

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, six bedded bungalow based in the quiet, rural village of Wellington. 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. Orchard End is home to younger adults as well as adults over 65 years of age.

The bungalow boasts a large kitchen, lounge and dining room. 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.

Our team work with residents to set SMART targets for their personal development. These are shared with parents and the residents local authority. The residents key worker checks the progress being made on the targets on monthly basis and the targets are reviewed on an annual basis and changed as appropriate.

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-Lee
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, a 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 resident a more appropriate way of communicating.

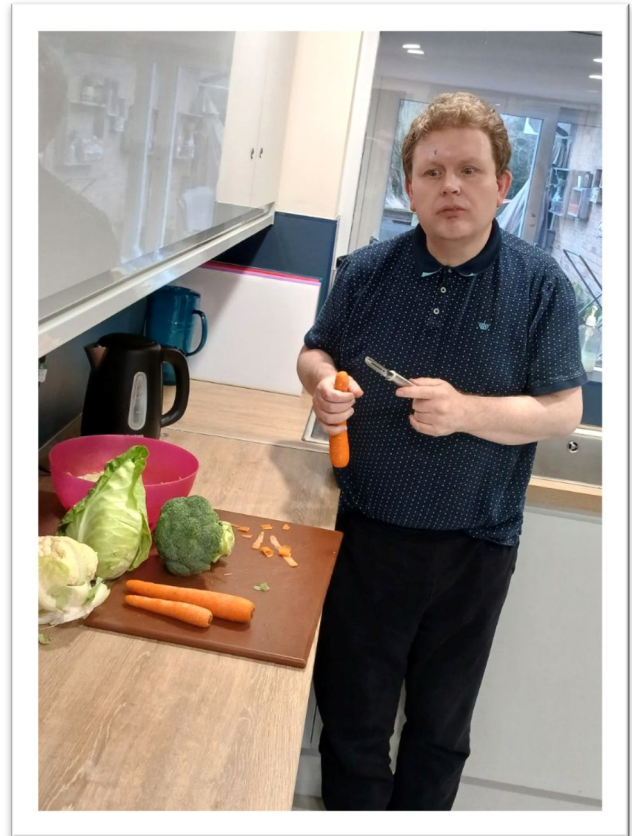
We use a positive approach to promote positive behaviour. Our physical intervention technique is called NAPPI (non-abusive physical and psychological intervention) Our aim is to reduce and eliminate the need to use physical intervention wherever possible.

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 them, 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 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 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.



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.

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.

Staff permitted to administer medication are given all relevant training, including shadow shifts, an online college e learning module and face to face training (medication awareness and how to use eMar).

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

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.

Sabina Sakowicz-Lee

Registered Manager

- Master Degree in Sociology
- Level 5 Diploma Leadership for Health & Social Care, Children and Young People –Adults Residential Management
- Level 3 NVQ in Health and Social Care, Children and Young People
- Internal Reviewing Officer for Investor in People Management
- Lead to Succeed

Sabina joined the SENAD Group in 2014 as a Shift Leader. Sabina has significant experience of 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.

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 Services 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.

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 persons 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 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 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 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.

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

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