

Orwell Housing Association Ltd.

Statement of Purpose and Service User Guide

For

Deben View

The Avenue
Woodbridge
Suffolk
IP12 4BQ

Reviewed: January 2009

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Introduction.

This information pack is compiled for tenants, prospective tenants, their families and/or advocates. It is intended to help you understand how the scheme is run and the role played by each person to ensure the smooth running of the scheme and highlights the services and standards that you can expect to receive.

Please spend a few minutes to read this guide and should you have any queries please contact the scheme manager whose details are included within this guide.

Orwell Housing Association.

Orwell Housing Association is a local organisation; it has provided a range of housing and care services for 40 years within the eastern region. Orwell has a strong commitment to providing a range of quality supported housing options for people with varying needs and continues to develop in partnership with a variety of agencies to provide innovative solutions to those in need.

The Chief Executive (Responsible Individual), Steven Javes MBA. BSc (Hons.) DMS, FCIH, MIEH is Chief Executive of Orwell Housing Association, which he joined in 1991. Since his arrival the Association has doubled its housing stock and now owns nearly 3,000 low cost homes for people in housing need, as well as sheltered homes for retired people and special needs schemes. The Association has also diversified into providing care directly via care agencies registered with the Commission for Social Care Inspection.

Stephen is also a trustee of St John's Housing Trust; a member of the management committee of Waveney Women's Aid; Chairman of the Supported Housing Providers Panel for Suffolk; a member of the Suffolk Supported Housing Strategy Group; and lectures on management techniques at Anglia Polytechnic University, Chelmsford.

Our Head Office is located at:
Orwell Housing Association Ltd
Crane Hill Lodge
325 London Road
Ipswich
Suffolk
IP2 OBE

☎ 01473 21 88 18

About the Scheme.

Deben View is a purpose built Very Sheltered Housing Scheme for older people. It provides 32 individual flats to older people who wish to live as independently as possible but require some assistance with personal care and support. There are 8 flats providing extra care to those people with more complex needs. There are shared facilities including hairdressing, laundry room, lounges and an enclosed garden area.

Location of the Scheme.

Deben View is located in Woodbridge just outside Ipswich Suffolk. It is close to a regular bus route and the train station is a short walk away. The town centre is approx 10 minutes walk away although is well served by the local taxi service.

Accommodation.

Deben View offers ground floor and 1st floor accommodation for up to 40 people, set out in four wings with eight flats in each wing. The first floor is accessible via a lift and stairs. There are thirty-two self-contained flats in total, eight provide extra care, which are situated on the ground floor, and these are mainly for older people with dementia who will require a higher level of support. There are also eight two bedroom flats available. An emergency intercom alarm system will be available in each flat, which will give a 24-hour response if a tenant requires assistance.

Shared facilities include a main lounge with television, kitchen, laundry room, wheelchair and buggy store, three assisted bathrooms, three pod lounges used for informal gatherings and activities, a guest bedroom, hairdressing and landscaped garden areas. All shared facilities will be fully furnished and equipped appropriately. Extra toilets are adjacent to the lounges. Televisions and radios are provided in the communal areas for the use of all tenants, as is a computer in the library, with internet access.

Tenants will be required to furnish their own flats; each flat has a kitchenette with a cooker, microwave and fridge freezer fitted. Central heating, personalized call system, fitted carpet and easy access for wheelchair users are all standard in the flats which exceed the minimum sizes required under the care standards. The flats are decorated regularly however, should tenants wish to do so they are welcome to decorate to their tastes. We have a handyman on site 3 days a week who is happy to assist with the erection of shelving, pictures etc.

Insurances.

The schemes are covered by employer's liability insurances and indemnities, details of which are publicly displayed within the scheme:

Employers Liability, policy number JAH-22s100-0013 limit of indemnity £20,000.000, expiry date 30th September 2007

Professional Negligence policy number JAH-22s100-0013, limit of indemnity 2 million, expiry date 30th September 2007

Public Liability, JAH-22s100-0013, limit of indemnity 20 million, expiry date 30th September 2007

Whilst the building is covered by insurance your own personal contents are not. Therefore, we strongly recommend that you arrange your own insurances to cover the contents within your flat/room.

Our Aims and Objectives.

To extend the choice of housing available to people, so delaying or avoiding people moving into residential care homes.

To offer an environment which helps people make choices to retain their independence and control over their lives.

To give each person all the usual rights of being a tenant and to provide care and support so that they can retain their independence.

In providing care and support for each person, we shall keep a clear focus on the needs and wishes of the individual and we shall follow these fundamental principles:

- Respect for each individual and her/his background and culture.
- Help the individual to continue, as far as possible, with their chosen lifestyle.
- Offer individuals the opportunities for new friendships and experiences within the community life of the Scheme and the wider community if they wish so.
- Listen and respond to the views of each tenant, their relatives, friends and advocates.
- Provide personal care that is discreet, sensitive and appropriate to the needs of that individual.
- Support Care provided weekly on an individual basis.
- Actively seek to involve each tenant or her or his advocate in having a say in the running of the Scheme.

Each member of staff will understand and share these principles and values.

All care practices will be based on these principles.

The building will be managed and maintained in such a way as to enable us to deliver this service.

The recruitment of staff will be carried out in accordance with Orwell Housing Association and Suffolk County Council policies, procedures and legislation. Potential employees must be able to demonstrate that they share a common value base with that of Orwell Housing Association.

All staff will be listened to and supported by their Manager. We are committed to the following:

- Free and open communication.
- Training and development that enables our principles and caring skills to be put into practice.
- All levels of staff contributing to decision-making.
- Building a staff team that gives support and encouragement to everyone.
- Contributing to the success of the organisation.
- Providing opportunities for personal and career development.

We must ensure value for money in the delivery of a high-quality service through operating in the most cost-efficient ways.

Although Deben View is staffed 24 hours it could appear that we are a residential care home. We are however a domiciliary care agency working within very sheltered housing and promote independence. Staff will attend to service users following the care plan provided by ACS.

Scheme Mission Statement.

Deben View will provide Quality Housing, Care and Support with Team Commitment.

Staff Team

Deben View has a very experienced senior team trained in the care of older people. This is headed by a registered scheme manager with the appropriate experience and qualifications supported by a social care staff team with a good range of experience and skills. Several NVQ trained and 2 more are currently undergoing NVQ2.

Registered Scheme Manager

Christine Threlfall. BA(Hons) Social Work and Welfare Studies. BTEC National Diploma in Social Care. NVQ4 & RMA

Christine has over 10 years experience of working with older people, managing private care agencies and residential care homes.

Senior team

June Card NVQ2, NVQ3, WHC

Amanda Hudson NVQ4

Adrienne Jacobs NVQ3

Maureen Woodley

Support workers

Maureen Andrews NVQ3

Tammy Blackhouse BTEC National Diploma

Jane Brown NVQ3

Teresa Berry

Hayley Burgess working towards NVQ2

Marie Thurlow

Haley Cowell

Karen Hayden BTEC first diploma in care. NVQ 2

Shirley Green NVQ2

Susan Harris NVQ2, NVQ3

Kim Johnstone

Erica Johnstone WHC, working toward NVQ2

Caroline Little NVQ3

Eileen Skinner NVQ2

Chris Wood NVQ2

Katherine Wakeman NVQ2

Matthew Wright GNVQ3

Sophie Hurren

There is also an Activities co-ordinator to assist tenants with organising various activities and entertainment, and Administrator, Handyperson/Gardener and two housekeeping staff for the communal areas of Deben View

Each member of staff will have an individual training programme that will reflect the needs of the client group and the staff development needs. This will be in addition to the statutory training sessions as indicated through legislation.

Eligibility Criteria.

Deben View is aimed at assisting people who need a minimum of 4 hours personal care a week, as assessed by Social Care Services which would enable them, with assistance, live independently.

The flats are provided on an assured tenancy and would be the persons home for as long as their needs could be met.

We provide quite complex packages of care, however when a tenants condition deteriorates to an extent where they need nursing care and their needs can not be met by a district nurse then we would not be able to continue providing care for that person and a specialist placement would be sought by their social worker in conjunction with the tenant, family and carers.

Tenants would normally be over 60 years old, resident in the Suffolk Coastal area, with preference being given to those people residing in and around Woodbridge. People with strong links to the area i.e. family, would be considered.

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| Application forms are available from: | Enquiries to: |
| Suffolk Coastal District Council Melton Hill Woodbridge IP12 1AU | Orwell Housing Association Ltd Crane Hill Lodge 325 London Road Ipswich IP2 0BE Tel: (01473) 218818 |

A community care assessment by Social Care Services staff will also be arranged to assess whether you are eligible to live in the Scheme

Individual Care & Support Plans

Each tenant for who we provide care and support will have an Individual Care Plan, as well as a Support Plan that will remain the property of the tenant.

The tenant and/or their advocates will be actively involved in drawing up the plans. It will state the personal choices, preferences and aspirations of the person. Other information will include a detailed life history and an outline of any assistance required with both personal care tasks and support. The Care Plan/Support Plan is reviewed at regular intervals to ensure that each person receives the right amount of assistance or guidance at any time given.

It will need to contain sufficient information to enable staff and other visiting professionals to care and support for the individual in the most appropriate way.

Areas of risk will be identified and discussed with the tenants and/or their advocate. Plans of care will be written to identify how these risks will be managed in a way that will promote independence, but minimise unnecessary risk-taking.

The Lifestyle Agreement and the information within it, is confidential to the person and/or their advocate and those members of staff who need such information to care for that person.

The conduct of the scheme will be based upon the code of practice of the local authority and in accordance with Orwell Housing Association policies. Additionally the scheme will be regulated by the Commission for Social Care Inspection (CSCI) and will operate under the national minimum standards for domiciliary care.

Supporting People will also have access to these documents when they visit to enable them to assess the quality of care and support being provided at the schemes. Additionally the schemes will work to a Quality Assessment framework of provision (QAF).

Personal Care and Support.

Tenants are offered assistance with their personal care needs as identified in their care plan. All care and support is provided in a discreet and respectful manner, ensuring the tenants' privacy and dignity with due regard to their expressed wishes.

Whilst not exhaustive the list below indicates some of the services we can and cannot provide.

We can assist with

- Bathing
- Dressing and undressing
- Mobility
- Using the toilet and continence care including care of catheters and colostomies
- Exercise programmes for rehabilitation and development under the instruction of Occupational Therapists and Physiotherapists
- Support to take prescribed medication both orally and topically
- Assistance with meal preparation and dietary needs
- Support with finances
- Hygiene cleaning
- Shopping
- Support with letters/correspondence
- Assist with making and attending appointments
- Support with security
- Social activities

We cannot help with

- Any activity or task that is considered invasive this may include cutting of toenails, giving injections, inserting suppositories,
- Dressing wounds (unless instructed by nursing staff)
- Administration of medication only where staff are appropriately trained and required to do so through the care plan.

Withdrawal of services

In exceptional circumstances, where it is felt where the tenant or staff are at risk, we reserve the right to withdraw care and support. This action will only be considered with the full consultation of both social care services and the tenant.

Medical Responsibility.

Each tenant may register with a GP of her or his choice. Where this is not possible, the person will be registered with the local GP practice.

Similar arrangements can be made for the registration with a Dental Practitioner, Chiropodist, Optician and other services as may be required. Appointments can be made with a privately registered Chiropodist who visits the scheme.

Where required the scheme will work in partnership with other professionals such as Consultant Psychiatrists, Community Nurses, Physiotherapists, and Social Workers to ensure the tenant's needs are being met.

Medication.

The Scheme has a clear procedure for the supervision and storage of medication. This is in accordance with Health & Safety policies, procedures and legislation.

This medication remains the property of the individual tenant and is stored safely in their flat/room.

Manual Handling.

Orwell Housing Association is fully committed to ensuring that manual handling tasks are carried out in a safe manner. All manual-handling tasks will be assessed on the commencement of the service for risks to the health and safety of tenants and staff. Appropriate methods of assisting moving and handling will be adopted. This may include the use of specialist equipment and will be continually reviewed

Complaints.

Orwell Housing Association encourages feedback from its services users although where a concern can not be resolved through discussion a complaints system will be pursued. Orwell Housing Association operates a robust system to enable tenants, carers, family members, health professionals and advocates to make formal complaints about the service, and for the complaint to be investigated promptly and for necessary actions to be undertaken to your satisfaction.

All tenants and their relative/advocate will be provided with a copy of Orwell's complaints procedure, which includes timescales for response and alternative agencies that can be contacted should we be unable to resolve your complaint.

In summary, if you wish to make a complaint then it is recommended that you contact the scheme manager who will do their utmost to resolve the matter as quickly as possible and within 10 working days. If you feel unable to discuss the issue with the scheme manager, or they are unable to resolve the issue then you should contact:

Carol Birch – Head of Service (Older People).
Orwell Housing Association
Crane Hill Lodge
325 London Road
Ipswich
IP2 OBE

☎ 01473 218818
carolb@orwell-housing.co.uk

Who is responsible for resolving your complaint within 14 working days.
If you still feel your complaint has not been resolved to your satisfaction then you should address your complaint to either:

Andrew Regent -Supported Housing and Care Manager.
Paul Kingston- Director of Housing and Care Services.
Stephen Javes – Chief Executive
Orwell Housing Association
Crane Hill Lodge
325 London Road
Ipswich
IP2 OBE

☎ 01473 218818
andrewr@orwell-housing.co.uk

If you are not satisfied with the way your complaint has been dealt with or you wish to seek further advice please contact:

Care Quality Commission
CPC1
Capital Park
FULBORNE
Cambridge, CB21 5XE

☎ 01223 771300

Tenant Consultation.

The views of tenants, their relatives and advocates will be actively sought with regard to the running of the Scheme. The involvement of all tenants will be encouraged with consideration be given to the limitations of communication for some people.

This will be done through questionnaires, monthly tenant's meetings and JAC meetings. These JAC meetings (Joint Advisory Committee Meetings) will consist of a representative from Social Services, Waveney District Council, Orwell Housing Assoc, the Manager of the scheme and the tenant's representative. Details of any tenants or JAC meetings will be advertised on the Scheme's notice board, scheme newsletter and where appropriate through individual notification.

Visitors to the Scheme.

All visitors to the Scheme are asked to sign in and out of the visitors' book, located in the main entrance. This assists in providing a safe environment for all who live and work within the Scheme.

Care Charges

Your contract for care is made directly with Suffolk County Council, (not Orwell Housing Ltd) who may charge you for this service depending upon your financial status.

Orwell Housing Association (Deben View Domiciliary Care Agency) has a contract with Social Services to provide you with your care package, as assessed by your Social Worker.

If at any time you feel that you require more care hours you need to contact your social worker who will re-assess your needs. Orwell Housing can then provide you with the extra care.

If Social Services do not agree to increase your care hours you can choose to enter a private contract with another person or agency to provide you with the extra care you feel you require. Orwell Housing cannot, in these circumstances provide you with the extra care although we are continually reviewing this situation.

The amount you pay towards your home care will depend on your income and whether you have savings or other sorts of capital. The most you will be charged is £13.60 for each hour of service you receive.

You will pay the maximum of £13.60 an hour if:

- You have £22,250 or more in savings or capital (your home is treated as capital if you do not live in it), or
- You do not wish to give details of your income, savings or expenditure.

You will get free home care service if:

- You or your partner living with you get Income Support, income based Jobseekers Allowance or Pension Guarantee Credit, **and**
- You have savings or capital less than £22,250.

You will be assessed for a charge if:

- Neither you or your partner get Income Support, income based Jobseekers Allowance or Pension Guarantee Credit, **or**
- You have savings or capital less than £22,250.

The assessed charge is the amount of money left over after your share of the housing costs have been deducted (council tax, rent or mortgage) from your income and compared it to the amount the government say you need to live on, currently £155.06. (Suffolk County Council, A Guide to Charges for Care in Suffolk. 2006-2007).

Although Deben View domiciliary care agency does not directly contract with the tenant for care, we are contracted by ACS to input the care. If, for any reason a staff member is off duty i.e. sickness, holiday, training, it is the responsibility of the care manager to ensure that the care visits still take place by replacing staff with relief or agency staff. Should a visit not take place at the designated time, the service user should inform a member of staff to take responsibility to find cover.

Quality Service.

The staff at Deben View strive to offer a quality service to both tenants and their relatives/advocates. Orwell Housing Association additionally seek to monitor the quality of its service through questionnaires, provider reviews and staff supervision and appraisals and the Supporting People Team will also monitor us on the provision of support in the Scheme using a Quality Assessment framework.

The quality of our service is monitored against the Care Standards Act 2000. We will be inspected at regular intervals by The Commission for Social Care Inspection and reports from those inspections will be available to read.