

ECCLESBOURNE LODGE

part of the SENAD Group

Statement of Purpose

A Guide for Parents, Carers and Professionals about the Residential Care at Ecclesbourne Lodge Long Term Care Service.



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Welcome to Ecclesbourne Lodge

At Ecclesbourne Lodge we invest time, expertise and a person centred approach to shape a setting that provides a bespoke package for each young adult. We recognise that finding long term residential care which still provides skills, opportunities for learning and internal transition's can prove difficult and challenging.

Ecclesbourne Lodge is a 10 bed long term residential home with two separate houses, Brook and Fern. We specialise in the care of young people/adults aged between 18 and 35 years and aim to enable them to move forward in developing essential life skills. We have an Independent Life Skills Programme which provides scope for progression as residents learn through practical every day tasks.

The focus at Ecclesbourne Lodge is to ensure that each young adult gets to reach their full potential regardless of the barriers in their way. We work in a 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 with learning opportunities that can be linked to them achieving recognised qualifications, (Asdan) allowing them to thrive and develop their independence.

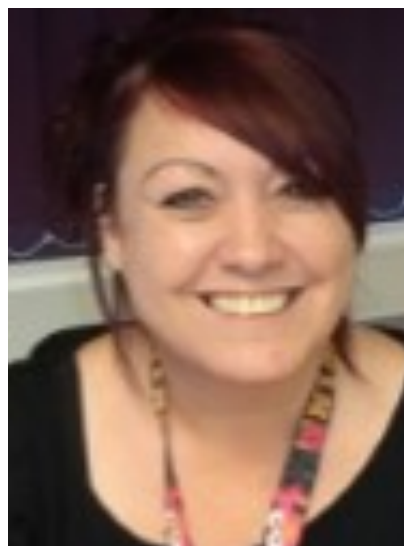
We value the insight and knowledge that parents have about the needs of their son/daughter and the best way to support them. We work closely with parents throughout their son/daughters time with us.

The care staff are extremely experienced and receive comprehensive on-going training to keep them at the forefront of best practice. Some of the main areas staff specialise in is Autism, Epilepsy and related Behaviours that Challenge.

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 individual and continually working towards their future life goals.

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.

Jo Walker (Designate)
Registered Manager



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 Ecclesbourne Lodge. This will be combined to form a detailed profile.

Many of our young adults have specific communication needs. Where needed and where criteria is met, referrals will be made with the 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 which includes specific health information and risk assessments.

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 forms their 'Personal Care Plan'. All staff will be aware of the contents of the PCP and will work to it to ensure consistency.

The pivotal people in the young adult's care are their 'Key Worker' and 'Link Workers'. Each young adult is nominated a Key Worker and two Link Workers within two weeks of their arrival; this allows us time to see their personal preferences and create bonds with staff members ensuring a suitable match of Keyworker/Link Worker's. The Key Worker's play an important role in developing individualised care for their key person. They 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 the 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 Ecclesbourne Lodge. 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 behalf of a young adult, however some parents prefer to keep this responsibility. Where possible young adults at Ecclesbourne Lodge are encouraged to manage their own finances; support is given at a practical level depending on their ability (ASDAN).



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 sensory area's, a garden adjacent to each house with an adult size swing and Trampoline. There is a Paddock, raised vegetable beds which lead onto an established orchard and a secret garden which has a pond. There is also a plant centre and tea rooms.

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 clubs, or they can be used to enhance learning opportunities such as work placements or volunteering

We ensure that all the young adults have the opportunity to learn new skills (ILS) and have new experiences. We work in partnership with the young adults, their parents, colleges, employers, work based training providers, charities and other providers to ensure these opportunities are available and accessible. We are flexible, innovative and creative in our approach.



Opportunities our young adults can enjoy include:

- Attending the local college and are studying ASDAN qualifications including money management.
- Personal independent skills (ILS Programme) such as making a cup of tea or learning to bake.
- Volunteering Opportunities-currently at Codnor Castle and also at Ecclesbourne Tea Room
- Tending to raised beds in our expansive surrounding areas, learning about growth cycle
- Drumming lesson-Tribal Vibes

We have work opportunities in our own commercially run plant centre and tea room. The home has raised planting beds which are part of a community allotment initiative on the site. This has not only given our young adults opportunities to learn how to grow fruit and vegetables but has also developed links between the home and residents of the village.

We encourage young adults to speak up make their wishes and choices known. Where needs meet the criteria for specialised input, referrals are made to a Speech and Language Therapist. All our staff are trained in Makaton communication to ensure they have the skills to communicate with the young people/adults

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 and Welfare Champion also organise regular house meetings to ensure the young adult's voices are heard. These meetings also reiterate important messages such as who are in the safeguarding team or what to do if you are worried, in an appropriate form of communication for the individual. Easy read versions are also available.

The ethos of Ecclesbourne Lodge is our 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 s to build a multi-disciplinary package around the young adult.

Our role is to make sure that our young adults are involved in deciding and controlling how they are supported. Our assessments and person centred approach ensures that they will be provided with a personalised pathway of support.

Our assessment makes sure that we are fully aware of their skills. We respect that regardless of the complexity of their needs, they want the ability and have the fundamental right to live their lives the way they choose and that they should be treated equally and fairly.

We empower people to do this by offering them support to achieve their goals, whether that is a college course, a holiday, an activity or learning life skills to enable to live more independently. Staff, their family and independent advocates support them to make these decisions.



We make sure that our young adults and those that support them have access to relevant information in a timely manner and we hold regular house meetings and ask young adults to complete questionnaires to ensure that everyone has an opportunity to have their opinion and voice heard.

We involve the young adults in the running of their home, family meetings, events, and each house has a complaints book which is responded to by the Registered Manager. We make sure that all young adults and their families feel comfortable in expressing their view opinions and concerns and know how to make a comment, compliment of complaint. (Easy read versions are available.)



The Registered Manager also runs quarterly carers meetings in which she informs attendees about any changes in the Service, Care Quality Commission regulations or government legislation and explains what that means to them and for their relative or friend.

Each young adult has a Communication Passport. These are developed with the support of their Key Worker and if needed input from a Speech and Language Therapist from the local health team. Each young adult, with the support of their Key Worker and Link Worker, produces a newsletter of all the things that they have done over the month to share with friends and family and to keep as a record for themselves.

Ensuring that the young adults access and feel part of their community is essential. Too often they have not been as included as they should have done due to their difficulties or an assumption by others that they will not be interested or able to take part. Our role is to support them to maintain and develop their involvement in local community activities to promote inclusion for all in a person centred way. We involve the young adult, their friends, family, advocates, social workers and where needs and criteria is met, the local health service. We also recognise that it is important for our young adults are offered the opportunity to develop true friendships, with links to our sister adult home, OneNineFive in Burton on Trent, where a pen pal service is available and joint social gatherings are enjoyed by both homes.

We have two vehicles at the home for use by the young adults. Some people receive a mobility allowance and have their own vehicles

We hold successful charity events, which have included Bonfire Night, Fashion Shows, Mini Festivals and Music Concerts. We invite the local community and have been visited by the Mayor and Mayoress, who have opened some events.

Supporting Behaviour

Young adults placed at Ecclesboure Lodge are diagnosed with varying disabilities, they have significant differences in cognitive ability and communicate in different ways. A number of young adults referred to Ecclesbourne Lodge have displayed some behaviours that challenge.

Ecclesbourne Lodge use 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 behaviours that challenge 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/adults 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 adults behaviour and clear guidelines on what should and should not be done. We use specific trained NAPPI physical interventions to ensure people are kept safe. Every intervention and incident, is closely monitored by the Registered Manager, as well as the onsite NAPPI champion. 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 behaviours that challenge. By recognising and understanding these, we are able to support the individual to manage stress in a more positive way.

Behaviours that Challenge 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.



We have a dedicated Leisure and Activity Coordinator who ensures that young adults are aware of events taking place in the local community and who build relationships with other local residents, shop staff, pub and tea room staff and those who run local clubs and societies.

Where a young adult has high anxiety levels around situations and environments that are unfamiliar to them, staff spend time with them to desensitise and reduce their anxiety levels. This is done through pre-planning, pictorial reference, social stories etc. We also ensure the people running events are familiar with the young adults.



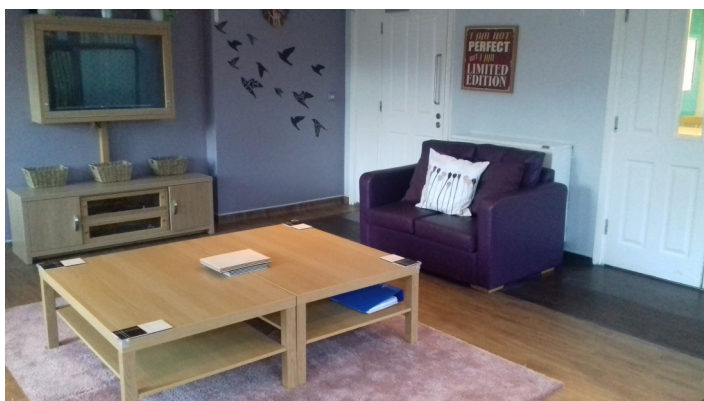
Activities recently enjoyed by residents include:

- Social nights at a local bar for adults with disabilities.
- Theatre trips
- Birthday trips with friends (Splash Landings hotel)
- Holidays to Skegness and the Thomas Centre, Devon and Centerparcs
- Visits to the local fire station and police station on fire and road safety courses.
- Dance Classes
- Sensory swimming and trampolining sessions
- Voluntary work placement
- Bonfire night
- Mini charity Festival/Charity Concert
- Tribal Vibes

Ecclesbourne Lodge has an unincorporated association called Adults with Aspirations. This is an opportunity for the young adults to participate in fundraising activities within their local community. They then choose how they would like to spend this money.



We have an employed worker who provides holistic therapies. Therapies include Reiki, Indian Head Massage, aromatherapy and manicures.



The Learning Environment

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

Each young adult is working towards our internal transitional plan, alongside our Independent Life Skills programme which has set goals. Learning is tailored to each individual's needs and progress is tracked and evidenced through ongoing assessment. Transitional plans are reviewed quarterly and adapted to meet changing abilities and needs using data collected from the ILS programme. 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 Autism Awareness, PECS and Makaton to support, communicate with and develop each young person/adult. When a young adult arrives at Ecclesbourne Lodge 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 team work to enable our young adults 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 a multidisciplinary team to focus on individual needs, to plan interventions and devise appropriate strategies so that the needs of the young adult are always kept as the main focus and are reviewed regularly.

When we welcome a new person to Ecclesbourne Lodge we recognise what an important role 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 son/daughter. Parental involvement is an important part of our work and we hope that they will want to participate in their transition. With a focus on implementing life skills based learning, ensuring young adults continue to grow, learn and have raised self-esteem.



Health

Where criteria is met we make a referral to the local Amber Valley Learning Disability Team. Their team includes Community Speech and Language Therapists (SLT) and Occupational Therapists (OT). In addition we can refer to the SENAD Group 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 them 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 them to participate effectively in life tasks, social activities and their education, through functional activities.

We are also trained to provide support around Epilepsy and behaviours that challenge, making this an area we now specialise in.

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. They 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.



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.

Jo Walker

Registered Manager (Designate)

QCF Level 3 Health and Social Care

Currently undergoing Edexcel Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services - Adults' Residential Management Pathway

Adults and Young People NVQ 2 Mental Health

Joanne has over 19 years' experience of working in care services. She has worked in nursery and after-school settings (Nursery Nurse/SEN Co-Ordinator) with babies, children and young people (age range 6 months to 14 yrs.) and a private children's home as Senior Residential Support Worker and Education Coordinator. Joanne joined the SENAD Group in 2014, as Residential Support Worker for OneNineFive, the groups Adult Transitional home. She became a Shift Leader in August 2014 and Senior Shift Leader in July 2016. Joanne is an Autism Awareness trainer and Medication Awareness Trainer. She also covered the role of Manager at Ecclesbourne Lodge for a 16 week period between September 2016 and January 2017. Joanne was appointed Residential Manager at Pegasus School in January 2017 before securing the position of Registered Manager at Ecclesbourne Lodge (Transitional Adult home) at the end of 2017. Joanne has a passion for supporting young people to move forward in developing their essential life skills and has implemented an Independent Life Skills Programme which gives scope for progression as young people learn through practical every day tasks.

Laura Barron

Area Manager (East Midlands Transitional Homes)

NVQ Registered Manager Award Level 4 (RMA)

ILM Level 4 Leadership and Management

National Skills Academy Lead to succeed programme

D32 D33 trainer award

NVQ 5 Care Leadership and Management

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.

Other team members include:

Laurel Barnes

Shift Leader

- NVQ level 2, 3 and 4 in Health and Social Care

Laurel has worked within the Health and Social Care Services since 1989. Laurel joined the Ecclesbourne team in 2012.

Kerrie Clancey– (Maternity Leave)

Shift Leader

- C.Q.F level 3

Kerrie has worked at Ecclesbourne Lodge since July 2013. She started as a Support Worker and has recently progressed into the role of Shift Leader.

Jamie Osbourne

Shift Leader

- C.Q.F level 3

Jamie has been a Shift Leader at Ecclesbourne Lodge since March 2017. Jamie has worked in care for 5 and a half years, and has previously worked as both support worker and team leader in a different role's.

Shift Leaders are also supported by three Act up Shift Leaders, to assist during periods of annual leave and absences:

Rachel Ault– Working towards QCF Level 3 Diploma Health and Social Care

Jenny Gabriel– QCF Level 3 Diploma Health and Social Care

Richard Valentine—QCF Level 3 Diploma Health and Social Care

Extra to the team include:

Sam Mather (also Medication Coordinator)—QCF Level 3 Diploma Health and Social Care

Lucy Vickers– Activities Co-Ordinator –QCF Level 3 Diploma Health and Social Care

Victoria Collins– NAPPI Champion

Staffing

The Registered Manager is supported by three shift leaders, one Activity Coordinator, one Medication Coordinator and an 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 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 house. On call is available in the event of an incident or emergency situation. Typically there will be two or three night waking staff on each shift.

All care staff receive a comprehensive induction training package and specialist training around Autism, Challenging Behaviour, Communication and Epilepsy. New staff complete the Care Certificate within 12 weeks of joining Ecclesbourne Lodge. 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 people/adults who we care for, and our staff to embrace the multicultural society we live in.

Safeguarding, Bullying and Complaints

Ecclesbourne Lodge 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
City gate
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

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.

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 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
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