



Registered Care Statement of Purpose





Purpose of Document

This document will provide you with a summary about Trident Reach the People Charity's Registered Care services. It offers you an insight into our values, the aims of the service and our person centred approach to deliver a meaningful service to each individual customer that is designed to have a positive impact in enabling independence to be maintained and improved.

Our Vision

Trident Reach the People Charity is a "people first" organisation working in partnership to maximise positivity, independence and participation.

Information on the Charity

Trident Reach the People Charity is a registered charity and part of a group structure- Trident Group. We are much more than a care and support provider. We are a social business geared up to provide real life choices.

Our Aims

Trident Reach's Registered Care services aims to support customers to:

- Exercise choice and maximum control over their own lives and communities.
- Have access to training, education or work-like activities to live independently.
- Participate as active and equal citizens both economically and socially.
- Develop social contacts and access leisure activities to help reduce the effects of isolation and achieve community integration.
- Develop social enterprises to enable people and communities to enhance their own economic situations and contribute to the local economy.

Our Values

- R**espect
- E**quality
- A**ccountability
- C**ooperation
- H**onesty

Fit and Proper Persons

Our lead officers are checked and monitored to ensure that they are fit and proper to carry out such a role.

The Responsible Person



The person registered with the Care Quality Commission as the Registered Provider for Trident Reach the People Charity is:

David Jones, Director of Housing and Social Care

153 Hagley Road, Birmingham, B16 8UQ

Telephone: 0121 633 4633

E-mail: David.Jones@tridentgroup.org.uk

Central Head Office

We provide a 24 hour a day, 365 day a year Registered Care service that meets the individual customer's needs. The Charity Head Office opening times are:

● Monday to Friday - 8:30am to 5:30pm

During the above times you are able to contact the office on **0121 226 5800**.

Outside of these working hours, Trident Reach provides an out of hours contact centre – **Call Solutions**, an on-call service which customers of the Registered Care services can use. To contact someone if there is a concern or a difficulty, please call **0121 643 0883**.

Joanne Spence



The person who oversees all the Registered Care services within the charity:

Head of Social Care and Inclusion

153 Hagley Road,
Birmingham, B16 8UQ

Tel: 0121 226 5800

Email: joannesp@tridentreach.org.uk

Andrea Hughf



The person with Senior Management responsibilities within Registered and Community Services:

Head of Community Services

153 Hagley Road,
Birmingham, B16 8UQ

Tel: 0121 226 5800

Email: andreah@tridentreach.org.uk

Location - Birmingham

Manor Park Grove is situated in the south of Birmingham. We provide care and support to five people with learning disabilities aged 18 and upwards. Person centred approaches are used to ensure customers rights and choices are being met.

The Registered Manager - Vivienne Brooks

24 Manor Park Grove,
Northfield,
Birmingham,
B31 5ER

Tel: 0121 476 7529

Email: vivienne.brooks@reachthecharity.org.uk



Location - Birmingham

Coriander Close is a residential care home for people with learning and physical disabilities. Coriander Close provides quality of care which creates warm and homely atmosphere that embraces and promotes peoples diversities. Staff promote customers to be individual with the opportunity to be self expressive within their personal living environment and to have a voice on how each individual prefers their support provided.

The Registered Manager - Karen Murphy

8 Coriander Close,
Northfield,
Birmingham,
B45 0PD

Tel: 0121 453 7292

Email: Karen.Murphy@reachthecharity.org.uk



Location - Birmingham

Trescott Road is a residential care home for people with learning and physical disabilities. We currently support seven customers. We support the customers to access and integrate within the local community with an aim to ensure that every one has the opportunity to a fulfilling life style of their choice.

The Registered Manager - Naterlene Forbes

8 Trescott Road
Northfield
Birmingham
B31 5QA

Tel: 0121 475 9585

Email: Naterlene.Forbes@reachthecharity.org.uk



Location - Birmingham

Ferndale Crescent is a residential care home where we deliver care and support to our customers with learning disabilities, physical disabilities and other complex needs. We engage and encourage customers to be involved in a variety of activities depending individual capabilities. As social care workers we believe our role is to provide the best all round care possible by ensuring that service delivery is personal centred.

The Registered Manager - Elzbieta Ksiazkiewicz

10 Ferndale Crescent
Highgate
Birmingham
B12 5HF

Tel: 0121 772 1885

Email: Elzbieta.Ksiazkiewicz@reachthecharity.org.uk



Location - Birmingham

Vicarage Road A is a residential care home where we deliver care and support to people with learning disabilities and other complex needs. We ensure a high quality service where the people are involved in all the decision making processes within the home.

The Registered Manager - Vivienne Brooks

264A Vicarage Road
Kings Heath
Birmingham
B14 7NH

Tel: 01691 671 353

Email: vivienne.brooks@reachthecharity.org.uk



* currently managing Manor Park Grove location

Location - Birmingham

Vicarage Road B is a residential care home where we deliver care and support to our customers with learning disabilities, physical disabilities and other complex needs. We ensure a high quality service where the customers are involved in all the decision making processes within the home.

The Registered Manager - Samantha Mcmillan

264B Vicarage Road
Kings Heath
Birmingham
B14 7NH

Tel: 0121 444 8123

Email: samantha.mcmillan@reachthecharity.org.uk



Location - Birmingham

Dimmingsdale Bank is a residential care home where we deliver care and support to our customers with learning disabilities, physical disabilities and other complex needs. We provide a 24 hour care service for adults with physical and learning disabilities. Customers are supported through individual person centred plans to promote independence, choice and preferences.

The Registered Manager - Louise Beaven

21 Dimmingsdale Bank
Quinton
Birmingham
B32 1ST

Tel: 0121 422 7500

Email: louise.beaven@reachthecharity.org.uk



Location - Birmingham

St Albans is a residential care home where we deliver care and support to our customers with learning disabilities, physical disabilities and autism. We ensure a high quality service where the customers are involved in all the decision making processes within the home.

The Registered Manager - Elzbieta Ksiazkiewicz

38 St Albans Road
Moseley
Birmingham
B13 9AR

Tel: 01691 671 353

Email: Elzbieta.Ksiazkiewicz@reachthecharity.org.uk



Location - Birmingham

Hampton Road is a residential care home for four people with a learning disability whose behaviour may put them at risk. We use a multi professional approach delivering both health and social care outcomes to enable people to live as independently as possible. We encourage active participation within the local community to minimise the risk of social exclusion. The home has disability access on the ground floor, and adaptations in two of the rooms.

The Registered Manager - Denise Friswell

20 Hampton Road
Erdington
Birmingham
B23 7JJ

Tel: 0121 373 4467

Email: denise.friswell@reachthecharity.org.uk



Location - Birmingham

Showell Green Lane is a residential care home that provides 24 hour care and support to customers with both learning disabilities and/or physical disabilities. We ensure a high quality service that involves our customers in the planning of their own individual care, ensuring that they are supported maximise choice and control.

The Registered Manager - Denise Friswell

121A Showell Green Lane
Sparkhill
Birmingham
B11 4JD

Tel: 0121 449 3306

Email: denise.friswell@reachthecharity.org.uk



Location - Shropshire

Windsor House is a registered care home. We work closely alongside the principals of valuing people and are fashioning a level of independence which will reflect that experienced within supported living. Our aspirations are to create a model suitable for enabling customers to progress towards increased independent living appropriate to each individual. We also provide respite service to people living with family and in other setting.

The Registered Manager - Beverley Owen

47 Windsor Road
Oswestry
Shropshire
SY11 2UB

Tel: 01691 671 353

Email: Beverley.Owen@reachthecharity.org.uk



Location - Shropshire

Maer Lane is a residential care home for 9 customers with learning disabilities, physical disabilities and autism. We ensure a high quality service where the customers are involved in all the decision making processes within the home.

The Registered Manager - Beverley Owen

4 Maer Lane
Market Drayton
Shropshire
TF9 3AL

Tel: 01630 698 092

Email: Beverley.Owen@reachthecharity.org.uk

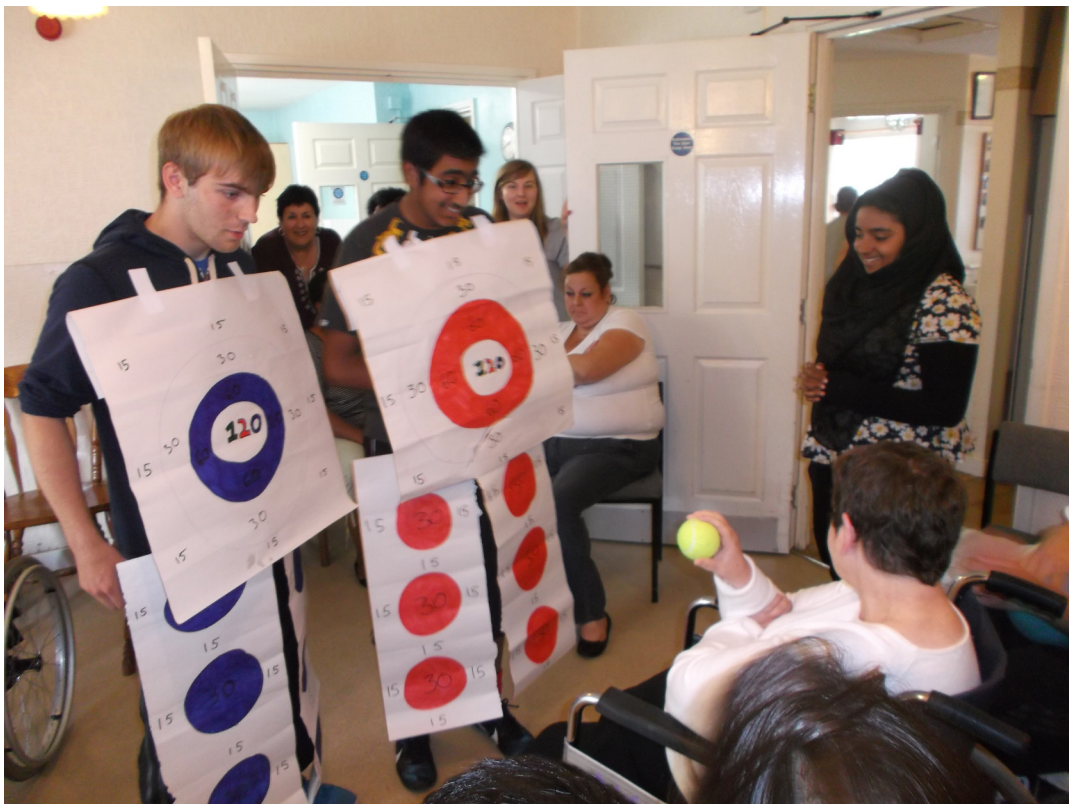


Regulated Activities

- Support and assistance with the preparation with meals and drinks
- Assistance with personal care
- Assistance with health
- Assistance with dressing and undressing
- Support with medication
- Support with laundry
- Support with house work
- Support with shopping
- Support to access the community
- Support with budgeting and paying bills
- Support with accessing training
- Support with accessing education
- Support to gain employment
- Support to access activities

As a part of our service we complete:

- A person centred needs assessment
- Risk assessment
- Medication risk assessment
- A person centred care plan
- Annual care and support reviews



What services we can offer and who can we support:

Trident Reach's Registered Care services provide a range of services catering for vulnerable people. We are able to support people whose ages range from 18 to 65 years however there are special situations where we support adults above and beyond the age of 65. Across all residential services we currently offer support for the following customers with support needs:

- Learning disability
- Mental health needs
- Older adults
- Physical disability

We are here to support people to live their life in a way that they want. We are committed to ensuring that as our customer you have a choice in how we deliver the service and actively shape its future direction.

We will do this:

- By listening to you
- By respecting your culture and beliefs
- By treating you fairly and with dignity
- By helping you to be in charge of your life
- By being open and transparent at all times with you
- By working with you to find answers to your concerns and difficulties
- By telling you what we are doing
- By learning to do things better

**We will help you to:**

- Make decisions about your life
- Feel safe and secure
- Meet new people and try new things
- Have the same rights and responsibilities as everyone else
- Choose staff to work with you that you can trust

We provide high quality reliable care and support to you in your home at the times you most need it, our staff are sensitive and empathetic to your needs and we aim to preserve your dignity and privacy to the highest standards at all times.

Our approach to assisting you with all your support needs is flexible and empowering. We will support you by offering a range of services that you may require to promote your independence and citizenship. These services range from the tasks described below and any others which may be identified through a person centred assessment.

- | | |
|---|--|
| ● Getting out of bed and dressing | ● Meal preparation |
| ● Undressing and going to bed | ● Shopping |
| ● Washing | ● Accompanying to appointments/outings |
| ● Assistance with personal care | ● Supervision of medication |
| ● Health promotion | ● Support you with your finances |
| ● Community engagement | ● Night support |
| ● Education/Training/Employment opportunities | ● 24-hour support |
| ● Cleaning, laundry or other domestic tasks | |

“Trident Reach provides person centred support to all those that need it”



Trident Reach's Social Care Workers

We recognise that for most customers the important people in our charity are the Social Care workers with whom you will have regular contact.

We take great pride in our recruitment and selection process, this enables us to ensure that we get the quality and values that we and you our customers are looking for and through our in-depth assessment centres we aim to recruit these qualities and people who share our values.

We also provide a person centred approach to training, developing and supervising our staff. Each staff member is required to complete our mandatory training and we ask that they attend our specialist training. Our staff have a wide range of qualifications, some of which are identified below:

- Learning Disabilities Qualification
- A recognised qualification in Health and Social Care
- Risk Management
- Health and Safety
- Food Hygiene
- Fire Prevention
- Manual Handling
- Infection Control
- CPI Training
- Communication Training
- Safeguarding Vulnerable Adults / DOLS
- Loss & Bereavement
- Care of Medicines
- Epilepsy Training
- Person Centred Training
- Makaton Sign language
- First Aid
- Equality and Diversity Training
- Autism Awareness
- Mental Capacity Act
- Mental Health Awareness
- Record Keeping Training

All staff takes part in the supervision and appraisal processes.

Choice

We aim to support customers to make their own decisions in all aspects of their lives, in the following ways:

- By encouraging customers to make their own choices about who cares and supports them
- By ensuring the customer is at the centre of their care and support service and for them to shape the service they receive
- By involving customers in every aspect of the charity through the charity's governance structure
- By respecting their views and opinions on how they believe their support should be

Dreams

We support our customers to realise their dreams, aspirations and abilities in all aspects of their lives. We seek to assist customers in the following ways:

- Raising awareness of each customer's wishes, by understanding their individual histories and characteristics
- Being aware of the customer's needs which may be in relation to culture, religion, dietary requirements, gender, sexual, orientation, political belief and disabilities

Civil Rights

We aim to help our customers to increase their awareness of their rights in the following ways:

- Providing information in an accessible format that informs clearly how to complain or provide feedback on our services
- Encourage our customers to make full use of services that represent their community and promotes inclusion

Governance

We encourage our customers to be involved in every aspect of the charity in the following ways:

- To provide an effective platform of representation where customers can chose to engage in the decision making processes that affect service delivery within Trident Reach's Registered Care services
- To engage and ensure customer participation in the management of the operational business of Registered Care services
- To ensure that there is a formal and democratic process which ensures that customers can become engaged with the governance of the charity at the highest levels.

“To work in partnership to make the hopes, dreams and aspirations of all who access and work in our services a reality, enhancing quality of life, retaining dignity and treating others with respect...”

Customers' Rights

We place the rights of our customers at the forefront of our Registered Care services. It is best practice for individuals to be enabled to express and exercise their rights.

Privacy

We strive to retain as much privacy as possible for our customers in the following ways:

- Giving care and support to personal situations as discreetly as possible
- Guaranteeing customers privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisers
- Ensuring confidentiality of information the charity holds about customers. Trident Reach is signed up to the Information Sharing Protocol and has full data protection accreditation.

Dignity

We respect our customers' intrinsic risk to retain their dignity and values and demonstrate this in the following ways:

- Treating each customer as a valued unique individual
- Supporting customers to present themselves to others as they wish through their own clothing, personal appearance and behaviour in public
- Tackling any stigma which our customers may suffer and raising awareness of mental health and learning disabilities issues in a positive way.

Access to Records

The Data Protection Act 1998 gives the customer the right to see information that we hold about them. The customer has to give written permission to the carer or representative on their own behalf to see the information we have.

Independence

All customers are encouraged to maintain as much independence and individuality as possible in the following ways:

- Encouraging our customer's maximum involvement in their own personal care, independent interaction with others, and carrying out daily tasks
- Helping customers take reasonable and acceptable risks
- Promoting opportunities for customers to create and maintain relationships and participate as equal citizens in and out of the local community.
- Encouraging customers to have access to and contribute to records in relation to their own care and support and the service they receive. All customers receive a copy of their own care plan.

We wish to provide the highest quality care and support services and to do this we give priority to a number of areas relating to the operation of Registered Care services within Trident Reach.

We draw on expert professional guidelines for the services within the charity. In pursuit of the best possible care we do the following:

- Produce with and for each customer, a person centred care/support plan, based on completing a thorough assessment, This will involve the customer and anyone else they would like involved in all aspects of identifying their care and support needs. This will be fully implemented and regularly reviewed.
- Compiling a detailed risk management plan, which ensures that decisions made by customers are safe and risks are reduced and managed appropriately.
- Take steps to safeguard the customer's privacy and dignity in all aspects of the delivery of Registered Care Services.
- Treat with special care and sensitivity customers who require end of life support.



Complaints and Protection

Safeguarding Vulnerable Adults

At Trident Reach, we believe that it is the responsibility of everyone working with adults to be able to recognise possible and actual instances of abuse and to address them effectively as part of their core responsibilities.

We want to provide the best possible service. As we provide a wide range of services to a diverse customer group we know that things don't always go the way we plan them and customers and stakeholders may become dissatisfied. We value your views, ideas and suggestions and will:

- Provide and operate a person centred complaints procedure.
- Take all necessary actions to protect the customer's legal rights.
- Make all possible efforts to protect customers from every form of abuse and raise awareness with customers and staff.
- Ensure that both customers and staff have an understanding of all safeguarding policies
- Advocate on behalf of customers should they be dissatisfied with the service they are receiving.
- Operate policies, within that provide a framework, responding to any complaints received within specified timescales.

“We actively encourage our customers to be involved in all aspects of our charity”

Complaints Procedure

Problem Solving

If you are unhappy with our services, you should either speak to the manager or the Head of Operations. When you have talked things over, you may be satisfied with the outcome. If not, you may want to make a formal complaint.

You can submit a complaint in writing to the Complaints Officer:



Gillian King,
153 Hagley Road,
Birmingham,
B16 8UQ

Telephone: 0121 226 5800

Or via the website: <http://www.reachthecharity.org.uk/complaints-compliments/>

We take any complaint seriously.

It enables us to:

- Listen to your point of view
- Learn from our mistakes
- Continually improve our service to you

We will:

- Treat all complaints individually
- Resolve complaints as quickly as possible
- Provide a clear explanation of our response
- Aim to respond to all complaints within 20 working days (you will be notified of any delays)
- Use complaints for future reference

Duty of Candour

We will be open about any mistakes that are made, apologise and provide any support required

You can also contact:

Care Quality Commission, National Correspondence, City Gate, Gallowgate,
Newcastle Upon Tyne, NE1 4PA
Telephone: 03000 616172

Compliments

It is important to let us know about things that are going well or how the service can be improved. It is always good to give positive feedback to staff. You can either follow the formal process or you could simply send a written letter to the manager of the Home Care services or the Head of Operations for Registered Care services within Trident Reach.

Staffing

We are aware that Trident Reach's staff will play a very important role in the customer's lives. To maximise this contribution, we will do the following:

- Employ staff who are skilled and experienced in all areas of Registered Care services.
- Benchmark salaries to ensure that all employees are paid fairly for the work that they do and we attract the best applicants for vacant posts.
- Provide at all times an appropriate number of staff with qualifications in Health and Social Care to ensure the contracts are being met
- Observe recruitment policies and procedures, which both respect equal opportunities and protect the customer's safety and welfare
- Person centred staff support sessions / appraisals to offer guidance and support to develop practises and learn from things that have not gone well.
- Provide our staff with a range of learning and development opportunities relevant to their role
- Employ experienced and qualified managers
- Enable a management approach which creates an open, positive and inclusive atmosphere
- Operate effective quality assurance and quality monitoring systems
- Work to accounting and financial procedures, which safeguard customer's interests
- Supervise and appraise all staff and voluntary workers regularly and carefully
- Keep up-to-date ensuring accurate records on all aspects of the charity and the customers are available
- Ensure that health, safety and welfare of customers and staff is promoted and protected
- Trident Reach was awarded gold status Investors in People in 2009 and 2014



Regulation of Trident Reach's Registered Care

Trident Reach's Registered Care services are regulated by the Care Quality Commission who are the independent regulator of health and social care in England.

They regulate registered care provided by ourselves, NHS, local authorities, private companies and voluntary organisations. They aim to ensure high standards of registered care is provided for everyone.

If you wish to learn more about the Care Quality Commission or view our inspection reports please visit: www.cqc.org.uk

Our Ratings

Please see below for the last standards inspected against for each service:

Coriander Close

Is the service safe? **Good**
Is the service effective? **Good**
Is the service caring? **Good**
Is the service responsive? **Good**
Is the service well-led **Good**

Ferndale Crescent

Is the service safe? **Good**
Is the service effective? **Good**
Is the service caring? **Good**
Is the service responsive? **Good**
Is the service well-led **Good**

Manor Park

Is the service safe? **Good**
Is the service effective? **Good**
Is the service caring? **Good**
Is the service responsive? **Good**
Is the service well-led **Good**

Showell Green Lane

Is the service safe? **Good**
Is the service effective? **Good**
Is the service caring? **Good**
Is the service responsive? **Good**
Is the service well-led **Good**

Hampton Road

Is the service safe? **Good**
Is the service effective? **Good**
Is the service caring? **Good**
Is the service responsive? **Good**
Is the service well-led **Good**

St Alban's

Is the service safe? **Good**
Is the service effective? **Good**
Is the service caring? **Good**
Is the service responsive? **Good**
Is the service well-led **Good**

Vicarage Road (A)

Is the service safe? **Good**
Is the service effective? **Good**
Is the service caring? **Good**
Is the service responsive? **Good**
Is the service well-led **Good**

Vicarage Road (B)

Is the service safe? **Good**
Is the service effective? **Good**
Is the service caring? **Good**
Is the service responsive? **Good**
Is the service well-led **Good**

Trescott Road

Is the service safe?	Requires Improvement
Is the service effective?	Good
Is the service caring?	Good
Is the service responsive?	Good
Is the service well-led	Good

Windsor House

Is the service safe?	Good
Is the service effective?	Good
Is the service caring?	Good
Is the service responsive?	Good
Is the service well-led	Good

Maer Lane

Is the service safe?	Requires Improvement
Is the service effective?	Good
Is the service caring?	Good
Is the service responsive?	Good
Is the service well-led	Good

Dimmingsdale Bank

Is the service safe?	Good
Is the service effective?	Good
Is the service caring?	Good
Is the service responsive?	Good
Is the service well-led	Good



“ People were supported by kind and attentive staff. We saw that care workers showed patience and gave encouragement when supporting people. Staff took into account the complex needs of people when planning activities so that they could take part safely. We found that staff had learned to interpret the needs and wishes of people by studying nonverbal communication methods and taking into account the advice of family members and medical professionals. Staff said that they were very happy with the level of professional and emotional support they received from the manager.”

- Coriander Close CQC Inspection, July 2014

“ The home had a robust safeguarding procedure. This ensured an appropriate response in accordance with local multi-agency procedures for the protection of people from abuse or risk of abuse.”

- Showell Green Lane CQC Inspection Report, August 2014

“ Care was planned and carried out to meet people's needs. Records demonstrated that the person's key worker reviewed the person's needs on a monthly basis. There were care plans that covered a range of needs and situations including meal time, night time, medication administration and community activities needs.”

- Vicarage Road A CQC Inspection Report, April 2013



“ We saw people were encouraged to maintain and develop their independence, for example being supported to walk and helping keep their room clean and tidy. There was a range of activities available for people both inside and outside of the home. These included, shopping, bowling, going to the cinema, visiting a sensory room and going to see their relatives. ”

- Trescott Road CQC Inspection report, July 2014





Trident Reach the People Charity's Statement

Trident Reach the People Charity are one of the leading social investment charities in the Midlands, dedicated to supporting & caring for vulnerable individuals and the communities in which we are based.

For further information please visit our website: [**www.tridentreach.org.uk**](http://www.tridentreach.org.uk)

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*This document is reviewed and updated regularly to reflect any changes

