



# PARK HOUSE

part of the SENAD Group

## Statement of Purpose

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A Guide for Parents, Carers and  
Professionals about the Residential Care at  
Park House.

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## Welcome to Park House (part of West Midlands Learning Campus)

The transition from childhood to adulthood can be a very confusing time for those with learning difficulties, a sensory impairment, and autistic spectrum disorder or for those with behaviours that can be challenging. Parents and carers may find it difficult to know what care package will ensure they have a fulfilled and independent life.

Park House is a medium to long term community based residential home, providing a caring and safe environment for nine young adults who need specialist 52-week care. Here, residents will receive support to enhance their life skills, self image and social competencies.



### The Aims of Park House are:

- To address and modify behavioural problems through a positive approach to behaviour management.
- To foster the development of personal, social and educational skills in order to utilise the full potential of each individual.
- To achieve maximum measure of independence and social competence for all.
- To prepare each resident to maximize their place in society through appropriate care and the provision of relevant social experiences.
- To provide a positive environment, conducive to constructive learning experiences.
- To provide a broad, balanced and relevant range of activities, appropriate to each resident's needs and containing clearly defined objectives.
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- To treat each individual in a person centered way.
- To evaluate progress through ongoing monitoring and regular assessment.

I hope that this statement of purpose will give you the confidence that Park House can support your loved ones continued development for a better future.

Isobel Walshe  
Registered Manager

## How We Care

Park House is a medium to long term community based residential home, providing a caring and safe environment for nine young adults who need specialist 52-week care. Here, residents can develop skills that will enhance their life choices, self-image and social competencies.

Park House is situated in the town of Bromyard within two minutes' walk of the town centre. We currently have six bedrooms with ensuite facilities and one flat, which consists of a bedroom, lounge and kitchen. This enables residents to live in a semi-supported environment.

In 2011 a two bedroomed bungalow was built within the grounds of the main house. This provides purpose built accommodation for residents ready to take their next step towards semi supported living.



We have a large private garden to the rear of the property and two further smaller gardens situated in the grounds which provides opportunity for individuals to seek out quiet peaceful surroundings when required.

We also have an leisure space in the grounds called the Hive which offers a television pool table, music and refreshment area. Residents are able to use this to socialise with each other, build positive friendships and develop key group living skills.

Park House works in partnership with parents, carers and placing authorities to develop bespoke care packages tailored to meet individual needs and wishes in line with learning and development.

We value the knowledge and insight parents have about the needs of their child and the best way to support them by sharing experiences and developing the care plans through regular consultation. Working closely with parents is an ongoing process that we believe is an integral component in providing a safe, nurturing and effective service.

Care staff are extremely experienced and receive comprehensive on-going training to keep them at the forefront of best practice. Residents are also supported by our own support services that

include Occupational Therapists, Speech and Language Therapists, and a Psychotherapist.

To encourage community access, professionals outside of our service are commissioned for their specialist input. All agreed strategies are developed through consultation with the care team with training given on how to deliver techniques identified to support the individual. Regular reviews and consultation takes place to ensure strategies are effective in responding to the changeable needs of the individual.

We have a flexible approach and always focus on the needs of the young adult. This is reflected in the care packages we can offer. Our care packages are bespoke and flexible, focusing on the needs of the young adult at this very specific time in their lives whilst working towards their future goals.

On admission, residents/guardians/family are asked to state religious needs and cultural factors. Every effort is made by the establishment to address these individual cultural and religious needs.

Each young adult has a bespoke care plan built around them. The level of support, the constraints of the environment, tolerance of peers and levels of risk will be established by the multi-disciplinary team prior to the person joining Park House.



This will be combined to form a detailed profile.

Many of our young adults have specific communication needs. Our Speech and Language Therapist works with support staff to write an individual communication assessment. Which is incorporated in to each care plan The communication assessment ensures the young adult is cared for in a nurturing and consistent way. In addition each young adult has a care plan incorporating specific health information and an individualised risk assessment.

The pivotal person in the young adult's care is their Key Worker. Each young adult is nominated a Key Worker within two weeks of their arrival; this allows us time to see the young adult's personal preferences and bonds with staff members ensuring a suitable Key Worker is selected. The Key Worker's play an important role in developing individualised care for their key person. The Key Worker will be the main contact for parents or carers, as well as professionals. They act as an advocate for the young adult, as well as their families, and will attend reviews and meetings, as well as helping the young adult to understand outcomes of meetings. This may be by putting the information into an easy read format or having a one to one discussion.

Each young adult has a room of their own, personalised for them at the start of their time at Park House. During assessment and on confirmation of a placement, personal decorative preferences, plus specific adaptations to the environment will be made to ensure it is a comfortable safe and positive living space. Personal finances are managed to meet the individual's needs. We are able to manage finances on a young adult's behalf however some parents prefer to keep this responsibility. Where possible young adults at Park House are encouraged to manage their own finances; support is given at a practical level depending on their ability. Having some understanding or learning how to manage finances can be a key development aim, especially where a young adult is working towards supported living in the community.

The desire to develop communication and foster positive self-images in the individual underpins the working practice of Park House. The skills involved in communicating ideas, emotions and needs to others, and in receiving and understanding communications are taught across the living and learning environment.

The learning opportunities we provide are broad in scope, high in caliber and with sufficient details to bring meaning and understanding within the individual's capacity for knowledge, whilst responding to the fact that different people learn in different ways.

A responsive learning experience is embraced at Park House, maintaining a view of the resident as a whole person with integrated requirements for care, training and social interaction.

We encourage our young adults to engage in as many offsite community activities as possible, these can be purely social for example attending, Yam Jams, discos and Monday Night Club or they can be used to enhance learning opportunities such as work placements at Acton Farm Mill, Houghton Project or attending local further education college. We are fortunate to be based closely to West Midlands Learning Campus (WMLC) where a range of activities are on offer. Park House are regularly invited to participate in charity events such as The Bake Off for Comic Relief or festive meals and parties.

We have numerous vehicles to allow trips far and wide, and we also make use of public transport, to ensure young adults have all the learning and development possibilities open to them. Activities are tailored to the young adult, so the list is literally endless and can include cinema, discos, climbing wall, bike rides, shopping in local cities, Football matches, swimming, gym. We also have a designated art room.

We are committed to ensuring that no young adult is stopped from experiencing and enjoying their life because of barriers their disability may put in their way. Our risk assessment policy aims to enable not restrict.

It is essential the young adults we care for have a voice and have a say in how the home is run. Their Key Worker has an essential role in acting as their advocate and ensuring their views are made known. To support the Key Worker in this role we also use the services of Onside Advocacy independent advocates when required. In addition to this our Shift Leaders also organise regular house meetings to ensure the young adult's voices are heard. These meetings also reiterate to the young adults important messages such as who are in the safeguarding team, what to do if you are worried, in an appropriate form of communication for the individual.



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## Supporting Behaviour

Our young adults are diagnosed with varying disabilities, they have significant differences in cognitive ability and communicate in different ways. All young adults referred to Park House display some challenging behaviour. This is our specialism and is what is at the centre of everything we do. All forms of behaviour are seen as some form of communication. As a team of specialists we aim to give the young adult a more appropriate way of communicating.

Park House uses a positive approach to promoting positive behaviour. Our physical intervention technique is called NAPPI (non-abusive physical and psychological intervention) Our aim is to reduce and eliminate the need to use physical intervention wherever possible.

All staff are fully trained in NAPPI. Proactive and preventative approaches are always used in dealing with problematic behaviours, but at the same time we challenge the young adults to ensure they are fulfilling their potential. NAPPI helps us to develop approaches to manage challenging behaviour in a reactive way to keep the individual and others safe from immediate harm. It also helps us to manage the positive aspects of a person's life and reduce challenging behaviours by providing enrichment across three main categories; Caring Community, Productivity and High Quality Relaxation.

All young adults have a Green, Amber and Red Lalemand Behaviour scale, which is a holistic behaviour support plan. The Red scale gives a consistent way of dealing with a young adult's behaviour and clear guidelines on what should and should not be done. We do use specific trained NAPPI physical interventions to ensure people are kept safe. However every intervention, and in fact every incident, is closely monitored by the Registered Manager, as well as the onsite NAPPI trainer. We believe in a transparent approach so all incident records are shared with parents/carers and any other significant person in the person's life.



## The Learning Environment

Park House specialises in supporting each person in reaching their full potential regardless of what barriers are in their way. We aim to develop life skills of each individual by providing learning opportunities and appropriately skilled and trained role models to lead a successful and fulfilling life with positive outcomes.

Park House works in partnership with parents, carers and placing authorities to develop bespoke care packages tailored to meet individual needs and wishes in line with their learning and development.

The main ethos driving the learning provision at Park House is meeting the adult's individual needs to enable them to reach their full potential.

Each adult has an Individual Learning Programme (ILP). Learning is tailored to each individual's needs and then any progress is tracked and evidenced through ongoing assessment. ILP's are reviewed quarterly and adapted to meet changing ability and needs. We employ approaches that are carefully matched to the individual's learning style.

Support staff are trained to use various approaches, systems and strategies including PECS and Makaton to support, communicate with and develop each adult. When an adult arrives at Park House we recognise that many of them will have had a difficult experience of learning which has impacted negatively on their self-esteem, for this reason, much of the learning takes place in the home environment in a relaxed way. We aim to assist learning through experiences rather than classroom based activity.

Carefully and holistically devised learning, care and health outcome plans aim to foster a sense of self-worth whilst focussing on the key areas of learning. Our multidisciplinary team, consisting of care and therapy staff, work together to enable students to communicate effectively, to develop their confidence and to increase motivation in order that they develop the fundamental skills for learning.

To ensure progress the staff team employ a variety of tools to assist in the collection and analysis of data. This important information is used by members of the multidisciplinary team to focus on individual needs, to plan interventions and devise appropriate strategies so that the needs of the learner are always kept as the main focus and are reviewed regularly.

Our focus on continued development and learning enables all our residents in achieving and discovering new skills within a structured safe and supportive environment through personal targets.



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## Health

We have access to Speech and Language Therapists (SALT) and Occupational Therapists (OT) at West Midlands Learning Campus.

Speech and Language Therapists assess how each young adult communicates and create a formal communication system to meet their needs. This could be a Picture Exchange Communication System (PECS) for requesting things they would like or need, and a visual system to help young people understand and be prepared for what is happening during the day. They also work with young adults on the skills they need to access learning and to function successfully in society. This includes giving them the motivation and confidence to communicate and the ability to generalise their skills in new environments and settings.

Occupational Therapists work with young adults to enable the development of their motor skills, sensory processing and visual perceptual skills. These are the key skills needed for young adults to participate effectively in life tasks, social activities and their education, through functional activities. Our OT's specialise in Sensory Integration Therapy and the Assessment of Motor Process Skills, developing programmes to meet the individuals' needs as part of the Campus' Multi-Disciplinary Team.

We also have excellent links with the local GP practice, dentist and opticians in the local town. All residents are registered with the local GP practice, dentist and opticians.

Residents are supported to attend appointments, make decisions on their own well-being and healthy living style, with appropriate levels of support from staff. In addition we have input from a variety of professions including psychiatry and psychotherapy.

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## Meet the Team

### Brian Jones

#### **Chief Executive Officer of the SENAD Group and Responsible Individual**

Brian is the Chief Executive officer and Responsible Individual for the SENAD Groups adult homes in England. He is based at the SENAD Group Head Office in Derby.

Brian was appointed Chief Executive Officer in 2006. Prior to this he acted as the group's Chief Operations Officer. Brian has worked at CEO and Director level within local authorities, as well as the voluntary and independent sector. He has significant experience in the design and set up of high quality children and adult services across Great Britain. With this expertise Brian leads the groups vision to provide a comprehensive network of education and residential care services, working in partnership with young people, parents and local authorities

### Isobel Walshe

#### **Registered Manager**

- NVQ Level 3 Children and Young People
- NVQ Level 4 Health and Social Care
- Level 5 Diploma Leadership and Management

Isobel is the homes Registered Manager and has over 15 years' experience of working with children, young people and adults with learning disabilities, challenging behaviour and emotional and behavioural difficulties. She joined the SENAD Group in December 2010 as Manager for one of the homes for students of Rowden House School. Her role also included being Designated Safeguarding Officer. Isobel is committed to supporting service users reach their maximum potential in a safe and nurturing environment.

### Martin Carter

#### **Campus Principal**

- BEd (Hons) London University
- NPQH

Martin joined the SENAD Group in February 2013. As Campus Principal his role is to lead and develop the range of SENAD services within Herefordshire. This includes Rowden House School, the adult provision within Winslow Court and Cedar Lodge, plus three adult community homes. Martin has over 20 years' experience in the field of learning disabilities, including three previous Headships. He is committed to person centred approaches and cares passionately about positive outcomes.

### Ruth Nolan

#### **Head of Learning**

- BEd (Hons) Bath Spa University
- NVQ 7 Diploma in Leadership and Management

Ruth joined the SENAD Group in February 2013. As Head of Learning her role is to create a consistent approach to the development of learning within the SENAD services in Herefordshire, ensuring that each provision is tailored to the individual's needs.

Ruth has over 20 years' experience of teaching and senior management in a variety of educational settings. During this time she has developed an empathy and understanding of students' educational, emotional and social needs and is committed to supporting continuing development, knowledge and understanding for all learners and staff.

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## Brian Lock

### Quality Improvement Manager

- CQSW
- PQASW
- PgDipSW
- PgDipMH&SC
- PTA

Brian joined the SENAD Group in 2009. His role is to help all the services within the group continue to improve the quality of outcomes for young people and adults. Brian has over 30 years experience within the social care sector. Prior to joining the SENAD Group he was a Social Care Inspection Manager for Ofsted and the CSCI.

Other team members include:

**Jayne Foxley, Speech and Language Therapist**

**Nadene Costello, Occupational Therapist**

**Lynne Gillison-Kirkham, Psychotherapist**

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## Staffing

Staffing is on a ratio of five staff to seven young adults for the waking hours of the day. Specific staffing requirements will be agreed during assessment. This enables a degree of independence in all settings. Staffing levels can be lower for times of independent working, break times, play/leisure times or very routine based times.

Our role is to increase independence skills where possible, however, it is likely that there will be some times when the high staffing support is required. This might occur when anxiety levels increase; when we are finding out about the young adult's skills; when new tasks are introduced or for some trips.

During night time hours, waking night staff are employed to support the residents as and when required throughout the night. Park House also has additional support in place with a member of staff who sleeps in every night; they are available to support waking night staff in the event of an incident or emergency situation.

All care staff receive a comprehensive induction training package. New staff complete the Care Certificate within 12 weeks of joining Park House. In addition, all staff have dedicated learning and development time built in to their rota to capture learning that falls outside of mandatory training. This gives staff the opportunity to perfect their skills and complete targeted training to meet the specific needs of our young adults.

All staff receive monthly support and supervision with their line manager and will receive an annual appraisal which will set targets and agree their personal development plan.

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## Safeguarding, Bullying and Complaints

Park House promotes a safeguarding environment throughout its service. We have a positive relationship with the local safeguarding team and refer any concerns to them in the first instance. All our staff have whistleblowing and safeguarding training. Our golden rule is 'if you have a concern tell someone!' We are as transparent as possible with all those concerned.

Incidents of bullying are openly shared and discussed to ensure everyone is kept safe. Key Workers will explain the impact of bullying in a way that each young adult can understand and may call in additional support if necessary.

### Reporting a concern

If you're concerned about the quality of care, tell us. If someone is in danger you should contact the police immediately.

We see complaints as part of the learning process; it helps young people understand how to resolve issues appropriately and helps the home continually improve and develop practice.

In the first instance any complaint should be referred to the home to resolve. If this cannot be achieved the complaint can be referred to our group central office, SENAD and/or the Care Quality Commission (CQC). SENAD will follow its complaints procedure by appointing someone independent of the home to investigate. The final stage is for any unresolved complaint to go to a complaint panel.

To speak directly to CQC contact:

### General enquiries

National Customer Service Centre:  
Telephone: 03000 616161  
Fax: 03000 616171

### Or write to

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

It has not been possible to include full policy documents in the Statement of Purpose. Where reference has been made to a policy it can be obtained from the home or from the SENAD Group website, [www.senadgroup.com](http://www.senadgroup.com)

There is a format for young adults which is simplified and uses symbols. We work with parents and guardians to provide statements in a format the young adult will understand. These could include symbols or photograph timetables.



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## Policies and Additional Information

The SENAD Group owns and operates a number of schools and children's homes, adult homes/transitional homes and has a set of common policies and procedures which apply to all settings. The Group has a philosophy of operating in an open and transparent manner, involving and keeping parents and placing authorities informed of all incidents, accidents and positive outcomes as regular as possible. Copies of most of SENAD's policies are freely available on our website, [www.senadgroup.com](http://www.senadgroup.com) or can be supplied on request. As a Group we welcome feedback.

Mr Brian Jones is Chief Executive Officer and Responsible Individual for all of the SENAD adult homes. He is based at the SENAD Group Head Office in Derby.

Mr Brian Jones  
Chief Executive Officer  
SENAD Group  
1 St George's House  
Vernon Gate  
Derby  
DE1 1UQ

Tel: 01332 378840

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## Contact

<b>Registered Manager:</b>	Isobel Walshe
<b>Address:</b>	Park House 28 Sherford Street Bromyard Herefordshire HR7 4DL
<b>Telephone:</b>	01885 483935
<b>Email:</b>	Isobel.walshe@senadgroup.com
<b>Responsible Individual:</b>	Brian Jones Chief Executive Officer SENAD Group 1 St George's House Vernon Gate Derby DE1 1UQ
<b>Telephone:</b>	01332 378840
<b>Referral Manager:</b>	Caroline Eaton SENAD Group 1 St Georges House Vernon Gate DE1 1UQ
<b>Telephone:</b>	01332 378840