



STATEMENT OF PURPOSE

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Aims and Objectives

- To provide high quality person centred support tailored to individual's needs and preferences
- To improve the lives of all those we support
- To empower those we support to have confidence and motivation that increases independence
- To ensure the safety and welfare of those we support
- To treat everyone with dignity and value different backgrounds, cultures and points of view
- To provide speedy access to our services
- To link with family, friends, social services staff and health professionals where appropriate, to ensure the best interests of service users are always represented.
- To maintain a culture of continual improvement through robust quality monitoring systems
- To be a fair employer that respects their staff and provides opportunities for personal and occupational development
- To have a highly skilled and motivated workforce

Philosophy of Support

We strive to preserve and maintain the dignity, individuality and privacy of all service users, and in so doing will be sensitive to the service user's needs. Such needs may be medical/therapeutic, cultural, psychological, spiritual, emotional and social. We are dedicated to improving the quality of life of the people we support, and providing a friendly, respectful, person-centred service that treats everyone as an individual and helps them to remain as independent as possible.

All support staff will be appropriately qualified to deliver the highest standards of support. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in support practices as may be laid down in appropriate legislation and regulations.

Registered Provider

Name: John Huthwaite

Address:

JRH Support
Clarendon House
Clarendon Park
Clumber Ave
Nottingham
NG5 1AH

Tel: 0115 9856000

Registered Manager

Name: Paul Battershall

Address:

JRH Support
Clarendon House
Clarendon Park
Clumber Ave
Nottingham
NG5 1AH

Tel: 0115 9856000

Types of Services Provided

We provide a wide range of support services, and use a high quality person-centred approach to enable individuals to lead full lives and maintain as much independence as possible.

Outreach

This service is aimed at providing personalised and flexible support to people in their own homes and in the wider community.

Our approach is person centred which means we focus on what is important to each individual to enable them to lead a fulfilling life. This may include providing support with accessing social and leisure activities, developing and maintaining relationships, daily living, filling in forms, accessing healthcare, personal care, housekeeping etc.

Supported Living

We support a number of individuals with a learning disability to maintain tenancies and live in their own homes.

This service operates 24 hours a day, 365 days per year, and the amount of support provided to each person depends on the level of assessed need. Staff work in partnership with service users to enable them to maintain and develop their independence, encouraging and enabling them to develop their skills and abilities.

Care at Home

Our Care at Home service provides a range of support, mostly for older people, which includes a visiting service, respite for carers, live in care and SMART technology support. The aim of this service is to provide just the right level of support to enable people to remain as independent as possible in their own home.

Range of Support Provided

We provide a whole range of support with such things as:

- Day to day practical living
- Social interaction
- Personal care
- Support to enable work or recreational opportunities
- Maintaining tenancies
- Developing social opportunities
- Developing independence skills
- Assisting with finances

The People We Support

We support a wide range of people including:

- People with a learning disability
- People with physical and sensory disabilities
- People with mental health problems
- People who lead chaotic lifestyles
- People on the autism spectrum
- Children
- Older people
- People with alcohol dependency
- People with substance dependency
- People with acquired brain injury

We recognise that everyone is unique, so all of the support we provide is individualised and person-centred. This means we take the time to listen and to understand what people want and need, to make sure that everything we do is based around that individual – their choices, their opinions, their likes and dislikes and personal preferences.

Details of Staff

JRH Support employs the following:

- General Manager
- Outreach Service Manager
- Supported Living Service Manager
- Supported Living Coordinator
- Team Managers
- Support Coordinators
- Mentor Support Workers
- Support Workers

The organisation's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly.

Staff Training

When staff start work at JRH Support they complete a comprehensive induction course called The Care Certificate. This course covers a wide range of subject areas which are broken down into 15 Standards:

1. Understand your role
2. Your personal development
3. Duty of Care
4. Equality and diversity
5. Work in a person centred way
6. Communication
7. Privacy and dignity
8. Fluids and nutrition
9. Awareness of mental health, dementia and learning disability
10. Safeguarding adults
11. Safeguarding children
12. Basic life support
13. Health and safety
14. Handling information
15. Infection prevention and control

Following induction, all staff are encouraged to enrol on the Diploma in Health and Social Care at either level 2 or level 3.

Our support staff also access a wide range of other training courses to equip them with the necessary skills, knowledge and sensitivity to be competent in their job.

Staff also have access to the following training:

- Safeguarding adults
- Mental Capacity Act and Deprivation of Liberty Safeguards
- Autism awareness
- Managing difficult and challenging behaviour
- Mental health awareness
- Understanding dementia
- Equality and diversity
- Epilepsy awareness
- Medication administration
- First aid
- Health and safety
- Moving and handling

- Alcohol dependency
- Substance misuse
- Diabetes awareness
- End of life support
- Pressure sore care

Service user Assessment, Support plans and support plan review

A comprehensive assessment is completed by the Team Manager prior to the delivery of support, and from this assessment a support plan is developed and any necessary risk assessments implemented.

Support plans and risk assessments are reviewed at least every 6 months by a member of the leadership team. This reflects any changing needs to ensure that any objectives for health, personal and social support are actioned. All support plans are developed with the involvement of the service user.

Complaints

The principle underlying value, underpinning everything we do, will be to recognise that every person should have the opportunity to receive the support they need in order to reach their full potential in their chosen lifestyle.

On occasions however, it may be that individuals are dissatisfied with some of the service we provide.

Written complaints

1. Upon receipt of a written complaint, the complainant will receive an acknowledgement within 2 working days.
2. We will strive to resolve all complaints within 5 working days; a further letter being sent to the complainant within a maximum of 14 days' time explaining the outcome of our investigations.
3. If, in the event, the complaint is of a more complex nature, requiring more than 5 working days to resolve, the complainant will receive a letter informing them of the progress at this time, which will include a date on which they can expect a resolution.

Verbal complaints

1. Upon receipt of a verbal complaint, the individual to whom the complaint is made to will attempt to resolve the issue immediately.
2. If, for any reason, this situation cannot be resolved, the individual to whom the complaint was made to will immediately inform the Team Manager, who will attempt to resolve the issue immediately.

3. Should the complaint require to be resolved by someone other than the Team Manager, the Team Manager will contact the relevant people to achieve a satisfactory resolution for you within a maximum of 14 working days.

Throughout this process the complainant will be kept updated. Complainants are also informed that they can approach their local authority or the Care Quality Commission. Details of how to make a complaint are attached to all support plans and Person's Guide.

Quality Monitoring

JRH Support has been established with a quality-orientated approach to the business. A high degree of quality awareness is developed through continuous review of the support service we offer, training of staff, and feedback from service users.

The monitoring of service user satisfaction is considered to be an important indicator as to whether we are achieving our objectives of delivering a quality support service and meeting all of the service user's requirements. To help us achieve this a questionnaire is used to interview and record responses of service users and/or family members and carers on a rolling basis at each support plan review. These responses are analysed every month by the senior leadership team and enable constant improvement.