

# SENAD

community



## Statement of Purpose

A Guide for Parents, Carers and Professionals about the support services provided by SENAD Community



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# Welcome to SENAD Community

## What we do

SENAD Community is part of the SENAD Group and operates the community support element of the Group's services. We have two offices, one located in Coventry covering the West Midlands and the other in Derby covering the East Midlands.

We provide support workers to a number of different service users, both young people and adults, with individual support needs.

This includes (but is not limited to):

- Learning disabilities, mental health, Autistic Spectrum Disorders
- Complex needs and challenging behaviour
- Rehabilitation –post operative, acquired brain injury, Post Traumatic Stress Disorder
- Limited social understanding
- Drug and alcohol misuse, including those with forensic histories
- Communication difficulties
- Specialist health needs
- Physical disabilities and/or sensory impairment

Support can be provided:

- In the home
- In school/college
- To access community based services and activities
- During a period of transition
- To enjoy a holiday or short break
- We can also help you to source housing that is suitable to meet needs and can provide bespoke solutions to housing problems.

Why choose us?

- We can offer a team of regular support workers to help with different activities – from 30 hours a week to two people 24/7, sleep ins and waking nights.
- Where possible we will match staff to your interests, hobbies and personality traits
- We deal with all staff matters, ensuring that your support is always your preference.
- Your support worker will receive ongoing training and development and receive regular supervision.
- We identify a backup team of support workers who will cover annual leave and sickness.
- We do what we say we can do and that is to provide personalised and bespoke support packages to meet an individual's wants and needs.

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## Our Aims and Objectives

- SENAD Community Limited has a philosophy of operating in an open and transparent manner, involving service users in devising and implementing their individual support plans.
- Our bespoke support plans and risk assessments are live documents that are regularly audited, reviewed and updated in line with “real time” changes and developments in the support provided.
- Managing Risk in a proactive way that still identifies meeting the person’s needs.
- Our staff are trained in line with mandatory regulations, as well as service user specific training, which trains the staff to meet the specific needs of each individual.
- Our aim is to provide an “outstanding” service but we recognise that things don’t always go to plan and in these cases we will endeavour to put things right as soon as we are aware of the issue and subsequently report incidents/concerns to the appropriate people/external agencies.
- We have clear policies on how to make a complaint and raise a grievance and are fully supportive to those who wish to follow this.
- We have a very structured management system in place which allows us to monitor, review and audit all elements of our service in order to continually improve. The SENAD Group also have an independent advisor who provides regular support and Regulation 17 visits to ensure the quality of our service is maintained.
- Overall we aim to meet our service users’ needs and aspirations and ensure they receive the high quality service that they pay for.

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## Contact & CQC Information

<b>Provider Name:</b>	SENAD Community Limited
<b>Legal Status:</b>	Private Limited Company
<b>Regulated Activity:</b>	Personal Care
<b>User Band:</b>	Adults aged 18 -65 Mental Health Physical disability Dementia Adults aged 65 plus Sensory impairment People who misuse drugs/alcohol Learning difficulties Autistic Spectrum Disorders Children aged 4-12/13-18
<b>Provider ID:</b>	1-101660119
<b>Registered Manager for SENAD Community LTD – Coventry:</b>	David Reynolds
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<b>Telephone:</b>	02476 997696
<b>Email address:</b>	david.reynolds@senadgroup.com

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