

# 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

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.

The focus at Ecclesbourne Lodge is to ensure that each resident gets to reach their full potential regardless of the barriers in their way. We are unique in our approach in that we provide residents 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 resident. 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 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 Day  
Registered Manager





## How We Care

The ethos of Ecclesbourne Lodge is our person centred approach. Every element of the care package is bespoke to that individual; their routine, their likes and dislikes, the input they need from professional services, their diet or their cultural and religious preferences.

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. To ensure this residents 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.

Many of our residents have specific communication needs. Where specified referrals will be made with the local speech and language therapist to write an individual communication passport. All our staff are trained in Makaton, PECS and symbols communication to ensure they have the skills to communicate with residents. In addition each resident has a behaviour support plan which includes specific health information and risk assessments. We are committed to ensuring that no resident is stopped from experiencing and enjoying their life because of barriers their disability may put in their way and so our risk assessment policy aims to enable not restrict.

The pivotal people in the resident's care is their 'Key Worker' and 'Link Workers'. Each resident 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.

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 resident, as well as their families and will attend reviews and meetings, as well as helping the resident 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. Our Activities Coordinators and Welfare Champion manage house meetings to ensure the resident's voices are heard.

Each resident has a room of their own, personalised for them. This includes any specific adaptations needed 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 resident, however some parents prefer to keep this responsibility. Where possible residents are encouraged to manage their own finances; support is given at a practical level depending on their ability through our ASDAN programme.

In the home we have sensory rooms, a cosy cabin, arts and crafts room and quiet areas. Each house has a safe and well maintained garden with an adult size swing and trampoline.

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.

Ensuring that the residents 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 resident, 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 residents. Some residents receive a mobility allowance and have their own vehicles.



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## Supporting Behaviour

Residents placed at Ecclesbourne Lodge are diagnosed with varying disabilities, they have significant differences in cognitive ability and communicate in different ways. people are doing well; the best way to extend that time is to enrich their life.

Ecclesbourne Lodge use a positive approach to promoting positive behaviour.

Currently at Ecclesbourne Lodge we are trained to support people with moderate challenging behaviour. All support staff are trained to deliver up to level 2 interventions, but we have the capacity to train to level 3 if required.

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 residents 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 residents 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





## Activities

We have a dedicated Leisure and Activity Coordinator who ensures that residents 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 resident 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 residents.

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
- Dance Classes at DEDA Dance
- Sensory swimming
- Gym and Bouldering sessions at the Groups nearby sixth form centre
- Voluntary work placement
- Bonfire night/ summer fetes
- Mini charity Festival/Charity Concert
- Tribal Vibes
- Graduation Ceremony

We have an unincorporated association called Adults with Aspirations. This is an opportunity for the residents 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 residents individual needs to enable them to reach their full potential, enjoy achieving and to live as independently as possible.

## Our ASDAN Programme

We ensure that all the residents have the opportunity to learn new skills (ASDAN) and have new experiences. ASDAN is an accredited life skills course. The units provide scope for person centred development at Ecclesbourne in many different areas such as arts, cooking, sensory awareness, leisure etc. The skills that the young people develop can not only promote independence but also provide a massive boost to their self confidence and identity. The enjoyment that these creative and interactive sessions generate can also increase the young persons levels of motivation. Each session is tailored to suit the individual, photographs are taken as evidence of meeting the units criteria and also become a lovely body of work that celebrates young persons achievements for them to keep and share.



Ecclesbourne Lodge hold their Graduation day every year to celebrate the achievements of the young adults who have progressed through the homes accredited ASDAN programme. Young people work through units, set at their level, in subjects including life skills, community based learning, sensory awareness and cooking activities.

Families and friends are invited to celebrate with them.





## Health

Where specified in a residents Care Plan, 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 resident communicates and create a formal communication system to meet their needs. This could be a Picture Exchange Communication System (PECS)

Occupational Therapists work with residents to enable the development of their motor skills, sensory processing and visual perceptual skills. These are the key skills needed for them to have a fulfilling life.

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

We have excellent links with the local GP practice, dentist and opticians in the local village. All residents 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.



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## Meet the Team

Nina Sharpe

**Adult Care Director**

**Level 7 Leadership and Management**  
**Level 5 Diploma Health and Social Care**  
**B.Sc. Hons. Social and Cultural Studies**

Nina has been part of the community support sector for 14 years and was welcomed into the SENAD Group in 2014. She leads on service quality and development of the Group's community support and residential transition services.

Following graduation Nina started her career as a support worker and has progressed her way through the management roles to her current role, giving her a thorough and workable understanding of the needs of service users, their families and staff. Nina is an innovative and creative leader with considerable experience in driving organisational improvement and change to facilitate long term plans and strategies. Qualified to Level 7 Leadership and Management, Nina is experienced in collaboration and partnership working, change management and people development.

Jo Day

**Registered Manager**

**Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services - Adults' Residential Management Pathway**  
**QCF Level 3 Health and Social Care**  
**Adults and Young People NVQ 2 Mental Health**

Jo 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. Jo 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.

Jo 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. Jo 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.

Lucy Vickers

**Care Co-Ordinator**

Glenis Staiger-Grant

**Quality and Compliance Manager**

Other team members include three **Shift Managers**, three **Deputy Shift Managers**, a **Medication Coordinator**, **Activities Coordinator**, **NAPPI Champion** and **ASDAN Coordinator**.

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## Staffing

The Registered Manager is supported by three shift managers, 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 resident'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 residents.

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.



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## 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 resident 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](http://www.senadgroup.com)

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

### Our use of CCTV

CCTV is only used for security purposes to keep our premises and property safe and is not used within our adult homes.

CCTV cameras are located in the following areas and only after careful consideration over whether it is appropriate:

- The main entrance to Hudson's Plant Centre and the Ecclesbourne Lodge.

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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.

Nina Sharpe is the Adult Care Director. She is based at the SENAD Group Head Office in Derby.

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## Contact

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<b>Responsible Individual:</b>	Nina Sharpe Adult Care Director SENAD Group 1 St George's House Vernon Gate Derby DE1 1UQ
<b>Telephone:</b>	01332 378840
<b>Referrals:</b>	Rob Cook  SENAD Community 7 St James Court Friar Gate DE1 1BT
<b>Telephone:</b>	01332 200300