



WHITMORE VALE

PROMOTING COMMUNITY LIVING

WHITMORE VALE 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 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 Service Manager, who is registered with the Commission for Social Care Inspection. 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 direct to the manager.

2. WHITMORE VALE HOUSE

Whitmore Vale House is a large Victorian house built on three levels. Although registered under Whitmore Vale House, the building has been developed to offer homely style living environments and has therefore been set up as three self-contained, independent units, Rose Flat, Treetops and Wishing Well Cottage. These names were selected by the people who live here and have been adopted into their personal addresses. The house is situated on the outskirts of a residential area within two hundred metres of Beacon Hill village centre. The village offers a small range of shopping, social, sporting and religious amenities.

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 individuals. This will include a bed, together with bedding, bed linen and towels, a chest of drawers and a wardrobe. Individuals may of course provide their own items of furniture, providing these meet fire retardancy and Health & Safety standards and all individuals are 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 people we support, which they are not able to retain themselves. Individuals who are not able to take care of their day-to-day spending are each provided with a lockable moneybox 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. ROSE FLAT – FACILITIES

Rose Flat – (See Appendix 1 for the number and size of rooms)

Rose Flat is an annex of the main house on the first floor. It was purposely extended to provide a self-contained residential unit for up to six people. The flat was designed to more than meet minimum registration standards. Ramp access is provided for wheelchair users.

The people we support have their own bedrooms.

There is one toilet and two bathrooms, one with toilet, bath and walk-in shower facilities and the other with toilet, bath and mixer shower facilities. Mobility aids have been made available according to the needs of the individuals.

Communal facilities include a large lounge, kitchen with separate dining room and separate utility room. There is an outside patio area easily accessed by all.

4. TREETOPS – FACILITIES

Treetops – See Appendix 2 for the number and size of rooms)

Treetop is on the top floor of the main house, which was purposely renovated to provide a self-contained residential unit for up to seven people.

The people we support have their own bedrooms.

There is one toilet and two bathrooms, both with toilet, bath and walk-in shower facilities. Mobility aids have been made available according to the needs of the individuals.

Communal facilities include a large lounge, kitchen with separate dining room and separate utility room. There is a communal garden to the rear of the house.

5. WISHING WELL COTTAGE – FACILITIES

Wishing Well Cottage – (See Appendix 3 for the number and size of rooms)

Wishing Well Cottage is a bungalow, purpose built to provide a self-contained residential unit for up to seven people and linked to the main house by a corridor.

Each person has their own bedrooms.

There is one toilet and two bathrooms, both with toilet, bath and walk-in shower facilities. Mobility aids have been made available according to the needs of the individuals..

Communal facilities include a large lounge, kitchen with separate dining room and separate utility room. There is an outside garden area easily accessed by all.

6. THE CARE PROVIDER / MANAGER

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

The Manager is Mr Adam Foxwell who will be embarking on his Leadership and Management qualification (Level 5).

7. 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.

8. STAFFING

Our commitment to providing a good quality of care at Whitmore Vale 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 Disclosure and Barring service check and an occupational health check, and a requirement for two references.

On appointment all staff participate in an induction within the first six weeks. This induction encompasses an introduction to the people who live there and their needs, the philosophy of an ordinary home life and safe good working practices.

All staff are then encouraged to proceed on to undertaking Health and Social Care Diploma at level 2, 3 or 4 appropriate to 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 16 consisting of:

Deputy Manager
Support Workers/Night Support Workers

The staff team have a suitable range of qualifications and experience to provide the services needed by the people who live there. This is achieved through careful selection, induction and provision of 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.

All agency staff are required to have completed an induction, a specified range of the essential training requirements and a Disclosure and Barring service check before they are placed at Whitmore Vale 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 procedure manuals which all are expected to read are available as working documents and are subject to continuous review to reflect changes in care needs or legislation.

9. THE PEOPLE WE SUPPORT

Range of needs the care home is intended to meet

Whitmore Vale House is a Residential Home providing care for adults, who have Learning Disabilities and Associated Problems. 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.

Age range & gender of the people we support

The home is registered to accommodate 20 people, both male and female over the age of 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.

10. SERVICES FOR THE PEOPLE WE SUPPORT

Arrangements for social activities, hobbies and leisure interests

Whitmore Vale 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 a Learning Disability and associated challenging behaviours 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 opportunities and encourage individuals 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 service users 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 the individuals' choice. These will form part of the individual care plan.
- Whitmore Vale House provides appropriate transport to enable peoples' accessibility to the various community amenities and facilities in line with individual needs. One car capable of taking up to four passengers in addition to the driver, is provided for the sole use of the home, as well as a further car capable of carrying six passengers in addition to the driver. 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

Peoples' views as far as they can be established are taken into account in determining all matters in the running of the home, and its decor. Group consultations such as service users meetings are actively supported and encouraged. 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 house 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 service user'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 staff of Whitmore Vale House encourage and support links with families and friends of individuals', 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 service user during the visit.

People who use our services who have the use of the internal telephone network and a public telephone in each unit to make personal calls.

Arrangements for dealing with complaints

Whitmore Vale House has a complaints procedure, which includes referring problems through the Senior Management of the Association, the Social Services Management, The I Care Quality Commission and Surrey 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 regular meetings with individuals where open discussion is encouraged, and the people who live in our services have the opportunity to formally register problems and concerns openly to staff.

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

Access to Health Care

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

Whitmore Vale House 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 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 service users 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 is carefully prepared and is well presented. Service users are supported in achieving a high standard of personal presentation. Staff are expected to treat service users in a non-patronising manner, and to support them in doing things with them, not for them.

Smoking Policy

Whitmore Vale House has a no smoking policy, except that there is a communal smoking room on the ground floor for the use of all the people who live here..

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

11. REFERRALS, ADMISSIONS AND TERMINATION POLICY, and CONTRACTS

Criteria for admission including policy and procedures for emergency admissions

Whitmore Vale House was specifically set up to initially meet the needs of people moving from long stay hospital but now 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 Home Manager /Deputy Manager will arrange a visit to assess the suitability of Whitmore Vale 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 Whitmore Vale House. The prospective person, their relatives, advocates and current carers, and their care manager will have the opportunity to visit Whitmore Vale House 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 trial placement normally of three months with a provisional 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. If the placement is to be confirmed following this period of assessment and constant monitoring, a package of care tailored to meet the individual needs of the individual will be agreed as an integral part of the continuing care contract.

On occasions where an **emergency placement** is required it 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 Whitmore Vale 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 for a longer term placement, or if this should just be a short-term placement pending a more suitable place being found.

Short Term Placements

We may on an occasional basis honour an admission of someone on a short term basis who has no intention of the placement becoming permanent. The conditions of this placement are as with an emergency placement.

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 Whitmore Vale House, there may become a time when for a variety of reasons the Association will need to require the individual 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 may be 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 resident as assessed by the purchaser.

There will be an agreement with each person (which may be signed on behalf of the person 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 another 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.

12. 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 people to live and the staff to work. All staff are trained in safe working practices, and required to work to safe standards.

Whitmore Vale 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 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 at Risk. A policy has been developed to protect individuals 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

Whitmore Vale House operates a policy of equal opportunity and equal access to services. In all its operations and services Whitmore Vale House 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.

13. QUALITY ASSURANCE

Whitmore Vale 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 and 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.

14. 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 to consultation with the individuals' in the home through the normal processes of consultation of service users meetings and individual discussions

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

Signature: _____

Date: _____

Designation: _____

Reviewed 08/01/2015

Appendix 1

Rose Flat – Room Sizes

| Room No. or Name | Size in Sq. Metres | N^o of Persons | Bath / WC / Shower | Wash-handbasin |
|-------------------------|---------------------------|---------------------------------|---------------------------|-----------------------|
| 1 | 10.6 | 1 | No | Yes |
| 2 | 10.7 | 1 | No | Yes |
| 3 | 10.5 | 1 | No | Yes |
| 4 | 10.2 | 1 | No | Yes |
| 5 | 10.3 | 1 | No | Yes |

| | | | | |
|--------------|-------|-----|----------------------------|-----|
| 6 | 11.0 | 1 | No | Yes |
| Kitchen | 11.65 | N/a | | |
| Dining Room | 10.5 | N/a | | |
| Lounge | 19.55 | N/a | | |
| Bathroom 1 | 3.95 | N/a | WC / Mixer Shower | Yes |
| Bathroom 2 | 9.6 | N/a | Bath / WC / Walk-in Shower | Yes |
| Utility Room | 4.2 | N/a | | |

Appendix 2

Treetops – Room Sizes

| Room No. or Name | Size in Sq. Metres | N ^o of Persons | Bath / WC / Shower | Wash-handbasin |
|------------------|--------------------|---------------------------|--------------------|----------------|
| 1 | 10.7 | 1 | No | Yes |
| 2 | 10.0 | 1 | No | Yes |
| 3 | 10.1 | 1 | No | Yes |
| 4 | 15.4 | 1 | No | Yes |
| 5 | 14.7 | 1 | No | Yes |

| | | | | |
|--------------|-------|-----|-------------------------------|-----|
| | | | | |
| 6 | 13.2 | 1 | No | Yes |
| 7 | 14.0 | 1 | No | Yes |
| Kitchen | 12.95 | N/a | | |
| Dining Room | 11.7 | N/a | | |
| Lounge | 18.2 | N/a | | |
| Bathroom 1 | 6.55 | N/a | Bath / WC / Walk-in Shower | Yes |
| Bathroom 2 | 6.35 | N/a | Bath / WC / Walk-in Shower | Yes |
| Toilet | 2.35 | N/a | | Yes |
| Utility Room | 4.3 | N/a | | |

Appendix 3

Wishing Well Cottage – Room Sizes

| Room No. or Name | Size in Sq. Metres | N° of Persons | Bath / WC / Shower | Wash-handbasin |
|---------------------|-----------------------|---------------|-----------------------|----------------|
| 1 | 11.0 | 1 | No | Yes |
| 2 | 11.1 | 1 | No | Yes |
| 3 | 11.5 | 1 | No | Yes |
| 4 | 10.8 | 1 | No | Yes |

| | | | | |
|--------------|-------|-----|-------------------------------|-----|
| 5 | 10.9 | 1 | No | Yes |
| 6 | 10.9 | 1 | No | Yes |
| 7 | 10.3 | 1 | No | Yes |
| Kitchen | 11.9 | N/a | | |
| Dining Room | 12.85 | N/a | | |
| Lounge | 17.0 | N/a | | |
| Bathroom 1 | 7.6 | N/a | Bath / WC / Walk-in Shower | Yes |
| Bathroom 2 | 7.55 | N/a | Bath / WC / Walk-in Shower | Yes |
| Toilet | 2.2 | N/a | | Yes |
| Utility Room | 11.75 | N/a | | |