



WHITMORE VALE

PROMOTING COMMUNITY LIVING

BEAUFORT HOUSE

Service Brochure

We have lots to tell you about Beaufort House,
the opportunities available and the support we
offer

So let's look inside!

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1. ORGANISATIONAL STRUCTURE

Whitmore Vale Housing Association Ltd is registered as an Industrial and Provident Society and is a charitable Housing Association. The management committee have appointed the Chief Executive with responsibility for overall management of the organisation. The Deputy Chief Executive has responsibility for monitoring the operation of the home and ensuring that it is providing the expected quality of service for the residents living there. Whitmore Vale Housing Association is registered by the Care Quality Commission under the Health and Social Care Act 2008 for the regulated activity of "Provision of Accommodation for persons who require nursing or personal care". Formal inspections are undertaken monthly.

The day-to-day management of the home is the responsibility of the home manager, who is registered with The Care Quality Commission. The manager is supported by a team which includes a deputy manager and support workers with various levels of experience and responsibility. All staff report directly to the manager.

2. BEAUFORT HOUSE - FACILITIES

Beaufort House is a large Victorian home, situated in a residential area within half a mile of Knaphill village centre, which offers a range of shopping, leisure and cultural amenities. The house has been altered to more than meet minimum registration standards. Ramp access is provided for wheelchair users.

(Room sizes are set out in Appendix 1).

All individuals have their own bedrooms of which three bedrooms on the ground floor are suitable for someone with an additional physical disability. There are five bedrooms on the first floor, one of which is a staff sleep in bedroom.

There is one bathroom and shower room on the ground floor fitted with specialist equipment suitable for use by a person with multiple disabilities. There are two bathrooms with toilets on the first floor, one with a walk in bath. Additional mobility aids will be made available according to the needs of the people who live there.

Communal facilities include a large lounge, a small lounge, dining room and sensory room, together with a kitchen/breakfast room and separate utility room. The dining room has access through patio doors in to the garden. There are two offices, one which is situated on the first floor, the other which is also situated on the ground floor close to the front door.

Individuals are not required to provide any of their own furniture as a

standard level of furnishing is provided to all . This will include a bed, together with bedding, bed linen and towels, a chest of drawers and a wardrobe. Service users may of course provide their own items of furniture, providing these meet fire retardancy standards and all residents will be encouraged to personalise their own bedrooms.

Each bedroom will have a lockable drawer or other small lockable place and a safe is provided in the home for keeping, amongst other things, items of value belonging to the residents which they are not able to retain themselves. Service users who are not able to take care of their day to day spending are each provided with a lockable money box held for safe keeping in the office.

Redecoration and refurbishment of the home, over and above standard repairs and maintenance, will take place as required, and will comply with the current fire legislation. It would normally be expected that redecoration would take place at least every five years, although it is accepted that some areas of the home subject to heavy wear and tear may need to be redecorated more frequently.

3. THE CARE PROVIDER / MANAGER

Beaufort House is part of Whitmore Vale Housing Association which is registered in the name of the Chief Executive - Mr Ryan Kelley.

The Manager is Clare Williams, who holds a BA (Hons) in Social Studies and a Level 4 in Leadership and Management.

4. THE QUALIFICATIONS OF THE PROVIDER / MANAGER

Mr Kelley has a degree in Mathematics, and is a Member of the Chartered Management Institute. He has held management roles in industry prior to joining Whitmore Vale Housing Association, for a total of 35 years.

The management of the home is overseen by the Deputy Chief Executive Ms Lisa Matthews.

5. STAFFING

Our commitment to providing a good quality of care at Beaufort House is reflected in the calibre of our staff. All staff are carefully selected through our recruitment and selection procedure, and prior to appointment are subjected to a criminal record check and an occupational health check, and a requirement of two references.

On appointment all staff participate in an induction. This induction encompasses an introduction to the individuals and their needs, the philosophy of an ordinary home life and safe good working practices.

All staff are then encouraged to proceed on to undertake a Health and Social Care Diplomas at either level 2, 3 or 4 depending on their job role. Individual supervisions take place and staff meetings are held regularly in which the whole team have the opportunity to discuss the best approach to residents' care.

In addition to the Manager, the home has a full time equivalent staff of 12 consisting of:

Deputy Manager
7.4 Support Workers
2.6 Night Support Workers

The staff team have a suitable range of experience to provide the services needed by the residents in the house. This is achieved through careful selection, induction, HSC diplomas and other management qualifications, as and when deemed necessary, provision of all the basic statutory training, and a selection of day release or day courses for developing staff member's individual skills and knowledge and to enable staff to better meet the individual needs of people using the services.

All agency staff are required to have completed an induction, a specified range of the essential training requirements and a criminal record check before they are placed at Beaufort House, and the agencies are required to sign an undertaking to this effect.

Staff Development and Training

Staff development and training are seen as vital in the process of providing high quality care. A programme with regular staff supervision, guidance and training is in place. The policy manuals which all are expected to read is available as a working document and is subject to continuous review to reflect changes in care needs or legislation.

6. THE PEOPLE WE SUPPORT

Range of needs the care home is intended to meet

- Beaufort House is a Residential Home providing care for adults, who have Learning Disabilities and Associated Problems or a Mental Health Diagnosis with similar behavioural characteristics but without a learning disability diagnosis.

It is expected that it will provide a home for People for as long as they wish to remain and for as long as it continues to meet their needs.

Beaufort House provides particularly for people with complex needs, and has three rooms suitable for people with a physical disability/mobility issues. The home does not provide for people who present challenges which could harm other vulnerable people.

Age range & gender of Service Users

The home accommodates 7 people over the age of 18, both male and female.

Nursing care provision

Nursing care is not provided by the Association as part of the service of the home. Where nursing support may be required by any individual, it is available on the same basis as any other person in the community through community nursing services provided through the National Health Service. Where nursing support is needed in the home it may be provided either by the NHS or by private nursing services privately contracted on an individual basis.

7. SERVICES FOR THE PEOPLE WE SUPPORT

Arrangements for social activities, hobbies and leisure interests

Beaufort House sets out to provide a service of the highest quality, where people can experience ordinary living experiences in small groups. We provide a safe environment, which is capable of helping individuals with Learning Disability and Physical Disability, and associated challenging behaviour participate in a broad range of activities where carefully monitored reasonable risk taking is seen as part of everyday living experiences.

- We aim to provide and encourage individuals with opportunities to take part in a range of experiences using community facilities as any other person of a similar chronological age. Each individual has a carefully considered programme, formulated from detailed assessments covering the whole person i.e. their physical, emotional, spiritual, recreational and developmental needs.
- We arrange with the Care Manager a range of meaningful activities for individuals to take part in throughout the day, both on and off site, with the emphasis being on enabling people to take part in similar activities as anyone else in the community.
- The Daytime activities may include day centre services, engaging in other meaningful activities in the community or home based activities e.g. shopping, domestic and social skills, clubs and drop-in centres, art and drama. A selection of equipment is provided within the home available to be used at individuals' choice. These will form part of the individual care plan.

- Beaufort House provides appropriate transport to enable individuals accessibility to the various community amenities and facilities in line with individual needs. One car capable of taking up to six passengers in addition to the driver is provided for the sole use of the home. Use of public transport will be encouraged and supported where deemed appropriate and beneficial to the individual and identified in the programme plan for skill and development.

Arrangements for consultation with individuals about operation of the home

Individuals' views as far as they can be established are taken into account in determining all matters in the running of the home, and its décor. They will be given the opportunity to contribute to the choice of redecoration schemes for the communal areas of the house, and in particular will be encouraged to choose the colour schemes for their own bedrooms.

The routines of the home will be as flexible as possible to accommodate personal needs and wishes.

Non verbal communication techniques will be applied to understand as fully as possible the views and desires of each resident.

Arrangements for attendance at Religious services of individuals' choice

Where individuals have any known practice of religious observance the staff will support them in continuing this practice.

Arrangements for contact with relatives, friends and representatives

The staff of Beaufort House encourage and support links with families and friends of the people we support, by giving the opportunity to invite them for visits and for meals. Staff will assist with the home's transport, taking individuals to visit friends and family, staying if possible as may be requested to support the service user during the visit.

A small lounge is available in the home for them to meet in private if desired.

The people we support have the use of the telephone in the house to make personal calls.

Arrangements for dealing with complaints

Beaufort House has a complaints procedure which includes referring problems through the senior management of the Association, the

Social Services Management, The Care Quality Commission and Advocacy Services

Arrangements for reviews of care plan

The principles of person centred planning underpin the care review process. Individual Care plans will be formally reviewed at intervals of not more than six months. These reviews will be supplemented by monthly meetings with each individual where open discussion is encouraged, and individuals have the opportunity to formally register problems and concerns openly with the staff.

The review process involves the individual, advocates where appointed, families (according to the wishes of the person) and all external professionals actively involved in supporting the service being provided to the person.

Access to Health Care

The people who use our services will be supported to access all health care services available in the community. Where additional specialist services are required for the wellbeing of the person, these will be accessed through referral by the GP or through the Community Learning Disability Nursing Services.

Therapeutic techniques used and arrangements for their supervision

Beaufort House has within its staff team, suitably qualified and experienced staff with the necessary skills and knowledge to ensure the specialist needs of each individual are met within the agreed standards. Where specialist skills are necessary we work with the community learning disability team to engage the full range of services available in the community e.g. psychiatric, general practitioners, community nursing, speech therapy, physiotherapy, chiropody, dentistry, opticians etc. Where appropriate these external professionals prepare guidelines for the staff to follow to achieve the best projected outcomes for any particular individual.

Arrangements for respecting the privacy and dignity of the people we support

Every person has their own bedroom to which all staff and visitors are expected to knock and ask permission before entering. Keys are provided to individuals who are able to manage to use them.

All bathrooms and toilets have locks and doors are shut when individuals are using them. Staff are expected to exercise sensitivity when supporting individuals in intimate personal activities.

The home is kept clean, warm, safe and comfortable. Food will be carefully prepared and is well presented. All individuals will be supported in achieving a high standard of personal presentation. Staff are expected to treat the people who use our services in a non-patronising manner, and to support them in doing things with them, not for them.

Smoking Policy

Beaufort House has a no smoking policy.

Confidentiality

All information regarding individuals, their care plan and personal information will be kept confidential. Absolute discretion and duty of care will be exercised when matters pertinent to the person are being discussed and only with accredited personnel who are acting in the interest, welfare and well-being of the person..

8. REFERRALS, ADMISSIONS AND TERMINATION POLICY, AND CONTRACTS

Criteria for admission including policy and procedures for emergency admissions

Beaufort House was specifically set up to initially meet the needs of people moving from long stay hospital but accepts new referrals from all sources. Referrals are accepted from Social Services and Health Authorities as well as from private/voluntary organisations. Referrals can be made by letter or telephone. Upon receipt of the referral the Service Manager /Deputy Manager will arrange a visit to assess the suitability of Beaufort House for the prospective individual.

A preliminary assessment will be undertaken on the individual's level of functioning, their degree of challenging behaviour and suitability for placement. This initial assessment is designed to help identify any special needs and whether these can be met at Beaufort House. The prospective person, their relatives, advocates and current carers, and their care manager will have the opportunity to visit Beaufort House to meet our staff and assess the facilities and services that are on offer.

If it is considered that a placement would be of benefit to the individual a care contract and fee levels agreed will be offered subject to confirmation if it proves satisfactory for both parties. Immediately upon admission an in depth assessment will be ongoing with the involvement of the key, relevant stakeholders.

On occasions where an **emergency placement** is required it is our policy to try to assist. A quick assessment will be undertaken to ensure

that this will not place the existing people in the home at risk, and if this appears acceptable an initial short-term admission will be agreed. This admission will be qualified that in the event of the person causing problems for the existing people then the care manager will find a further immediate placement. Following an emergency admission, the new individual will be made familiar with all key aspects of living in Beaufort House within two days, and a preliminary assessment will be carried out within five days. This will form the basis of the decision on whether to proceed and consider the new person should for a longer term placement, or if this should just be a short-term placement pending a more suitable place being found.

Termination of Placements

Whilst it is expected that the home will provide for an individual for life or as long as they wish to live at Beaufort House, there may become a time when for a variety of reasons the Association will need to require the person to leave. These reasons will be discussed in full with the person, their care manager and personal representatives.

Following these consultations, the Association will normally give four weeks notice of the termination of the placement, except in extreme circumstances where a shorter period is required.

Licences and Care Contracts and Financial Arrangements

A care contract will be set up with the purchasing authority setting out the terms of the service to be provided, and the financial arrangements. This will include a statement of the procedure for the collection of personal contributions from the person as assessed by the purchaser.

There will be an agreement with each individual (which may be signed on behalf of the individual by a care manager, advocate or other appropriate person where necessary), as a licence to occupy. These documents will be presented in a way which is most easy for the individual to be able to understand which may be through a pictorial representation, tape, or other communication process.

Individual care packages will be agreed which enable us to provide the correct skill mix of staffing, activity and accommodation to effectively meet their needs. Individual fees comprise of the basic fees agreed for the home together with any extra care provisions agreed within the care plan.

9. GENERAL INFORMATION and PROCEDURES

Health & Safety, Fire Precaution and Associated Emergency Arrangements within the Home

Procedures are in place to provide a safe environment for the individuals to live and the staff to work. All staff are trained in safe working practices, and required to work to safe standards.

Beaufort House has an automatic fire detection system installed which is tested weekly, and subjected to formal maintenance quarterly. Fire extinguishers are provided at key points. Procedures are in place for the calling of the fire service whenever the fire alarms are activated, and for the evacuation of the building.

Responsible Risk Taking

Risks exist in all aspects of living. In the process of providing a service where the people we support are offered opportunities to participate in as wide a range of activities as they are capable and find enjoyable, there will inevitably be an element of risk. Risk assessments will be undertaken wherever risks are identified to minimise the risk of any activity or to determine that the risk factor is too high.

Safeguarding Adults

Whitmore Vale Housing Association endorses fully the Surrey Procedures for Adults at Risk. A policy has been developed to protect service users from all forms of abuse, both from within and outside the organisation. Training is provided for all staff in the recognition of abuse, and the procedures to be followed when any abuse is suspected.

A whistle-blowing policy is in force for the protection of staff who feel that there may be any matter of concern in this respect.

Equal Opportunities

Beaufort House operates a policy of equal opportunity and equal access to services. In all its operations and services Beaufort House will not discriminate against any individual, relative or individual member of staff or other service provider or purchaser on grounds of gender, race, colour, ethnic origin, sex, sexual orientation, marital status, disability, age, or religious belief.

10. QUALITY ASSURANCE

Beaufort House operates a comprehensive system of monitoring and assessment for the operation of its services. The Deputy Chief Executive is assigned specifically to ensure that the residential and care services consistently meet the high standards set out in our Policies & Procedures and working instructions. Our Policy & Procedure manual is made available to all staff as a working document,

and will be subject to regular reviews and amendments to reflect changes in care needs and legislation.

11. REVIEW

Procedure

This Service Brochure will be periodically reviewed taking into account the views and opinions expressed by the people we support, families and advocates, and purchasers contracting for provision of care services at intervals of not greater than twelve months.

Before any revised statement is formally adopted it will be subject consultation with the service users in the home through the normal processes of consultation of service users meetings and individual discussions.

The next review is due not later than Jan 2016. Any comments regarding this Service Brochure should be addressed in the first instance to the Service Manager.

Signature: _____

Date: _____

Designation: _____

Reviewed on 08/01/2015

WHITMORE VALE HOUSING ASSOCIATION
Beaufort House – Room Sizes
Appendix 1

Room No. or Name	Size in Sq. Metres	Nº of Persons	Bath / WC / Shower	Wash-handbasin
Bed 1	13.5	1	No	Yes
Bed 2	11.3	1	No	Yes
Bed 3	13.5	1	No	Yes
Bed 4	10.0	1	No	Yes
Bed 5(g)	10.0	1	No	Yes
Bed 6(g)	10.4	1	No	Yes
Bed 7(g)	12.1	1	No	Yes
Kitchen/breakfast room	21.6	N/a		
Lounge	27.8	N/a		
Small Lounge	5.25	N/a		
Dining Room	22.5	N/a		
Bathroom 1	9.9	N/a	Bath / WC / Mixer Shower	Yes
Bathroom 2	5.1	N/a	Bath with Shower	Yes
Bathroom 3(g)	9.6	N/a	Parker Bath/WC	Yes
Sensory Room	7.8	N/a		
Utility Room	10.6	N/a	Sink	

