

ORCHARD END

part of the SENAD Group

Statement of Purpose

A Guide for Parents, Carers and Professionals about the Residential Care at Orchard End.



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Welcome to Orchard End

Finding the right home for a relative with learning disabilities is a difficult and important decision. We hope this guide will help answer some of your questions.

Orchard End is a spacious, five bedded bungalow based in the quiet, rural village of Wellington. We also have one personalized annexe. It is situated within walking distance of the village pub, post office and garden centre /café and a short drive from the cities of Hereford and Leominster.

The bungalow boasts a large kitchen, lounge and dining room as well as a recently renovated laundry room enabling residents to be more independent by allowing better access. The home is equipped with handrails and ramps to meet the needs of those with mobility difficulties.

There is a large garden which offers a great space for games, gardening or just sitting and relaxing in.

Orchard End is one of three Herefordshire based homes which form part of the SENAD Groups West Midlands Learning Campus (WMLC). The WMLC is based in Bromyard. We are able to use and draw on the facilities, resources, expertise and support of colleagues at the WMLC.

The Head of Learning who is based at WMLC helps us to create mindful activities for residents. They are personalised and residents are involved in choosing what activity or course they would like to do. Residents are able to work towards nationally recognized qualifications through the National Open College Network.

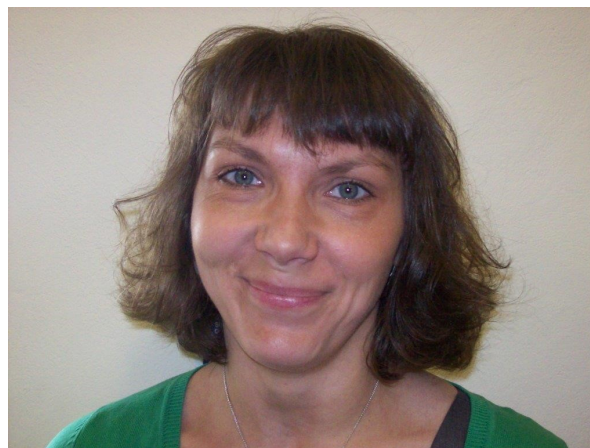
Our team hold regular review meetings to ensure residents targets and wishes are being met.

Our baseline fee underpins the core purpose of the home which is to provide high quality social care, whilst promoting independence and dignity. Behaviour support is facilitated through our accredited NAPPI ethos and methodology (Non Abusive Psychological and Physical Interventions), which all staff are trained in.

Specialist therapeutic input can sometimes be required to support complex individuals or in times of crisis. Where this cannot be accessed through the local Primary Care Trust external consultants can be brought in at an additional charge to the baseline fee.

I hope this statement of purpose helps you with your decision and gives you an insight into how Orchard End is able to meet your loved ones needs.

Sabina Sakowicz
Registered Manager



How We Care

Each resident has a bespoke care plan built around their individual needs. This is implemented by completing an assessment prior to placement which includes preferred communication, full details of likes and dislikes and functional assessment enabling us to recognise early signs of behaviours. We involve our onsite professionals in implementing initial care plans. New behaviours and habits may be formed within the first six weeks of living in a new environment, so following this initial six week period all plans are reviewed to ensure they are accurate and meet the needs of the individual. Each adult has a person centred support plan, risk assessment and specific health information.

It is important to ensure all our residents have opportunities to learn new life skills so following this initial six weeks settling period we start to implement learning targets based on existing skills which can then be built upon ensuring the person is continually learning and developing within their ability. Together, all this forms their care plan. All staff will be aware of the contents of this plan and will work to it to ensure consistency.

The central person in the residents care is their Key Worker. Each adult is nominated a Key Worker within two weeks of their arrival; this allows us time to see the individuals 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 adult, as well as their families, and will attend reviews and meetings, as well as helping the 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 resident has a room of their own, personalised for them at the start of their time at Orchard End. 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 adult's behalf however some parents prefer to keep this responsibility. Where possible adults at Orchard End are encouraged to manage their own finances; support is given at a practical level depending on their ability and understanding.

Social and leisure opportunities are important for everyone as it increases self-esteem and self-worth. We also understand that if a person lacks interesting activity opportunities boredom sets in and this can be a trigger for our residents challenging behaviours. Social and leisure opportunities at Orchard End include a range of

homely activities; puzzles and games, themed evenings, cinema nights as well as support in learning life skills such as cooking simple meals.

We also use some of the great community facilities around us including, cycling sessions, Snoezelen(sensory centre), swimming sessions at the leisure centre, Jam Yam (musical sessions), pottery classes and the local garden centre and café. We are also able to use facilities at West Midlands Learning Campus. The site has a leisure barn, sensory room, plenty of space for bikes and go-carts, walks within the grounds woodland area and adult size park equipment. Social events are organised between the homes to encourage residents to form positive relationships and friendships.



Supporting Behaviour

Our residents are diagnosed with varying disabilities, they have significant differences in cognitive ability and communicate in different ways. All adults referred to Orchard End 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.

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.



We 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 residents 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. 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



The Learning Environment

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

Learning is tailored to each individual's needs and then any progress is tracked and evidenced through ongoing assessment. Learning is 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 a adult arrives at Orchard End 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.

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.

When we welcome a new person to Orchard End we recognise the important role that the family have already played in their learning and development and encourage families and other key people in continuing this valuable input.

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



Health

All residents at Orchard End are registered with the Local GP and Dentist who we have built up good relationships with and who have a good understanding of Residents' needs. The doctor attends Review Meetings to discuss any health concerns with parents/guardians/family. We have a Health Promotions Manager onsite who monitors individual medical needs.

If a resident should become ill or have an accident requiring medical attention, their responsible adult will immediately be contacted by Orchard End. We also ask that Parents/Guardians inform us of any medical attention received by an individual on a home visit.

Only senior care staff are permitted to administer medication. They are trained in these procedures and careful records are kept.

The administration of any medication that requires injection or anal insertion will only be agreed by an individual Care Plan where medical advice, support and training are included and agreed to be appropriate by all the relevant authorities.

Residents are registered for dental checks at Leominster Health Centre. Optician's services are provided either locally or at the home, as appropriate.



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

Sabina Sakowicz

Registered Manager

- Master Degree in Sociology
- Level 5 Diploma Lead to Succeed
- NVQ level 3 in Health and Social Care
- Internal Reviewing Officer for Investor in People Management
- NAPPI Instructor

Sabina joined the SENAD Group in 2014 as a Shift Leader. The company supported her professional development by giving her opportunity to achieve the NAPPI Instructor qualification (Non-abusive psychological and physical intervention). Sabina has over 8 years of experience working with people with learning difficulties and behaviour that challenges. She is focused on residents' welfare and wellbeing. She makes sure residents are safe, are treated with dignity and respect and receive high quality support.

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 25 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 25 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.

Julia Hawkes

Health and Wellbeing Manager

- NVQ Healthcare
- Professional Clinical Skills
- Award in Education and Training
- Professional Development in Social Care
- PRN Medication Administration
- Allergy and Anaphylactic Care

Julia has worked for Winslow Court for over 11 years. She is the named person for controlled medication and lead trainer/assessor in medication training.

In her role she oversees all aspects of medication administration and compliance, liaising with health professionals and staff medication and healthcare training. Her role covers the groups Herefordshire based adult homes; Winslow Court, Cedar Lodge, Park House, Orchard End and Fairfield House. Julia is also responsible for Health and Wellbeing of young people at Rowden House School.

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.

Staffing

The Registered Manager is supported by a three Shift Leaders. 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 we have a waking night member of staff and a member of staff sleeping in.

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

Safeguarding, Bullying and Complaints

Orchard End 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

There is a format for young adults which is simplified and uses symbols. We work with

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.

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Contact

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