



WHITMORE VALE

PROMOTING COMMUNITY LIVING

# THE PINES

## Service Brochure

We have lots to tell you about The Pines, the opportunities available and the support we offer

So let's look inside!

The Pines, Whitmore Vale House,  
Churt Road, Hindhead, Surrey GU26 6NL  
Tel: 01428 601075  
Fax: 01428 601077  
Email: [piman@whitmorevale.co.uk](mailto:piman@whitmorevale.co.uk)

# CONTENTS

<b>1 Organisational Structure</b>	3
<b>2 The Pines - Facilities</b>	3
<b>3 The Care Provider / Manager</b>	4
<b>4 The Qualification of the Provider / Manager</b>	4
<b>5 Staffing</b>	4
<b>6 The People We Support</b>	5
Range of needs the care home is intended to meet	5
Age range and gender of the people we support	5
Nursing care provision	5
<b>7 Services we offer</b>	6
Arrangements for social activities, hobbies and leisure interests	6
Arrangements for consultation with service users about operation of the home	6
Arrangements for attendance at Religious services of individual's choice	7
Arrangements for contact with relatives, friends and representatives	7
Arrangements for dealing with complaints	7
Arrangements for reviews of care plan	7
Access to Health Care	7
Therapeutic techniques used and arrangements for their supervision	7
Arrangements for respecting the privacy and dignity of the people we support	8
Smoking Policy	8
Confidentiality	8
<b>8 Referrals, Admissions and Termination Policy and Contracts</b>	8
Criteria for admission including policy and procedures for emergency admissions	8
Termination of Placements	9
Licences and Care Contracts and Financial Arrangements	9
<b>9 General Information and Procedures</b>	10
Health and Safety, Fire Precautions and Associated emergency arrangements within the home	10
Responsible Risk Taking	10
Safeguarding Adults	10
Equal Opportunities	10
<b>10 Quality Assurance</b>	11
<b>11 Review</b>	11
Appendix 1 - Room Sizes	12

## 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 people placed 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. THE PINES - FACILITIES

### The house, including the number and size of rooms.

The foundations of Whitmore Vale house were laid in the Edwardian era and the main house was completed in Victorian times. The Pines is the ground floor unit of the house. It is situated in a residential area, with close local shops and amenities and Haslemere town centre 4 miles away, which offers a range of shopping, sporting 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.

The people who use our services have their own bedrooms. One of which has an en-suite shower and toilet.

There are two further bathrooms within The Pines fitted with specialist equipment suitable for use by a person with multiple disabilities. Additional mobility aids will be made available according to the needs of the individuals..

Communal facilities include a large lounge, a sensory room and dining room, together with a kitchen and separate utility room. The office is also situated within The Pines, on the ground floor, close to the communal areas.

The people who use our services 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. The people who use our services may of course provide their own items of furniture, providing these meet fire retardancy standards. The people we support 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 individuals, which they are not able to retain themselves. Any person who is not able to take care of their day to day spending will each be 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. It would normally be expected that redecoration would take place at least every four 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**

The Pines is part of Whitmore Vale Housing Association and is registered in the name of the Chief Executive - Mr Ryan Kelley.

The Manager is Mrs Rebecca Jones who has completed the Leadership and Management Award (Level 4).

### **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 33 years.

### **5. STAFFING**

Our commitment to providing the highest care at The Pines is reflected in our staffing ratios and calibre of staff. All staff are carefully selected through our recruitment and selection procedure, and prior to appointment are subjected to a Disclosure and Barring service check and an occupational health check, and a requirement of two references.

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

Deputy Manager  
6.4 Support Workers  
2.6 Night Support Workers

#### 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 procedure manual 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.

On appointment all staff participates in an induction. This induction encompasses the philosophy of an ordinary home life and safe good working practices. All staff are then provided with all the basic statutory training, and a selection of day release or day courses for developing their individual skills and knowledge in ways relevant to enabling them to provide an improved service.

Staff are further encouraged to proceed on to undertake Health and Social Care Diplomas at level 2, 3 or 4 appropriate to their job. Staff meetings are held regularly in which the whole team have the opportunity to discuss the best approach to individual's care.

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

## **6. THE PEOPLE WE SUPPORT**

### Range of needs the care home is intended to meet

The Pines is a Residential Home providing care for adults, who have Learning Disabilities and Associated Needs. 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. The Pines provides particularly for people with complex needs, and has five rooms suitable for people with physical disability/mobility issues.

The home does not provide for people who present challenges which could harm other vulnerable people.

### Age range & gender of the People we support

The home is registered to accommodate 5 people, both male and female over 18 years old.

### 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

The Pines 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 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 person 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 residents 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 resident's choice. These will form part of the individual care plan.
- The Pines provides appropriate transport to enable individual's accessibility to the various community amenities and facilities in line with individual needs. One mini-bus capable of taking up to four wheel chair passengers in addition to the driver plus seven passengers 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 service users about operation of the home

All individual 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. The nature and degree of the disabilities of the people who live in our service precludes group consultations such as service users' meetings. 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 service user.

### Arrangements for attendance at Religious services of individual's choice

Where individuals have any known practice of religious observance the staff will support them in continuing this practice, provided it can be achieved within the locality of the home.

### Arrangements for contact with relatives, friends and representatives

The Pines staff team encourages individuals to maintain links with families and friends, by giving the opportunity to invite them for visits and for meals. On occasions, 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 person during the visit.

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

### Arrangements for dealing with complaints

The Pines has a complaints procedure which includes referring problems through the senior management of the Association, the Social Services Management, The National Care Quality Commission and Surrey's Disabled people's partnership.SDPP

### 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 person 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 service user, 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 service user.

### Access to Health Care

People will be supported to access all health care services available in the community. Where additional specialist services are required for the wellbeing of the resident, 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

The Pines will have 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 nursing 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 person..

#### Arrangements for respecting the privacy and dignity of the People who use our services

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 people in intimate personal activities.

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

#### Smoking Policy

The Pines 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 individual are being discussed and only with accredited personnel who are acting in the interest, welfare and well being of the individual.

## **8. REFERRALS, ADMISSIONS AND TERMINATION POLICY, AND CONTRACTS**

#### Criteria for admission including policy and procedures for emergency admissions

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 The Pines 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 the Pines. The prospective person, their relatives, advocates and current carers, and their care manager will have the opportunity to visit The Pines to meet our staff and assess the facilities and services that are on offer.

If it is considered that a placement would benefit the individual a care contract and fee levels will be agreed. Immediately upon admission an in depth assessment will be ongoing with the involvement of the key, relevant stakeholders. A package of care tailored to meet the individual needs of the person will be agreed as an integral part of the continuing care contract.

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 residents then the care manager will find a further immediate placement. Following an emergency admission, the new person will be made familiar with all key aspects of living in The Pines 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 of 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 the individual for life or as long as they wish to live at The Pines, 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 individual, 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 individual as assessed by the purchaser.

There will be an agreement with each person (which may be signed on behalf of the individual by a care manager, advocate or other appropriate person where necessary), and 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.

The Pines 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.

A radio nurse-call system is installed with call points wherever a risk assessment indicates these to be necessary. All staff on duty carries pagers which show an indication of the source of the call.

### Responsible Risk Taking

Risks exist in all aspects of living. In the process of providing a service where individuals 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 Safeguarding Adults. A policy has been developed to protect people 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 feels that there may be any matter of concern in this respect.

### Equal Opportunities

The Pines operates a policy of equal opportunity and equal access to services. In all its operations and services The Pines will not discriminate against any individual member of staff or other service provider or purchaser

on grounds of gender, race, colour, ethnic origin, sexual orientation, marital status, disability, age, religious or political belief.

## 10. QUALITY ASSURANCE

The Pines 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 will be made available 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 who live here,, 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 people who live 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 Jan 2015

**The Pines – Room Sizes**

<b>Room No. or Name</b>	<b>Size in Sq. Metres</b>	<b>N<sup>o</sup> of Persons</b>	<b>Bath / WC / Shower</b>	<b>Wash-handbasin</b>
Bed 1	17.0	1	Yes	Yes
Bed 2	13.9	1	No	Yes
Bed 3	13.9	1	No	Yes
Bed 4	12.1	1	No	Yes
Bed 5	12.1	1	No	Yes
Kitchen	15.0	N/a	N/a	
Lounge	40.0	N/a	N/a	
Dining Room	20.3	N/a	N/a	
Bathroom 1 (Blue)	11.3	N/a	WC/Shower	Yes
Bathroom 2 (Peach)	9.4	N/a	Bath / WC / Shower	Yes
Toilet	2.0	N/a	N/a	Yes
Utility	9.1	N/a	N/a	Sink
Sensory Room	15.7	N/a	N/a	