

# WINSLOW COURT

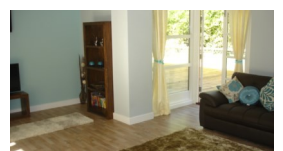
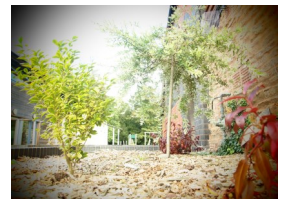
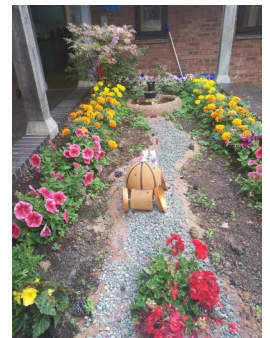
part of the SENAD Group

## Statement of Purpose

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A Guide for Parents, Carers and  
Professionals about the Residential Care at  
Winslow Court.

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## Welcome to Winslow Court

When finding the right home for a relative with Learning Disabilities you are faced with many difficult decisions based on what is going to be right for them. This guide is designed to help you with those difficult decisions.

Winslow Court is part of the West Midlands Learning Campus and is situated in rural Herefordshire. Winslow Court is a specialist residential home providing an holistic approach to care and learning for up to 15 adults aged 18 to 65 years our aim is to support and develop the skills required for our residents to live fulfilling and meaningful lives.

The focus at Winslow Court is to ensure each adult is able 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 take pride in our person centred approach to the care which staff provide to the residents in the homes. We want all our residents to thrive, gain confidence and have real life experiences, we therefore provide life skill targets set at their own ability, likes and dislikes. This is achieved by offering paid work experience within the campus canteen and other learning opportunities. We have a flexible approach and always focus on the needs of the adult. This is reflected in the care packages we can offer.

Care staff are extremely experienced and receive comprehensive on-going training to keep them at the forefront of best practice.

We also value the insight and knowledge parents have about the needs of their family member and the best way to support them. We work closely with parents to ensure a truly person centred approach is achieved.

The CQC inspection during August 2018 highlighted that people and families are encouraged to give their opinions about the care that they or their relatives receive and the registered manager and staff have an open, honest and positive culture.

We like to fully involve family and key people in writing the support plans as your knowledge and understanding of the person is very important to ensure the continued consistency of their care.

We are able to offer a unique range of living accommodation. We have 2 bedroomed, 3 bedroomed and single occupancy apartments. Each home has their own lounge, kitchen and bathroom facilities. The range of living accommodation enables us to ensure compatibility of peer groups where likeminded people can share interests. This also enables us to provide specific need homes which may focus on sensory needs, quieter homes and age appropriate homes.



We also have accommodation on site for relatives to stay in when visiting. The lodge can accommodate up to 5 people and is available to book free of charge.

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 these decisions and shows you how Winslow Court is able to meet your loved ones needs.

Trudi Handy  
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 understanding their preferred communication, full details of the persons likes and dislikes and a functional assessment enabling us to recognise the early signs of behaviours.

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 the initial six week 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 plays 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 and help 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 Winslow Court. 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 Winslow Court 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. Within the West Midlands Learning Campus we have a range of activities including a leisure barn, sensory room, plenty of space for bikes and go-carts, walks within the grounds woodland area and adult size park equipment.

We offer a range of homely activities to include puzzles and games of their choice, themed evenings, cinema nights, as well as offering support in life skills such as cooking simple meals.

Being part of the local community is also essential to a person's self-esteem. We encourage and support our residents in forming relationships outside the home by attending a range of valuable activities to include discos and clubs. Learning opportunities are gained by attending Acton Mill Farm and the Houghton Project where working with animals nurture caring and responsibility. All offsite activities are tailored to a persons interests, we currently offer trips to the cinema, swimming, horse-riding, personal and home shopping trips, football matches, concerts, theatre trips, pottery lessons and many more.

We have also used local art galleries to display

resident art work. This is always well received. We will source new activities which fulfils a person's needs. We also ensure adults have access to an annual holiday all dependent on individual choice and budget.

On side advocacy services are used to support and give the resident a voice when needed at meetings and reviews. They visit on a monthly basis to maintain contact and relationships with



Residents enjoying the Summer Fete



residents



We are committed to ensuring that no 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 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. To support the Key Worker in this role we also use the services of independent advocates 'Onside Advocacy' when required.

In addition to this our Lead Social Care Practitioners also organise regular house meetings to ensure the adult's voices are heard. These meetings also give staff the opportunity to remind the adults about important messages such as which staff are in the safeguarding team, what to do if they are worried.

The ethos of Winslow Court is our truly individualised approach. Every element of the care package is bespoke to the individual; their specific routine, the input from professional services, their diet and their cultural and religious preferences.



Leisure Barn



Baking for a fundraising coffee morning



A resident making a 50 sign for his birthday party

## Supporting Behaviour

Our adults are diagnosed with varying disabilities, they have significant differences in cognitive ability and communicate in different ways. All residents referred to Winslow Court display some challenging behaviour. This is our specialism and 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 adult a more appropriate way of communicating.

All the apartments use a pro-active 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 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 resident'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 trainers. 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.

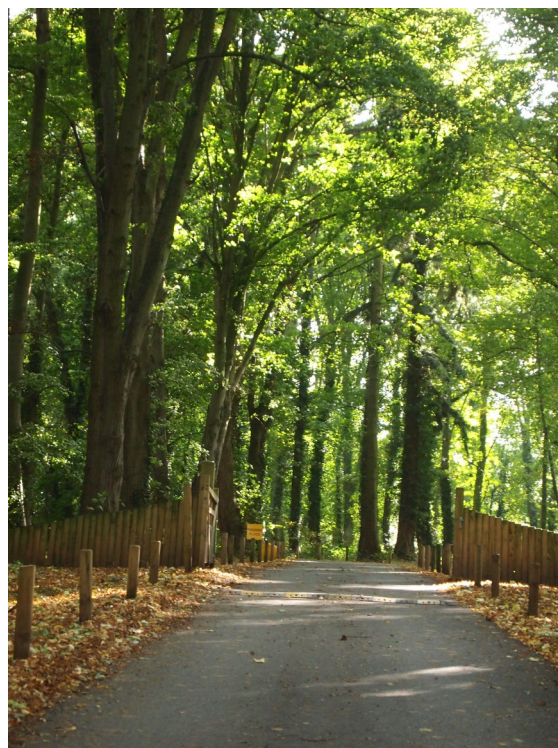
The Amber scale focuses on the person's stress factors, those factors of an individual's life that can cause them to move towards challenging behaviour. By recognising and understanding these, we are able to support the individual to manage stress in a more positive way.

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.

We work closely with the Hereford Learning Disability team who have trained the Registered Manager in the implementation and evaluation of Positive Behaviour Plans.



The driveway up to Winslow Court





# The Learning Environment

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

Each adult has life skill targets which are recognised in the review process. We employ approaches that are carefully matched to the individuals 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 Winslow Court 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 experienced art and care 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 learner are always kept as the main focus and are reviewed regularly.

When we welcome a new person to Winslow Court we recognise the important role that the family have already played in their learning and development. We 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.

To support progress and take their next steps we have a small community based home in Bromyard, as well as two other homes in Herefordshire. Residents may move onto one of these homes when they are ready for the next step in their lives.



Residents take part in Bromyards annual

scarecrow competition.

## Health

We have excellent links with the local GP practice, dentist and opticians in the local town. All residents are registered with the local GP practice, dentist and opticians. Residents are supported to attend appointments, make decisions on their own well-being and healthy living style, with appropriate levels of support from staff.

We have an onsite Health Liaison Officer who has an integral role in ensuring all health care plans are accurate and up to date. The role also involves ensuring all medical appointments are accurately recorded with health actions and outcomes. Medication Co-coordinators are trained in dispensing medication and this is closely audited by the Health Liaison Officer. All this ensures the continued good health for all our residents.



‘People and relatives told us they were listened to by staff and felt able to voice their opinions. Relatives also felt actively involved in decision-making about their loved one's care and support needs. They told us they had been fully consulted and involved in reviews of care. One relative said, "I have been fully involved in my relative's care and reviews." Another relative said, "Management are always prepared to listen to me. It's very inclusive and they send me photos of my relative to show me what they are doing." One independent advocate told us they had asked to be included in reviews, which had been facilitated by the provider. They felt respected by management and staff as having something valuable to contribute to the care and support of the person.’

CQC Inspection August 2018





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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 many 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.

### Trudi Handy

#### Registered Manager

B.A. Hons University of Worcester  
NVQ level 5 in Health & Social Care  
Level 3 Award in Education and Training

Trudi has worked for the SENAD Group since 2007 and has a wealth of experience in the care of people with learning disabilities and complex needs. Her roles in social care for the Group have included Social Care Practitioner, Lead Care Practitioner, Bungalow Manager and Deputy Manager at Winslow Court. Trudi has also had a secondment, working as Acting Registered Manager for 6 months at Cedar Lodge.

### Martin Carter

#### Head of Rowden House School and Herefordshire Adult Homes

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.

### Isobel Walshe

#### Quality and Compliance Manager

Level 5 Diploma Leadership and Management

Isobel was appointed Quality and Compliance Manager for the SENAD Groups Adult Homes and Community Support Service's in January 2023. Prior to this she was the Registered Manager of Park House, one of the Groups community based homes in Herefordshire. She first joined the SENAD Group in December 2010 as Manager for one of the homes for students at Rowden House School. Her role also included being Designated Safeguarding Officer.

Isobel has over 17 years' experience of working with children, young people and adults with learning disabilities, challenging behaviour and emotional and behavioural difficulties and is committed to supporting service users reach their maximum potential in a safe and nurturing environment.

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## Staffing

The Registered Manager is supported by experienced and qualified lead social care practitioners.

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 adult's skills; when new tasks are introduced or for some trips. Managers are always rostered as supernumerary to the staffing levels to ensure they are available to support when and where needed throughout the week and weekends.

In the daytime the home is staffed 24/7 by three teams of social care practitioners.

During night time hours, waking night staff are employed. Sleeping in staff are used at West Midlands Learning Campus and are available to support Winslow Court waking night staff in the event of an incident or emergency situation.

All care staff receive a comprehensive induction training package. New staff complete the Care Certificate within 12 weeks of joining Winslow Court. 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 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 adults who we care for, and our staff to embrace the multicultural society we live in.

# Safeguarding, Bullying and Complaints

Winslow Court 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 adult can understand and may call in additional support if necessary.

There is an onsite Safeguarding team who meet monthly to discuss current issues, changes in legislation and areas they feel need improvements, this could be the environment, training or any issue that directly affects our adults.

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

'People told us they continued to feel safe with staff and the support they provided at Winslow Court. One person told us, "I'm happy here. I'm well supported." Another person said, "Winslow is a safe place." One relative told us, that their loved one was safe and well looked after, whilst another relative said their family member was "safe and secure" at the home.'

CQC Inspection August 2018

## 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:

- Car park areas
- Main reception external door
- The main dining room located in Rowden House School (only turned on overnight for security purposes)



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## Policies and Additional Information

The SENAD Group owns and operates a number of schools and children's 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.

Mrs Nina Sharpe is Adult Care Director and Responsible Individual for all of the SENAD adult homes. She is based at the SENAD Group Head Office in Derby.

Mrs Nina Sharpe  
Adult Care Director  
SENAD Group  
1 St George's House  
Vernon Gate  
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DE1 1UQ

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Views of the Herefordshire countryside from the grounds .

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## Contact

<b>Registered Manager:</b>	Trudi Handy
<b>Address:</b>	Winslow Court West Midlands Learning Campus Rowden Herefordshire HR7 4LS
<b>Telephone:</b>	01885 488096
<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>Referral Manager:</b>	Rob Cook SENAD Group 1 St Georges House Vernon Gate DE1 1UQ
<b>Telephone:</b>	01332 378840