices and opinions are understood and supported.

In our assessment of person centred choice and capacity, we believe that the unique characteristics of every individual must be at the centre of service design and delivery. Our assessment process and professional duty will incorporate 'The Code of Practice and Guidance on the Mental Health Capacity Act (2005)' and is underpinned by a set of five key principles stated in Section 1:

- A presumption of capacity - every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise
- The right for individuals to be supported to make their own decisions - People must be given all appropriate help before anyone concludes that they cannot make their own decisions ³
- Individuals must retain the right to make what might be seen as eccentric or unwise decisions
- Best interests – anything done for or on behalf of people without capacity must be in their best interests
- Least restrictive intervention – anything done for or on behalf of people without capacity should be the least restrictive of their basic rights and freedoms ⁴

We aim to help people who live here exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

- Avoiding wherever possible treating residents as a homogeneous group
- Enabling residents to manage their own time and choose their preferred activities within the communal timetables
- Retaining maximum flexibility in the routines of the daily life of the home

- Offering residents a wide range of leisure activities from which to choose
- Respecting individual behaviour in residents with regard to their choices of activity
- Allowing residents as far possible decide for themselves where, when and with whom they consume food and drink of their choice

3 The 'circle of support' is illustrated within a resident's file within their person centred plan

4 The Mental capacity Act 2005

Inclusion and Fulfilment

All people, regardless of any psychiatric difficulties, possess a primary need for human contact and social interaction. Above all they are to be nurtured and assisted by their immediate circle of support ².

History has shown that people with psychiatric difficulties have frequently been placed, as a result of the prejudices of others, on the fringes of society. Tragically in the past, this group has been segregated, detained in inhumane institutions and even persecuted. Today they enjoy the legally protected rights and freedoms that are accorded to all citizens. There is a risk, however, that they may still, on occasion, be marginalised as a result of lingering preconceived notions of disability.

Oaklands unreservedly believes that all people are valued members of society and the people who live here are fully supported in extending their social networks and contributing to the wider community. Our philosophy of the importance of inclusion is based on the following principles:

- The opportunity to be included and contribute to community life should be made available to every individual
- People should not be segregated from other members of the wider community when making use of valued community resources and activities

Security and 'Keeping Safe'

Security and protection from all abuse is paramount in Oakland's approach to care. We make all possible efforts to protect residents from every sort of abuse and from all scenarios where potential abusers could threaten their safety.

MANAGEMENT AND ADMINISTRATION

Oaklands recognises that the leadership of the home is critical to all its operations; the leadership at Oaklands supervises and safeguards the partnership between residents and staff without being autocratic. The transformational leader will be the catalyst for expanding perspectives, empowering people at all levels and maximising the use of resources.

To ensure that the leadership is characteristic of the high standards Oaklands sets itself, we do the following:

- Oaklands maintains a management approach which creates an open, positive and inclusive atmosphere.
- The Manager believes that supervision of all staff members and voluntary workers should be positive, proactive, regular and conscientious.
- Should the need arise, a disciplinary process will take place which complies with employment legislation and good practice.
- A quality assurance and quality monitoring system is in place to monitor all aspects of the management and administration of Oaklands.

Oaklands strives to maintain a comprehensive and accurate administrative and record keeping system. A dedicated approach from all staff, supported by quality assurance tools, ensure that administrative systems run smoothly and comply with the relevant National Minimum Standards guidelines and good practice. As an organisation, Oaklands works hard to achieve the following desired outcomes:

- All records are prepared with a person-centred approach and, wherever possible, are prepared with residents' involvement.
- Appropriate documents are presented to residents in a user friendly, person-centred format (e.g. using signs and pictures, audio format etc).
- All records reflect the specification of the National Minimum Standards as set out by the Care Quality Commission Inspection.
- All records are regularly updated and communicated effectively to all relevant staff.
- All records are stored appropriately and in accordance with the Data Protection Act (1984) to maintain confidentiality.

STAFF TRAINING AND QUALITY OF CARE

A two-pronged approach characterises the staffing practices at Oaklands; firstly we are aware that staff play a key role in the resident's welfare. Secondly, we are committed to the well being of the staff team and believe that individuals should be secure, valued, fulfilled and happy in their work. As a result, staff welfare plays an important part in many of our practices. Most importantly, as the people who live here enjoy autonomy of their care, we consider the relationship between residents and staff to be that of a partnership.

Oaklands staffing protocols are as follows:

- The staff team is coordinated by the fully qualified Home Manager who is present on a full time and 'on call' basis.
- We ensure a skill mix appropriate to our client group in accordance with National Minimum Requirements and are in close liaison with consultant psychiatrists, G.P.s and other community professionals and social workers. There is a qualified nurse on duty 24 hours a day accompanied by a safe ratio of support workers, the number being determined after careful risk assessments by the Home Manager.
- Our qualified nursing staff are registered with and bound by the Nursing and Midwifery Code of Professional Conduct, to ensure the wellbeing of our residents. They carry out continuing medical reviews, monthly reviews with the residents and oversee the carers. They are trained in the fields of COSHH, Risk Assessment, Drug Administration, Health and Safety, the Capacity Act and First Aid.
- We train all Health Care staff in NVQ Health and Social Care as well as giving them specialised Mental Health Training, Life Skills Training and training in the mandatory fields of COSHH, Health and Safety and Protection of Vulnerable Adults. The safety of our residents and that of the surrounding community is our priority. The training process is overseen by a consultant in the field of Mental Health who has developed a specialised programme for the Home.
- We employ a chef who has the skills both to provide the residents with nutritious meals as well as to teach them about good food hygiene, budgeting and cooking their own meals. We also employ a qualified handyman to maintain the physical environment effectively.
- In line with National Minimum Standards all potential staff must obtain satisfactory enhanced Criminal Records Bureau checks and provide two substantial written references before their employment can begin.

We aim to provide an environment and structure of support, which responds to the need for security in the following ways:

- creating an atmosphere that is open, positive and inclusive
- developing personal safety guidelines for service users based on the principles of 'keeping safe' to promote self-management in the area of protection
- offering assistance with tasks and in situations that would otherwise be perilous for service users
- nurturing a working culture in which staff are vigilant to potential abuse and are safeguarded and supported in the reporting of abuse
- developing training and guidance for staff who work with Vulnerable Adults according to protocols set out by the Care Quality Commission

Complaints and Incidents

Despite everything we do to provide a secure environment, we appreciate that residents, in exercising their human right to choice, may become dissatisfied from time to time and may even suffer abuse inside or outside the home. The National Minimum Standards is the criterion by which Oaklands sets our protocols surrounding concerns and complaints.

- Complaints should be addressed to either the Responsible Individual (John Hollis) or The Home Manager.
- We ensure that all residents and staff are aware that a complaints procedure exists in accordance with National Minimum Standards and that Oaklands has an unequivocal commitment to it
- Complaints will be logged with immediate effect and resolution sought immediately or within 28 days at the latest
- We ensure that the complaints procedure is understood by the residents by providing a service user friendly format of the procedure (e.g. using signs, pictures, audio etc.) and offering staff support if necessary
- We reassure residents that raising a concern or a complaint is absolutely the right thing to do and they should not be fearful of voicing their concerns or invoking the complaints procedure
- We take all necessary action to protect residents' legal rights with reference to outside agencies if appropriate
- Once an investigation has taken place records are securely stored to maintain confidentiality and anonymity
- Whenever an incident is brought to the Manager's attention, an Incident Form is completed and the Incident is entered on the Incident Form Log Record

If the complaint involves allegations of abuse or neglect, then the Police, the CQC, Care Connect, the community care team and relatives will be informed immediately. We are well aware of the possibility of the many direct and indirect forms of abuse and discrimination and in this respect we operate a zero tolerance policy.

The **Care Quality Commission (CQC)** is our regulatory body. Should you wish to speak to them directly, you can contact them at:

CQC
South West Region
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA

Telephone: 03000 616161
Email: enquiries@cqc.org.uk

Compliments

Compliments can be received by groups or individuals for many different reasons. When the organisation receives a verbal compliment, the member of staff it is given to should inform the Manager who will ensure everyone is informed.

When a written compliment is received, the Manager will ensure that everyone involved is informed. Anyone wishing to have a copy of the letter should ask the Manager who will be more than happy to assist.

Department of Health NO Secrets Guidance on Developing and Implementing Multi-Agency Policies and Procedures to Protect Vulnerable Adults from Abuse DoH 2000

- It is the responsibility of the Manager to oversee this process and any deterioration in a resident's mental health will be reported to the community area team and CQC if necessary.

Individual Consultations

It is arranged for each resident to have regular weekly sessions to discuss progress and review the care plan. Further private individual sessions can be arranged on a needs basis.



RISK ASSESSMENT AND RISK MANAGEMENT

Successful risk management aims to maximise the resident's independence of action by promoting the process of reintegration into society. This is a key factor in our recovery programme. Risk assessment and management will be based on evidence based practice. ICPA documentation will be adhered to together with core assessments prior to admission to Oaklands.

Oaklands recognises the sensitivity of the balance between rights and risk on one hand and duty of care and security on the other. Namely, residents should have the opportunity to take part in a wide range of life experiences, as would any other person, but in doing so; they may encounter a certain amount of risk. Oaklands appreciates that risk comes with the freedom of exercising choice and this risk should be celebrated as a valued learning tool and not feared.

Oaklands support residents in their enjoyment of freedom, choice and their exploration of life experiences in the following ways.

- Oaklands identifies risk on an individual basis and we recognise that all choice (regardless of any associated risks) is a human right. Taking reasonable risks is naturally part of that individual's quest to explore aspirations and to achieve his/her goals.
- Individual risk assessments and ongoing treatment reviews will be undertaken by the resident, key worker, consultant and community key worker on a regular basis. Care plans will be formulated and actioned accordingly. The resident will also have ready access to other professional services such as chiropodists, dentists, opticians and General Practitioners.
- The Care Team will produce, regularly update and circulate to all relevant staff members a complete risk assessment. This risk assessment should include all criteria specified by the National Minimum Standards for Risk Assessments.
- These risk assessments and care reviews will initially address the issue as to whether a resident may leave the Home unsupervised or not and will in due course consider plans for future discharge.

STRATEGIES FOR RECOVERY AND WELL BEING

Person Centred & Health Action Planning

We draw on expert professional guidelines for the services that Oaklands provides. In pursuit of the best possible health care we do the following:

- During the first week we closely monitor the resident within a bio-psycho-social framework and he/she will be given ample opportunity to express preferences and choices.
- We provide a comprehensive person centred plan based on needs and desired outcomes negotiated with the resident which will be formulated and progressively updated as treatment progresses ⁵.
- We provide accessible friendly and supportive community services for adults with mental health problems.
- We encourage residents to become increasingly aware of their conditions, the warning signs of regression and to recognise the importance of complying and maintaining treatment and the consequences of not doing so.
- We support and provide arrangements for health care plans for adults with mental health problems which are regularly reviewed.
- We meet the appropriate professionals to fulfil the health care needs of each resident.
- We establish and carry out careful procedures for the dispensing of residents' medicines including the opportunity to self-medicate whenever possible within appropriate protocols ⁶.
- We take steps to safeguard residents' privacy and dignity, as far as possible, in all aspects of the delivery of health and personal care.
- We remain vigilant to the mental health needs of the residents. In the event of a resident experiencing mental health issues the staff team will increase the level of support during this period of anxiety and distress and carefully monitor outcomes.
- We support residents in all physical and emotional aspects of the ageing process sensitively and professionally.
- We treat with special care those residents who have regressive illnesses or terminal illnesses, and sensitively support them and their relatives at this time.

Advocates and relatives are able to participate in this process on request. Comprehensive care plans based on needs and desired outcomes are negotiated with the resident which will be formulated and progressively updated as treatment progresses. They will include a range of daily therapeutic and life skills options designed for individual needs which the resident will be able to pursue at his/her own pace.

5 Our Health, Our Care, Our Say: A New Direction for Community Services (White Paper) 30 January 2006

6 Medicines Act 1968, Misuse of Drugs Act 1971, Misuse of Drugs (Safe Custody) Regulations 1973

Person Centred Life Satisfaction and Development

We want to help our residents to realise personal aspirations and abilities in all aspects of their lives. We seek to assist them in the following ways:

- Each resident will be supported with a Quality in Action Life Satisfaction Assessment enabling the care process to measure service outcomes of life experience and quality of life.
- We always attempt to listen and to attend promptly to any resident's desire to communicate at whatever level.
- We circulate information to the relevant staff members as fully as residents wish, information concerning the individual histories and unique characteristics of our residents.
- We constantly review the Person Centred Plan with the resident and amend when necessary in a service-user led and engaging manner.
- We support residents' choice of leisure and recreational activities (both on and off-site) to suit their individual tastes and abilities and to stimulate participation and social interaction.
- We facilitate a programme of activities within Oaklands from which the residents may choose.
- We respond appropriately to the personal, intellectual, artistic and spiritual aspirations of every resident.
- We respect the residents' religious, ethnic and cultural diversity.

Fulfilment in Relationships and Communication

Oaklands staff team works in partnership with the residents and, if applicable, outside agencies to present opportunities for residents to extend social networks, support and access to leisure in the community.

- Helping the residents to maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships if they wish
- Creating forums and opportunities in which residents have the opportunity to extend social circles both within Oaklands and within the community
- Supporting residents in developing their communication skills. The staff team may provide support and training on communication techniques such as Makaton and dramatic intervention
- Offering each resident, depending on priority need, the right to access charity work, outings, cognitive and alternative therapies as well as social and rehabilitation therapies
- In addition, Oaklands offers regular home based group learning sessions such as Art Therapy and IT. We endeavour to cater for a wide range of individual interests such as music, film and creative writing

Life Skills Training

We provide specific 'Life Skills Training' which aims to give residents vital skills for living or to help them regain these skills, thus making the eventual goal of independent living more likely.

Examples of such skills are:

Budgeting
Personal hygiene
Healthy living
Healthy eating
Accessing information and advice
IT training
Participation in leisure activities and advice
Socialising
Assertiveness training
Anger management
Reassessing vocations
Help with interviews
Understanding of illness
Appropriate sexual behaviour
Family therapy