



Statement of Purpose

Victoria Avenue

Reviewed in February 2021 in accordance with Care Quality Commission (Registration) Regulations 2009: Regulation 12, Schedule 3. This will be a working document and will be subject to amendments as the needs of the home develop

Mission Statement

Horton Education and Care supports children, young people and adults through their difficulties, fosters their ability to manage their own behaviour, and develops their knowledge, skills and independence, enabling them to live as full and rich a life as possible

Horton Establishments Limited

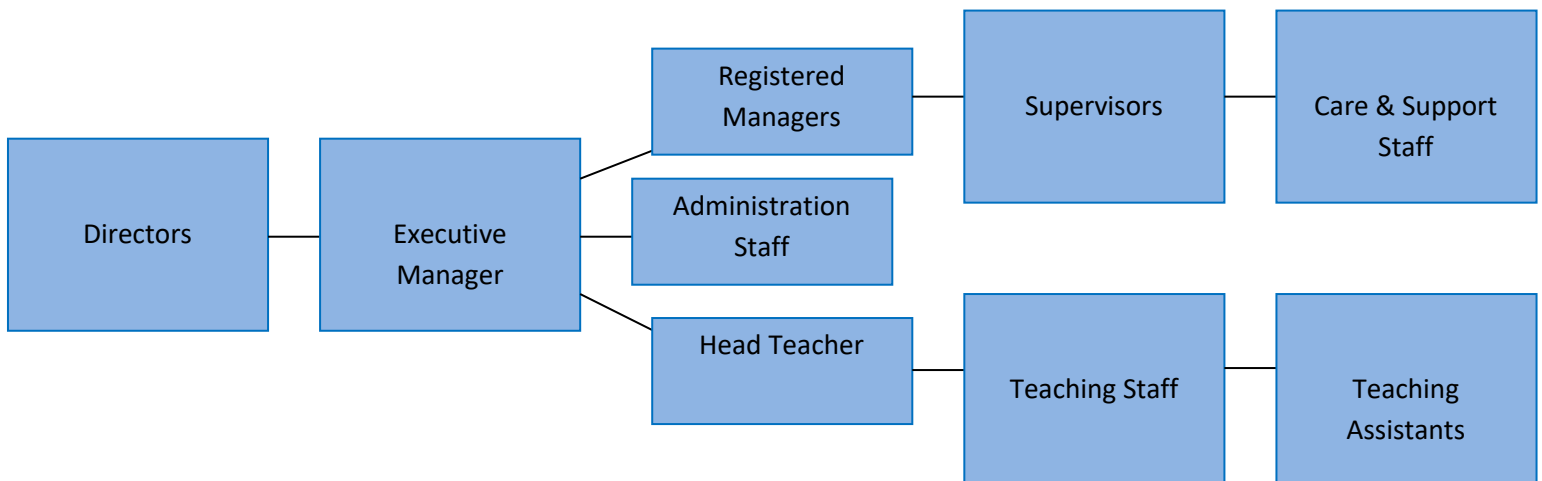


The company was established in 2002 originally offering schooling and residential places to children with autism and behavioural difficulties but as many of the residential children grew into young adults the Company expanded into young adult care homes. We found that as the children reached adulthood they and their families wished to stay in the familiar and safe environment the Company had delivered.

The Home's ethos is to provide supported and safe environment for vulnerable adults. Victoria Avenue will accommodate two residents, regulated by the Care Quality Commission, delivering a service that is above the regulatory requirements.

We at Victoria Avenue strive to give our residents privacy, dignity and independence in a friendly and safe environment.

Organisational Structure



Name and address of Registered Provider:

Horton Establishments Limited
372 Chanterlands Avenue
Hull
HU5 4ED

01482 442898
enquiries@hortongroup.co.uk

Registered Manager:

Jane Ward
122 Victoria Avenue
Hull
HU5 3DT

01482 348645
janeward@hortongroup.co.uk

Nominated Individual:

Eka Fallon
372 Chanterlands Avenue
Hull
HU5 4ED

ekafallon@hortongroup.co.uk

01482 442898/01482 865987

Qualifications and Experience of the Nominated Individual:

PGDip in Leadership and Management

QCF Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services

MA (Hons) degree in English Language and Linguistics

BA (Hons) degree in Philosophy

Eka has over 13 years' experience in adult and children's residential care.

Qualifications and Experience of the Manager:

- Jane Ward has 12 years' experience with the client group
- She has a Level 5 Diploma in Adult Health and Social Care
- All relevant statutory and mandatory training

- Specific training includes: Autistic Spectrum, Attachment Disorder, Mental Health Awareness L2 and 3-day first aid

Staff Training:

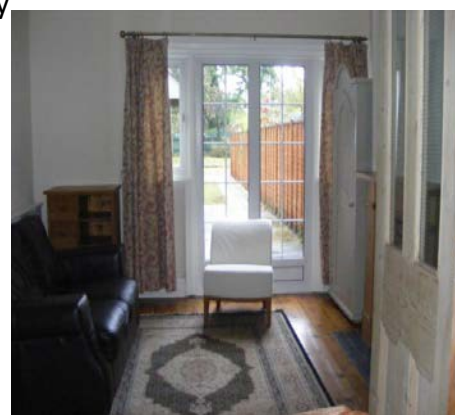
All care staff receive induction and training and have experience in the following areas:

- Care Certificate comprising of 15 standards
- Level 2 and 3 Diploma in Health and Social Care (adult residential pathway)

Overall Aims and Objectives

Aims:

The aim of Victoria Avenue is to provide a stable, calm, safe and secure living and learning environment for young adults aged 18 +. We also aim to effectively manage a quality service of care in a safe, healthy, nurturing and fun environment. We will actively encourage our residents to make decisions about their lives and offer a wide range of opportunities. The residents will have a formal diagnosis of having a range of physical, developmental delay, social-emotional, behavioural, cognitive and/or learning disabilities, ADHD and complex needs, i.e. Autistic Spectrum Disorder. There are two places for residents in the home and we offer a homely, safe environment of a high standard. Horton Education and Care is committed to offering a structured, systematic, holistic and individualised approach to care.



In order to help achieve our aims we recognise that the following values contribute to a high standard of care and quality of life, therefore, we endeavour to provide:

- **PRIVACY**
The right of every resident to be left alone or undisturbed and to be free from intrusion or public attention into their affairs.
- **CHOICE**
The right of every resident to select freely from a range of options.
- **RIGHTS**
Every resident to retain all of their personal entitlements associated with citizenship. To maintain and develop close links with the community.
- **FULFILMENT**
The right of every resident to realise and maintain personal aspirations, abilities, and social connections, to provide stimulation and encourage the partaking of activities and social events.
- **DIGNITY**
The right of every resident to be treated as a valued member of society, regardless of their present circumstances and be treated with respect and dignity. To provide physical and emotional support to residents, there family and friends.

➤ **INDEPENDENCE**

The right of every resident to peacefully act and think without reference to another person, even if a small degree of calculated risk is involved.

Objectives:

- To offer a wide range of leisure, social and day care activities
- To focus on supporting residents to learn as many independent living skills as possible, encouraging them to do what they can for themselves
- To always offer choices about the decisions they are able to make in their lives
- To show respect and dignity at all times
- To ensure that we safeguard our residents from risk and abuse
- To work closely with other service providers to ensure our residents get support and care of a high standard
- To actively encourage community presence and community participation
- To continually review our practice
- To continually train and develop our staff team
- To provide a *home for life* as long as we meet the registration criteria
- To provide all the above in accordance to individual requirements, always ensuring that independence, privacy and dignity are promoted at all times
- To maintain personal and oral hygiene in consultation with professional help as required
- To provide other specialist medical and therapeutic care and services from hospitals and community health services according to need

The facilities and services to be provided:

Horton Education and Care is an umbrella organisation. As part of that organisation, Victoria Avenue provides accommodation for two adults. The building at Victoria Avenue is a spacious Victorian-style house with many original features. The property has a large rear garden and is surrounded by trees in a beautiful conservation area. The accommodation is spacious and this creates an environment especially suited to young adults.



Victoria Avenue comprises of:

- Two spacious bedrooms one of which is en-suite and a separate bathroom
- Living accommodation with two lounges both with natural wooden flooring
- Large kitchen/dining room

Those who we are able to care for:

- Any person aged 18 years and over
- Both males and females

Nature of care provided and range of needs supported:

- Developmental delay
- Social, emotional and behavioural problems
- Cognitive and/or learning disabilities
- ADHD
- Complex needs i.e. Autistic Spectrum Disorder

Nursing care:

We do not provide nursing care.

Special provisions:

We offer fully integrated learning disabilities and autistic friendly environment and our staff are both highly trained and experienced in these areas.

Length of care provided:

It is our aim to be able to offer each young adult 'care for life'. However, should any resident's individual needs dramatically change, or where professional opinion dictates that specialist care is required, we will always adhere to professional advice which is in the individual's best interests.

Admissions procedure:

There is only one opportunity to give a good first impression to new residents and the way we commence their care provision is determined by how quickly and comfortably they settle into their new routines. There are a lot of matters to attend to when someone comes into our care for the first time and everyone is different. There may be circumstances during the settling in period when some of the formalities for commencing care services are not done straight away.

This would be done at the discretion of the Manager and any deviation from our standard procedure would be recorded on the care plan. The Manager will ensure that staff know someone new is arriving and they are aware of his/her needs. When the new resident arrives they will be greeted by staff, using their name and will be made to feel welcome with everything being done to help them settle into their new home.

Prior to commencement of admission the Manager will ensure a nominated member of staff has checked the following:

- The correct and preferred term of addressing the person is known by all staff
- Pre-admission requirements as per our policy are met
- Any requests for admission during the pre-admission have been addressed
- The resident's room is clean
- Light fittings work, have bulbs and are shaded
- All plug points and appliances work and electrical equipment has been PAT tested
- Furniture is in good condition, coat hangers are in wardrobe etc.
- Any personal items already sent in are in the resident's room

Confirmation that this has been implemented successfully will be recorded by the senior person on duty. Any maintenance or risk issues will be addressed and repaired.

On arrival:

On arrival, the Manager will greet the new person. They will be shown to their room and will be given a tour of the home. They will be offered refreshments and will be given time alone whilst the refreshments are prepared by the staff.

The following will then be discussed with the new person and their family:

- Relevant information from the pre-admission
- Smoking

- Alcohol
- Pets
- Valuables
- Insurance
- Meal arrangements
- Complaints procedure
- Health and Safety and Fire Evacuation Procedures



The resident will be given the opportunity to unpack or may wish to do it later. Staff will explain that any electrical equipment will need checking before it can be used. We understand and are aware that the settling in period will be difficult for both the person and the staff team and we will support in any way we can.

Paperwork:

Admission forms will be completed either in the resident’s lounge or bedroom to ensure confidentiality and privacy and pre-admission details will be confirmed.

Privacy:

The resident has the right to be left alone and undisturbed whenever they wish. We understand that living in a communal setting can sometimes be difficult and residents do not always want to be involved with activities etc. So we aim to provide quiet areas within the home. We will respect the residents’ choices if they would like to stay in their own room rather than socialise with others. We also provide a private area for consultation with health professionals or solicitors etc.

Dignity:

We treat all residents with respect and aim to understand the individual needs of the person and the routines they like to follow in their daily life. Staff will show residents respect at all times, making sure their dignity is maintained with particular regards to personal care.

Independence:

We aim to help the residents to maintain independence by affording them the time to carry out their daily routines without interruption from staff, unless they require assistance, allowing them to take calculated risks and to make their own decisions. Residents are encouraged to be as independent as possible but situations will be assessed and assistance offered when needed.

Care practice may only be undertaken with the informed consent of the resident and/or his/her appointed representative. Consent extends to the records we keep, assessments we make, reviews etc. At all times we will sensitively consult with individual residents regarding any proposed medical and care practice, fully documenting all personal preferences and wishes. We make sure that during induction, all staff are taught what consent is, why it is important and how to address the refusal of consent being given. Any refusal to give consent is to be notified immediately to the most senior person on duty who will record the situation and coordinate appropriate action. As we have a duty of care, we maintain records of consent that has been denied, and the



reason. This helps us to address any misunderstanding and provides evidence of denied consent.

Advocacy:

Those in our care are encouraged to manage their own affairs by making their own decisions and we have to be careful not to 'disempower' them from doing so, on this basis they are self-advocating. However, a person may be unable to exercise their rights to their best interests and a person may be appointed to speak for them. Such a person acting on behalf of another in this way is known as their 'advocate' and may be a relative, friend, professional person etc. it is our policy to never act as an advocate for a person in our care as there is a potential for conflict of interest.

Details of a person's advocacy arrangements are kept in the appropriate confidential file.

Nutrition and meals:

We endeavour to support our residents with menu planning and preparation. We want our residents to be involved in the shopping and preparation of meals and we encourage healthy eating.

Social activities:

We arrange activities for the enjoyment and quality of life of those in our care with the intention of reflecting their interests, wishes and capabilities. We discuss with our staff those in our care, friends, relatives etc. any social activities they would like to have arranged and we welcome further suggestions at any time. Planning and arrangements are made to implement the activities programme, which is communicated and explained to all concerned. A list is kept of contacts for activities, interests and opportunities and the particular activities and interests of the resident are recorded in their care plan. Although we encourage participation in activities and being involved we recognise a person's right not to take part if they do not wish to.

Hobbies and interests:

Everyone in our care will have some hobbies and interests. We consider it a responsibility of ours to help them maintain/redevelop those interests wherever possible and if circumstances arise, to explore new hobbies and interests.

These could include:

- Gardening
- Trampolining
- Swimming/exercise
- Radio/TV
- Playing/listening to music
- Reading
- Writing
- Drama/dancing
- Drawing/painting
- Games
- Visiting the pub
- Holidays
- Trips
- Excursions

(This list is not conclusive and residents may have other hobbies and interests which can always be added to the list)

Fire:

Our fire policy will ensure that if a fire occurs everyone in the building is kept safe. Fire can rapidly destroy property and the people in it, so it is important to understand what to do if a fire occurs; 'second chances' are not on offer. Our policy procedures and arrangements relating to fire address the following:

- Provision of appropriate equipment and its regular maintenance
- Training on detecting fire
- Raising the alarm
- Making for a safe escape

The most senior person on duty takes charge in the event of a fire.

Fire – prevention is better than cure

The following preventative measures are in place:

- Smoking is only permitted in outdoor designated areas
- Electrical equipment is routinely inspected and PAT tested
- Free standing heaters are not allowed
- Furnishings are fire resistant
- Hallways, exits etc. are not obstructed
- Waste bins are emptied regularly
- We do not hoard unnecessary flammables
- We do not 'prop' open doors
- All staff attend fire training sessions as a mandatory part of their work

The implications of us having a fire could be disastrous so we all know exactly what to do if a fire should occur. On the first day here, staff and residents are taught the fire procedures, shown the fire facilities and learn where the exit routes are. We will ensure every member of staff is involved in at least two fire drills every year. Night staff may be involved in simulated drills so as not to disturb those in our care.

Accident procedure:

In the case of an accident or incident to a resident the Company reporting procedure and policies will be followed. The accident will be documented and reported to a senior member of staff. If the accident involved a resident, their family will be informed, the general practitioner if required and the local safeguarding team. Follow up investigations will be carried out by the Registered Manager to ensure risk assessments are completed or revised.

All measures will be taken to prevent a further similar accident. Documentation will be kept in the relevant accident and incident file. If the accident involves a member of staff, the necessary RIDDOR procedure and policy will be followed and reported as required. Following all incidents and accidents there will be a full team meeting to reflect and discuss who, what and why. All will be involved in the process to reduce a re-occurrence.

Religious requirements:

Religion is often regarded as one of the most important aspects of peoples' everyday lives and it is essential to ensure that we cater for all religious needs. We will arrange for all needs to be met and ensure staff support any religious requirements by arranging transport and sourcing religious places to visit, regardless of culture or ethnicity.

Arrangements for relatives and friends:

- Victoria Avenue promotes residents to have contact with 'significant others' and encourages them to make and sustain relationships with a variety of peers
- All parents, relatives and friends are welcome
- Each person may have private time with visitors unless it poses a danger to themselves, the building or others
- Where supervised visits have been advised by a referring agency, we will make facilities available. We would expect the referring agency to manage the visit with our co-operation
- Whilst we want to maintain a relaxed and welcoming home environment, there are responsibilities placed upon us in the interests and the well-being of us all. We ask all visitors to co-operate by signing the visitors' book when they arrive and again when they leave. Not only does this assist us and the emergency services in case of emergency, but in following up matters such as infection if the need arose
- If the visitor is involved in an accident, they must notify a member of staff immediately who will inform the most senior person on duty and they will take the appropriate action
- Should the visit to the resident involve an overnight stay because of travelling distance, our local knowledge may be able to assist in locating accommodation
- If there are any matters the visitors like to raise before, during or after the visit, they should contact the most senior person on duty

Complaints:

It is important that our residents are aware of how to complain about any aspect of their care at Victoria Avenue. It is equally as important that staff, families and others involved are aware of how to complain. All complaints will be dealt with seriously. The resident has the right to refer their complaint directly to CQC. Complaints can arise through simple misunderstanding or genuine dissatisfaction. Usually, discussing the matter determines its cause and a solution can generally be found. If you are unhappy in any way at all, please tell us immediately. Complaints often provide an opportunity to do something better in the future and as such, form part of our policy to engender a culture of continuous improvement. Therefore, we operate a 'no blame' policy so that any complaint allows full, thorough and open investigation because persons involved are not 'threatened' by the outcome.

A separate record is kept of any complaint or concern which can be inspected at any time on request. Our service standard will ensure you receive an acknowledgement from us of your complaint within 72 hours and resolution within 21 days through a nominated person. The Registered Manager will keep a record of all complaints and review them monthly.

If our efforts to satisfy your concern (complaint) fail to result in an outcome that you are entirely happy with, you should raise the matter with our Inspectorate and/or Company Directors.

Our Inspectorate:

Care Quality Commission (CQC)
 Citygate
 Gallowgate
 Newcastle Upon Tyne
 NE1 4PA

Tel: 0300 061 6161

Email: enquiries@cqc.org.uk

Local Government and Social Care Ombudsman

From the 1st October 2010, the local government ombudsman also has powers to intervene, investigate and adjudicate with regards to any complaints arising in regulated care homes. This is regardless of the resident's funding status, whether the care is self-funded or local authority provided. Before contacting the Local Government Ombudsman you should first follow our procedures and allow us time to investigate and hopefully fully resolve the matter, but if after this procedure has been followed you still feel that we have been unable to resolve your issue, their details are:

Local Government and Social Care Ombudsman helpline number is 0300 061 0614

<https://www.lgo.org.uk/contact-us>

It is always encouraging when you feel motivated enough to compliment us or a member of staff for something that you feel they have done well, 'over and above the call of duty' etc. Naturally, we want to ensure others know you have passed a compliment because they too feel encouraged and this filters down to the standards of care we provide. We are happy to receive any compliments in whatever manner you see fit. If it is possible you can let the Registered Manager know of your compliment. This helps us ensure that others may be encouraged too. The Registered Manager keeps a separate file of any compliments received and you are welcome to look at this at any time of request.

Care plans:

Planning is essential to ensure that those we care for benefit from the 'best possible care available' planning alone does not achieve anything – plans only have value if they are implemented, checked, reviewed and changed when necessary. Furthermore, care planning is merely a paper exercise which has to be avoided because the objective of the care plan is to provide the best possible care outcomes for the resident. One important function of the care plan is to develop, set and agree realistic aims, objectives and goals to promote the independence of the resident. The Registered Manager is ultimately responsible for care planning and the on-going reviews and changes.

Care plans start before admission when we engage the involvement of a suitable assessor to make a pre-service needs assessment. Managing a person's care involves working with the resident to balance the extent to which we assist them without reducing their independence whilst not exposing them to unnecessary difficulty. Achieving this means we develop care plans, in a suitable and appropriate manner according to each circumstance with the resident and other relevant parties such as relatives, friends, representatives, health care professionals etc. If circumstances change, we review all care plans to an agreed regular programme. The residents are actively included in the development of the care plan to achieve the best possible outcome. Staff will be familiar with care plans for those they provide care services for. We provide relevant training on an ongoing basis with regards to care planning and its application. Care plans are carefully recorded when something changes, the previous details are filed for reference and only the current plan is available for implementation. However, before we implement those changes, we notify the resident/or their representative and ask that they sign to confirm this. We do all we can ensure the integrity of the care plan and that it is robust enough to demonstrate we have done everything possible to prevent things going wrong.

The residents' rooms:

We are keen to make our caring environment as homely as possible. However, there are compromises that have to be made in that we are also a workplace and therefore, are subject to various legal obligations and duties of care. These responsibilities can sometimes seem conflicting and we aim to manage them carefully and sensitively. On a regular basis, the Registered Manager appoints a person to make a room-by-room inspection against a predetermined checklist to ensure we are satisfying the needs of our residents with regards to the contents of their rooms.

Privacy:

Staff always knock on the residents' doors, bathroom and toilet doors before entering or being invited to enter. Young adults can lock their own private areas (albeit we are still able to access them in emergencies). They have privacy in reading and/or writing mail, this includes electronic mail (where accessible) with particular regards to the confidentiality of passwords. Residents may have the private use of the telephone whenever they want by using one of the home's cordless phones. Residents can dine and entertain privately as they so choose.

Quality management:

Providing the best standards of care to our residents relies upon managing our activities with an emphasis on quality. No one person with a stake in our care provision has the absolute perspective on quality – it has input from several sources. In order to achieve quality standards of care, we adopt the following:

- A person is nominated for implementing our quality standards
- Audit of our activities
- A development plan from that audit which requires implementing
- Surveying our stakeholders to enhance that development plan
- Setting expectations for the future of direction of our business
- Determining quality approaches to implement those expectations
- Ensuring all staff are assisted to work within these expectations

Supervision, training and development of employees:

The staff team are one of the major resources at Victoria Avenue. Staff are trained in the Mental Capacity Act, Deprivation of Liberty Safeguards and Adult Safeguarding, Medication Administration, Food Hygiene, Personal Care, Infection Control, Dignity and Respect, Equality and Diversity, CALM (Crisis, Aggression Limitation Management) first aid and numerous other training courses. Our ability to meet objectives is closely linked to the motivation, knowledge and skills of the staff team. Subsequently, we place a strong emphasis on supervision, training and development.

Supervision:

Supervision is concentrated on making a regular evaluation of each staff member's work. It provides an opportunity for deeper exploration of the individual's professional expectations. Effective supervision will clarify the professional development needs of the staff member and the means by which they will be achieved.

Each member of staff has access to formal, individual supervision regularly plus informal supervisions as required.

Training:

The home has a training matrix from which priorities for the following year are devised. These are delivered through a number of routes:

- Induction training – Care Certificate/L2 /3 Diploma in Adult Social Care
- On-site, external training sessions

Current priorities include:

- Ensure on-going compliance to Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 including Fundamental Standards and Care Quality Commission (Registration) Regulations 2009
- Maintaining statutory and additional training provision

Type of accommodation:

- All rooms are single occupancy
- Residents are encouraged to personalise and decorate their own rooms
- Residents' rooms all have locks to ensure they have privacy and security of belongings. There is also lockable storage in the Manager's office

Therapeutic arrangements:

The home works closely with other providers to offer learning support, psychological and psychiatric service to the residents as and when it is required.

Anti-discriminatory policy:

Horton Education and Care aims to provide its residents with the opportunities for care and emotional and spiritual development, taking into account the person's needs and social history. Every person, their families and friends are respected and treated as equals. We respect their ethnic origins, cultures, religion and linguistic background without discrimination. We strive to cater for special diets whether these are medically advised, of cultural/religious importance or the result of strong personal preference. The home will make reasonable efforts to meet the particular needs of any individual arising from their religious or cultural obligations.

Jane Ward

Registered Manager at Victoria Avenue