

# OneNineFive

part of the SENAD Group

## Statement of Purpose

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A Guide for Parents Carers and Professionals about the Residential Care at OneNineFive Transition Service.

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## Welcome to OneNineFive

The transition from childhood to adulthood can be a very confusing time for those with learning difficulties, a sensory impairment, autistic spectrum disorder, epilepsy 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 fulfilling and independent life.

OneNineFive specialises in the care of young adults aged between 18 and 30 years and aims to help them develop the skills required to live with support in the community or to prepare them for life in a suitable residential home. I hope that this Statement of Purpose will give you the confidence that OneNineFive can support your loved ones continued development for a better future.

The focus at OneNineFive is to ensure each young adult gets to reach their full potential regardless of the barriers in their way. We work in a truly holistic, multi-disciplinary way where the divisions between care and learning are integrated. We are unique in our approach in that the care staff provide young adults learning opportunities that can be linked to achieving recognised qualifications, allowing them to thrive and develop their independence. We value the insight and knowledge parents have about the needs of their child and the best way to support them. We work closely with parents throughout their child's time with us.

The care staff are extremely experienced and receive comprehensive on-going training to keep them at the forefront of best practice. Young adults are also supported by local health care professionals that include Occupational Therapists, Speech and Language Therapists and a Psychotherapist.

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 life goals.



We currently have two, three bedroom apartments and one four bedroom apartment each with their own lounge and kitchen. Eight of the bedrooms have ensembles and two bedrooms have shared bathroom facilities.

The small living groups enable us to ensure the compatibility of peer groups, whilst enabling our young adults to build positive friendships and develop key group living skills, such as compromise, ready for their move into a more permanent living arrangement.

We hope this guide will answer some of your questions. Please contact us and we will be pleased to arrange for you to visit or answer any questions you have.

Jamie Thomas  
Registered Manager

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## How We Care

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 OneNineFive. This will be combined to form a detailed profile.

Many of our young adults have specific communication needs. Our Key Workers work with our local Speech and Language Therapist to write an individual communication passport. The communication passport ensures the young adult is cared for in a nurturing and consistent way.

In addition each young adult has a positive behaviour support plan that includes specific health information and risk assessment. For the first six weeks young adults will work to a general learning programme while the support team gets to know their individual development goals. After this time, a bespoke learning programme will be developed to focus on the individual development needs of the young adult. Altogether this information forms their care plan. All staff will be aware of the contents of this care plan and will work to it to ensure consistency.

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 person has a room of their own, personalised for them at the start of their time at OneNineFive. 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 OneNineFive 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 is a key development aim, especially where a young adult is aiming to live in the community.

We understand that young adults need to be entertained and kept active as boredom can often be a trigger for behaviours that challenge. On site we have a sensory room and garden with an adult size swing and trampoline. We encourage our young adults to engage in as many offsite community activities as possible, these can be purely social for example attending discos and youth club or they can be used to enhance learning opportunities such as work placements at or attending local Further Education College.

We have two house 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, etc. We also ensure young adults have access to a holiday each year; from Butlins to Center Parks, Camping to 5\* luxury hotel, all depending on individual choice (and of course budget).



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. In addition to this our activities coordinators 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.

The ethos of OneNineFive is our truly individualised approach. Every element of the care package is bespoke to that individual; whether that be the number of nights they stay, their specific routine, the input from professional services, their diet or their cultural and religious preferences. The nature of the establishment having educational instruction and care in one building with onsite professional support services gives the opportunity to truly build a multi-disciplinary package around the young adult.



## Supporting Behaviour

Our young adults are diagnosed with varying disabilities, they have significant differences in cognitive ability and communicate in different ways. All young people referred to OneNineFive 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.

All the apartments use a positive approach to promote 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.

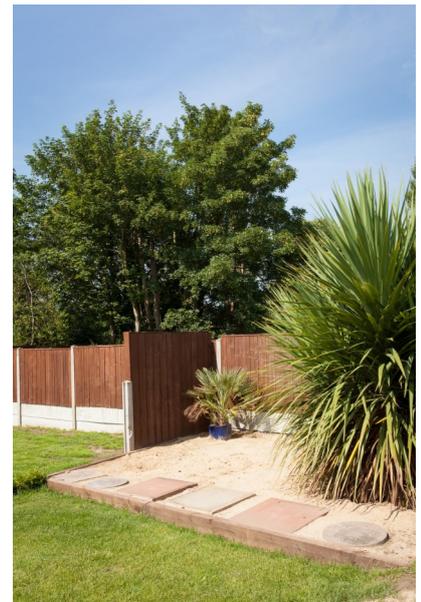
All staff are fully trained in NAPPI. Proactive and preventative approaches are always used in dealing with problematic behaviours, but at the same time we challenge the young adults to ensure they are fulfilling their potential. NAPPI helps us to develop approaches to manage challenging behaviour in 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 people have a Red, Amber and Green Lalemand scale, which is a holistic behaviour support plan. The Red scale gives a consistent way of dealing with a young person'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 champion who uses the NAPPI incident and behaviour support analysis programme. 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 Amber scale focuses on the person's stress factors, those factors of an individual's life that can cause them to move towards challenging behaviour. By recognising and understanding these, we are able to support the individual to manage stress in a more positive way. Challenging behaviours have a function, to seek or avoid something either sensory, tangible activity or attention. By assessing the functions of

behaviour our approaches and responses become more person specific and proactive.

The Green scale focuses on those areas that make a person's life worth living. By providing meaningful activities, we can enrich a person's life and build their self-esteem. The best way to stay safe is to build a strong relationship with those around us. The time to build relationships is when people are doing well; the best way to extend that time is to enrich their life.



## The Learning Environment

The main ethos driving the learning provision at OneNineFive is meeting the young adult's individual needs to enable them to reach their full potential and move on to live as independently as possible.

Each young adult has a Transitional Plan. Learning is tailored to each individual's needs and progress is tracked and evidenced through ongoing assessment. Transition plans are reviewed quarterly and adapted to meet changing abilities 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 young adult. When a young adult arrives at OneNineFive 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 resident are always kept as the main focus and are reviewed regularly.

When we welcome a new person to OneNineFive we recognise the important role that the family have already played in their early care and education. We work closely with parents to provide appropriate learning, care and therapy for their child. Parental involvement is an

important part of our work and we hope that they will want to participate in their transition to adulthood. With a focus on transitions, moving on and growing up, our young adults are expected to take more responsibility for their own development whilst enjoying high levels of structure and support from the environment and the skilled staff team.

We will identify the young adult's likely destination when they are ready to leave OneNineFive and work out how to best support their development to enable them to achieve that aim.



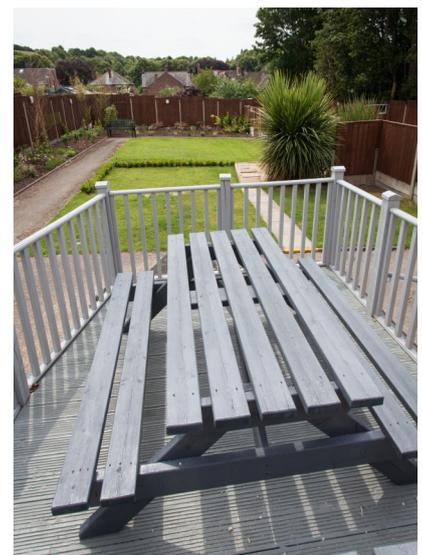
## Health

We can access community Speech and Language Therapists (SALT) and Occupational Therapists (OT) as required. In addition we can refer to SENAD therapy services for more regular support if this is required.

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 settings and environments.

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 students' needs as part of the our multi-disciplinary team.

We have excellent links with the local GP practice, dentist and opticians in the local town. All young adults are registered with the local GP practice, dentist and opticians. Young adults 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

### Jamie Thomas

#### **Registered Manager**

NVQ Level 5 Leadership and Management

Certified NAPPI Trainer

Medication Awareness

Working towards Strategic Business Leadership and Management Level 7 (QCF)

Jamie has spent the last 5 years working within the health and social care sector, including mental health and elderly care. He joined One Nine Five in 2014 as a Residential Support Worker and then quickly progressed to become a Shift Leader and later the Medication Co-Ordinator. Over the past 12 months Jamie has worked closely with the previous Registered Manager, Laura Barron and gained key skills and knowledge which has enabled him to progress into the role of Registered Manager. Jamie is looking to uphold the current vision and values that One Nine Five has developed whilst continuing to work in partnership with service users, their families and professionals to achieve the best outcomes for all involved.

### Laura Barron

#### **Area Manager (East Midlands Transitional Homes)**

QCF Level 5 Leadership and Management

NVQ Registered Manager Award Level 4 (RMA)

ILM Level 4 Leadership and Management

National Skills Academy Lead to succeed programme

D32 D33 trainer award

Laura became Area Manager of the groups East Midlands based adult homes in 2016. She joined the SENAD Group in November 2014 as Registered Manager at OneNineFive. She has also taken on the role of Senior Registered Manager at Ecclesbourne Lodge, helping the development of both homes. She has worked as a Registered Manager in the care sector since 2007, working in the private sector with service users in their own homes. During her career she spent some time working for the NHS, as part of the IS (intense support services), resettling individuals with learning difficulties and challenging behaviour from long stay hospital wards to independent living in the community. As well as management qualifications Laura has completed her NVQ level 3 in Care and Level 3 independent living. Laura has also worked as a deputy manager and a support worker across most care settings, so understands all areas of the support provided at OneNineFive and Ecclesbourne Lodge.

### 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.

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Other team members include:

**Bailey Vale** - QCF Level 3

**Senior Shift Leader**

**Andrea Sharp**—Level 3 Diploma in Health and Social Care.

**Shift Leader**

**Laura McColl**—Level 3 Diploma in Health and Social Care.

**Shift Leader**

**Sam Mather**—QCF Level 3

**Medication Co-ordinator**

We also have four act up **Shift Leaders**

**Natalie Bell**—Working towards Level 3 Diploma in Health and Social Care.

**Rebecca Worth**—Level 3 Diploma in Health and Social Care. Working towards Level 5 Leadership and Management

**Ben Seals**—Working towards Level 3 Diploma in Health and Social Care.

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## Staffing

The Registered Manager is supported by the Area Manager, three Shift Leaders and an apprentice Administrator. Staffing is based on the assessment for each individual 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. Managers are always included as supernumerary to the staffing levels to ensure they are available to support when and where needed.

During night time hours, waking night staff are employed on each apartment. On call is available in the event of an incident or emergency situation. Typically there will be three night waking staff on each shift.

All care staff receive a comprehensive induction training package. New staff complete the Care Certificate within 12 weeks of joining OneNineFive. 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.

SENAD offers staff training in anti-discriminatory practice as part of our mandatory training. We promote difference and diversity as a positive thing. We attempt to help support the young adults who we care for, and our staff to embrace the multicultural society we live in.

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## Safeguarding, Bullying and Complaints

OneNineFive 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  
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Vernon Gate  
Derby  
DE1 1UQ

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## Contact

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<b>Email:</b>	laura.barron@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
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