



**Statement of Purpose 2018/2019**

**Manager: Beverley Hunter**

Fallowfield 1, 5 Whiteoak Road, Manchester, M14 6UB  
Fallowfield 2, 14 Clifton Avenue, Manchester, M14 6UA  
Fallowfield 3, 2 Clifton Avenue, Manchester, M14 6UA

Tel: 01625 417 397

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## 1. About the Fallowfield Supported Living Service

This service offers 24-hour support to individuals with a learning disability and / or a mental health diagnosis through a person-centred approach. The aim of the service is to provide a safe and homely environment that promotes empowerment, independence and choice, whilst working with people to maximise their strengths where possible.

### Service Outcomes

- To provide support that is tailored to each citizen's individual needs.
- To empower citizens to lead as independent a life as possible.
- To provide services that are anti-discriminatory.
- To provide a service that takes into account citizen's preferences, aspirations, personal circumstances and individual abilities.

### How Do We Achieve These Service Outcomes?

- By working to an individual plan of support that has been agreed with the citizen.
- By working with citizens to promote and, where possible, increase their independence.
- By treating all citizens with dignity and respect.
- By empowering citizens to be involved in the development of the service.
- By ensuring that trained and competent staff provide person centred support.
- By supporting citizens to access all community services available to them.

### Governance, Quality and Assurance

In order to deliver a high quality of service, the Manager and Nominated Individual of The Fallowfield Project monitor the service in a number of ways, these include:

- Citizen feedback and case studies
- Provider service visits
- NI monitoring
- Internal Governance Dashboard
- Service feedback
- Service audits
- External service visits

- Peer Review

## Citizen Involvement

Each supported living property has its own monthly citizens meeting where all citizens have the opportunity to make staff aware of their feelings, viewpoints and ideas. Citizens are supported to use external advocacy services if required. Citizens have access to their own files and support staff to write their own support plans around their individual needs and wants.

## Staff Development

Team meetings for the staff take place on a monthly basis, and six weekly individual supervision sessions are held with each team member. This enables staff the opportunity to voice their opinions and feedback to the Manager about the service being offered. The company conducts annual surveys for both staff and citizens.

All citizens and those involved in their care are made aware of the service's complaints policy, and are encouraged to offer feedback through individual reviews and forums. All staff undertake regular training which includes a minimum of:

- Safeguarding adults.
- Fire awareness.
- Health and safety.
- Moving and handling.
- Food hygiene awareness.
- COSHH.
- Infection control.
- First aid.
- Ethnicity and diversity.
- Mental Health Act awareness.
- Medication awareness.
- Deprivation of liberty
- Autism
- Information Governance
- Person Centred Planning
- NVQ Level 2 & 3 in Health and Social Care

This list is not exhaustive and where required we tailor our training around citizen needs.

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## External Inspections

The service is registered with the Care Quality Commission under the Health and Social Care Act 2008, in addition to this, Local Authorities regularly inspect the service.

## Who Are Our Citizens?

The Supported Living Service is designed for adults with a learning disability, autism, behaviours that challenge and / or a mental health diagnosis. The age range of people who can access our service is 18 years and over. Our service is available to people from all over the UK.

## The Referral Process

All referrals will initially be sent to Beverley Hunter (Fallowfield Manager) and/or Mark Oldham-Fox (Head of Contracting) via any of the following contact details:

- Beverley Hunter
- Tel: 01625 417 397
- Mob: 07590927562
- [bhunter@equilibrium.healthcare.co.uk](mailto:bhunter@equilibrium.healthcare.co.uk)
- Mark Oldham-Fox
- Tel: 0161 219 1300
- Mob: 07837247862
- [moldhamfox@equilibrium.healthcare](mailto:moldhamfox@equilibrium.healthcare)
- Free Phone: 0800 083 7870

Referral forms can be obtained from the Head of Contracting and the EHC Website.

A provisional review of this information is then undertaken to assess whether they service can potentially meet the needs of the individual being referred. If the service feels they can meet the person's needs, a full assessment will then be arranged with the potential citizen and their care team.

## The Assessment Process

At this assessment, the following aspects of the service will be discussed with the citizen:

- Current support needs.
- Identified areas of risk.
- What things are important to them as an individual?
- What they are seeking from the service.
- Proposed plan of care to be offered by the service.
- Future planning and discharge planning, if appropriate.

## The Admission Process

If the outcome of the assessment is that the service can meet the needs of the potential citizen, they will then be invited to visit the property. This will give them the opportunity to look around,

meet other citizens of the property and ask questions or seek clarification about anything they are unsure of.

If the potential citizen likes the service, there is an appropriate vacancy for them and funding for their placement has been approved, a transition plan is then agreed with the individual and others involved in their care. This can include both day and overnight visits to help the citizen settle in to their new environment. If there are no concerns from all parties during this transition period, an admission date is then agreed.

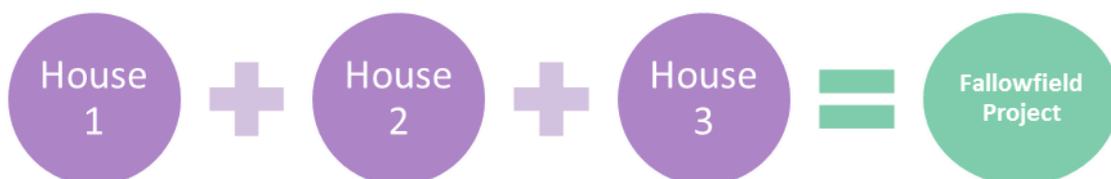
Prior to admission, a review plan will be agreed with the potential citizen and their care team and contingency plan confirmed as to what actions will be taken if the placement becomes unsustainable. The placement will be formally reviewed within twelve weeks and a decision made on whether the service is suitable for all parties.

## Accommodation

The Supported Living Service recognises that prospective citizens should have the opportunity to choose a home, which suits their needs. To facilitate that choice we do the following:

- Provide detailed information on the service by publishing a citizen / service user guide.
- Give each citizen a Tenancy Agreement specifying the terms of his or her tenancy.
- Ensure that every prospective citizen has his or her needs thoroughly assessed before a decision on admission is taken.
- Ensure all parties are confident that the placement can meet the citizen's needs and aspirations.
- Offer introductory visits to prospective citizens.

There are currently three properties in the Fallowfield area of Manchester which, in total can accommodate 20 citizens. Each citizen has their own room and shares the communal lounge, kitchen/diner, toilets, bath and shower rooms. There are a limited amount of rooms offering en-suite shower and toilet facility. Each property has a large garden. One of the above properties is specifically for females only.



## Range of Support

The Supported Living Service aims to help our citizens develop the skills, on a person centred basis, giving them the confidence and vision they need to live more independently and integrate safely into the local community.

The ways in which we support citizens may include the following:

- Correspondence related to their property/tenancy.

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- Budgeting, paying household bills, and claiming appropriate benefits.
  - Healthy meal planning, shopping and cooking.
  - Domestic upkeep of their tenancy.
  - Maintaining the security and safety of the property.
  - Opportunities for employment or voluntary work.
  - Opportunities for education and leisure.
  - Registering with GP and dentist of their choice, and maintaining links with appropriate healthcare services. Taking any prescribed medication.
  - Responding to their changing needs in liaison with other agencies involved in their support and care.
  - Maintaining / developing community links and relationships.

## Core Values

### Choice

The Supported Living Service empowers citizens to have choices in all aspects of their lives by:

- Enabling citizens to manage their own time and not be dictated to by set communal timetable and routines.
- Respecting and treating all citizens as individuals.
- Citizens are encouraged to personalise their bedrooms.
- Encouraging citizens to actively participate in the development of support plans.

### Human and Civil Rights

The Supported Living Service acknowledges that our citizens may need support to exercise their rights as citizens and access public service available to them. In order to support citizens to maintain their place in society, the service assists citizens in the following ways:

- Where appropriate, making sure that citizens exercise their right to vote in elections and to make themselves aware of the democratic process.
- Making sure that citizens have full and equal access to all parts of the NHS.
- Supporting citizens to claim all appropriate welfare benefits and social services.
- Supporting citizens to access public services, such as libraries and education services.
- Supporting citizens to undertake voluntary work, if they so wish.

- Supporting citizens to find appropriate employment, where applicable and appropriate.
- Ensuring the service complies with the Human Rights Act 1998.

## Confidentiality

The Supported Living Service ensures that information we hold about citizens is kept confidential at all times in accordance with the Data Protection Act 2018.

## Dignity and Respect

We ensure that the dignity and respect of our citizens is held by:

- Treating each citizen as a valued individual.
- Supporting citizens to present themselves to others as they wish through their personal appearance and social interactions.
- Offering access to a range of activities that enable citizens to express themselves as unique individuals.
- Tackling any discrimination citizens may face.

## Equal Opportunities

The Supported Living Service abides by equal opportunities legislation and company policy, and does not discriminate in any way on the basis of race, religions, gender, disability, sexual orientation, marital status or age in relation to staff and citizens / service users. A copy of Equilibrium Healthcare's current Equality Policy is available on request from the Manager. Furthermore, the Equilibrium Healthcare EDHR Annual Report is available on the website.

## Independence

The Supported Living Service understands that citizens come into our service from a variety of settings, and believes that it is important to encourage our citizens to take advantage of the opportunities on offer to them in the community. This is done by:

- Encouraging, enabling and empowering our citizens to lead as much of an independent lifestyle as possible.
- Supporting our citizens to maintain positive relationships with their friends and family.
- Encouraging citizens to have access to, and contribute to the records of their own support package, such as their review meeting reports.
- Holding regular house meetings so that all aspects of the day-to-day running of the properties are discussed with the citizens.

## Privacy

We aim to retain as much of the individual's privacy as possible in the following ways:

- Where personal care is identified the citizen will be support in the most appropriate way, ensuring privacy is maintained at all times.

- Offering a range of communal areas around the properties for citizens to be alone or with selected others.
- Ensuring citizens have a key to their own bedroom and the property.
- Ensuring that all staff adhere to the service's policy on entering citizen's bedrooms. Staff will seek consent to enter a citizen's bedroom.
- Providing a private room/space, other than bedrooms, to privately meet with others.
- All visiting EHC employees are expected to gain consent to enter the services.

## Security & Safety

The Supported Living Service provides an environment that is supportive and responds to the need to safeguard our citizens in the following ways:

- Supporting and assisting citizens to manage identified risks.
- Safeguarding citizens, wherever practicable, from all forms of abuse. Staff are trained in Safeguarding Adults.
- Ensuring that citizens and staff are aware of the procedure to make a complaint or raise a concern about any aspect of the service or the environment.
- Ensuring that the culture in the service is open, positive, empowering and inclusive.
- Ensuring that all visitors sign in and out of the building and restricting access to citizen's rooms without prior consent of the Manager, for example tasks such as routine maintenance and health and safety checks.
- Ensuring that the citizen understands and agrees with the terms and conditions within the tenancy agreement.

## 2. Citizen Support

### How We Assess Citizen's Needs

A full assessment of needs is undertaken on each potential citizen referred to the service. This assessment covers the range of health and social needs set out in the Department of Health guidance.

This assessment is then reviewed and updated on admission.

During the first six weeks of the placement, the citizen's assigned key worker will complete, with the citizen and those involved in their care, a detailed and coherent risk assessment and an individual support package based on their most current assessment of needs. All information is treated as confidential and discussed with the manager to ensure that the service can continue to manage the identified risks and meet the citizen's needs.

Within the 12<sup>th</sup> week of a new citizen's placement, the citizen, their care team, and others involved in their care, will be invited to review the placement and discuss any issues that have arisen during the initial period, with a view to making any appropriate amendments to the proposed support plan.

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## Risk Assessment

The Supported Living Service will help citizens to make choices around positive risks, within the boundaries of the tenancy agreement and support plan. We do as far as practicable; ensure that citizens are not subjected to any unnecessary harm.

If a citizen chooses to participate in an activity that involves risk, The Supported Living Service will ensure that the citizen has information available to them, in a format they understand, in order that they can make informed decisions about the risk. The Supported Living Service would carry out a joint risk assessment with the citizen, where appropriate, producing a risk management plan. Such risk assessments will be regularly reviewed, with the participation of all parties.

## Support Plans

For each area of need identified for an individual citizen, a support plan is produced by the key worker and citizen, setting out specific objectives in the identified area and how the citizen hopes to achieve these (using both internal and external resources). All support plans are reviewed during key worker 1:1 sessions, and updated frequently if needs change.

Each citizen keeps a copy of their support plans and is involved fully in the writing and recording of the process. A citizen can request a review at any time they feel their support plan is not appropriate.

## Engagement in Local Community, Social Activities, Hobbies & Interests

The Supported Living Service ensures that all citizens live their lives as fully as possible by doing the following:

- Encouraging citizens to continue to enjoy as wide a range of individual and group activities and interests as possible, both inside and outside the service, by continuing with existing hobbies, pursuits and relationships, and to explore new experiences.
- Giving citizens the opportunity, if they wish, to participate in group trips and activities organised by the service and citizens. (On some occasions there may be a contributory charge for trips and activities. Where this applies, details will be made clear to citizens.)

## Fulfilment

The Supported Living Service supports citizens to realise personal aspirations and abilities in all aspects of their lives by:

- Listening to the citizens when they want to tell us about their background, life experiences and characteristic.
- Providing access to a range of leisure and recreational activities to suit the tastes and abilities of all citizens.
- Responding appropriately to the personal, intellectual, cultural, artistic and spiritual values and practices of every citizen.
- Supporting our citizens to maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships if they wish.

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## Religious Observations

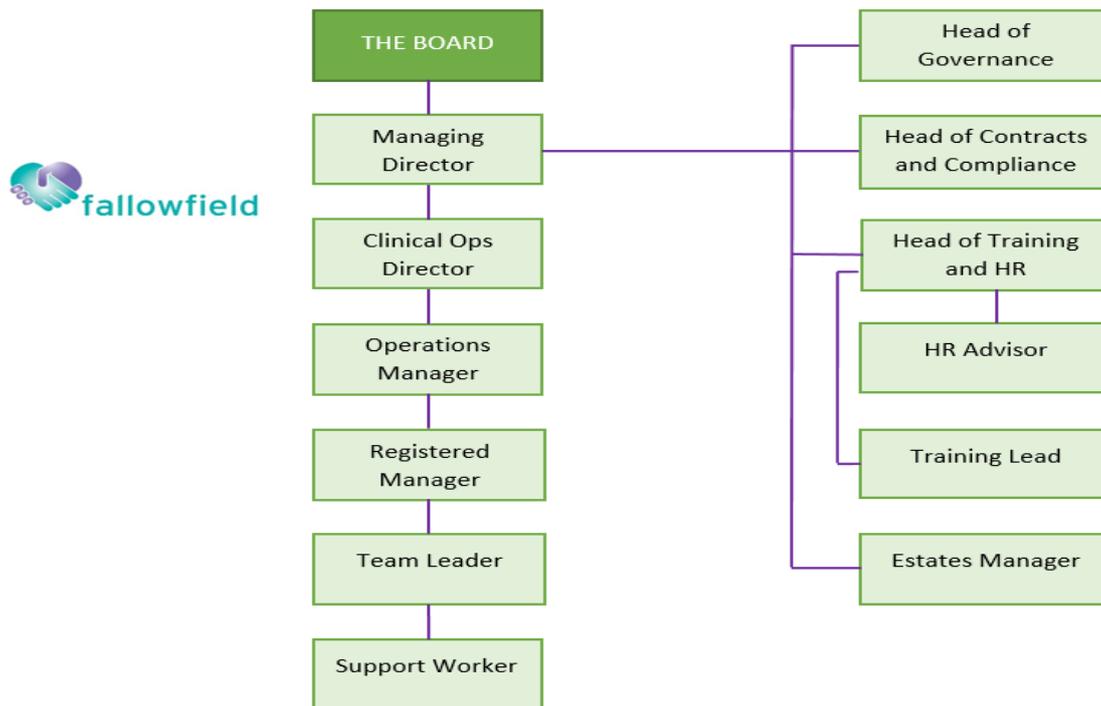
Citizens who wish to practice their religion are given support to do so. The service will:

- Make contact with any local place of worship on a citizen's behalf and arrange transport if required.
- In the communal areas of the properties, The Supported Living Service celebrates all of the Christian festivals. However, if a citizen wishes, they can choose not to participate.
- Strive to meet the needs of a particular citizen/s of a different faith / religion. These will be discussed with the Manager prior to admission.

## Citizen Responsibilities

The Supported Living Service sets out all of the citizens responsibilities under the tenancy agreement, of which a copy can be requested.

### 3. Service Structure



The Supported Living Service complies with The Health & Social Care Act 2008 in relation to recruitment practice and aims to provide suitably qualified and competent staff in all areas of its operations.

#### Qualifications and Training

All employees undergo continuous mandatory and service specific training to ensure we continue to deliver a high quality service. All new employees receive full mandatory training via the company’s induction programme.

All support workers have achieved, or are working towards an appropriate NVQ Level 3 qualification.

Training needs are reviewed regularly during monthly supervision sessions, and annual appraisals reflect on both the individual learning goals and the needs of the service.

### 4. Contractual & Personal Issues

#### Tenancy Agreements

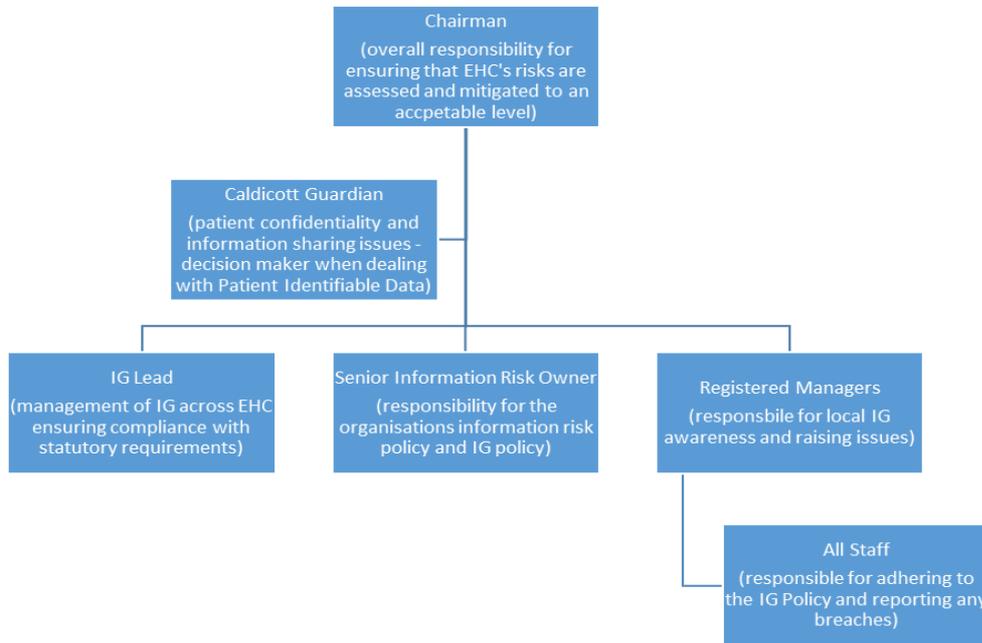
All of our citizens are provided with a Tenancy Agreement, which includes information such as:

- Description of the premises.
- Breakdown of applicable charges.
- Obligations of the citizen.
- Obligations of the landlord.

Information regarding the service, and citizen’s rights and expectations is provided to the citizen and those involved in their care by the Citizen / Service User Guide.

## Confidentiality

EHC have a structured information governance system in place throughout the group and this consists of the following roles and people:



The Supported Living Service ensures that information held about citizens is kept confidential at all times in accordance with the Data Protection Act 1998. There are exceptions to this rule in extreme cases where personal data relating to a citizen’s mental and/or physical health could be passed on without explicit consent if this is deemed necessary to protect the vital interests of the citizen and others. If this happens, the person will be informed of any discussions that have taken place and this will be recorded on their personal support file, which they may have access to at any time.

For further details, please request a copy of our Confidentiality Policy.

## 5. Views & Comments

### Gifts and Gratitude

Our aim is to provide a high quality service and ensure that our citizens receive the best possible support. There is no need for anyone to offer gifts, tips or gratitude and gifts made to individuals cannot be accepted. Further information can be found in our Gifts Policy.

### Complaints and Compliments

Despite everything we do to provide a safe environment, we know that citizens and others involved in their care may become dissatisfied from time to time. To take such problems we do the following:

- Provide a simple, clear and accessible complaints procedure.

- Take all necessary action to protect citizen's legal rights.

The Supported Living Service is committed to achieving the stated aims and objectives and welcomes all comments of citizens and their representatives using the below procedure.

## Complaints Procedure

We actively encourage service feedback which also includes raising concerns, complaints and compliments. In addition we have a Freedom to Speak Up policy in place which offers individuals the opportunity to raise concerns confidentially. We have a robust procedure in place to address any identified concerns, effectively and efficiently, within an agreed timeframe.

You can contact any member of the Supported Living Service team to raise any of the above or by contacting the Manager directly at:

EHC Supported Living Service, Fallowfield 3 Office, 2 Clifton Avenue, Fallowfield, Manchester M14 6UA

Tel: 01625 417 397 Email: [bhunter@equilibrium.healthcare](mailto:bhunter@equilibrium.healthcare)

Complaints received by the Manager will be acknowledged within two working days. It will then be investigated and a response given within 20 working days. Where the investigation is still in progress, a letter explaining the reason for the delay is sent to the complainant and a full response made within five days of a conclusion being reached.

Concerns or complains can also be referred to the Care Quality Commission (regulating body). However, this is only when the above complaints procedure has been followed and the complainant is unhappy with the outcome of the investigation. The contact details are:

Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, and NE1 4PA Tel: 03000 616 161

Alternatively complaints can be directed through the NHS Complaints procedure (a copy of which, can be found at the Administration Office).

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW10 4QP

## 6. Contact Details

If you require further information about the Supported Living Service, please contact:

### Manager

Manager, Beverley Hunter, EHC Supported Living Service, Fallowfield 3 Office, 2 Clifton Avenue, Fallowfield, Manchester M14 6UA

Tel: 01625 417 397

Mob: 07590 927562

Email: [bhunter@equilibrium.healthcare](mailto:bhunter@equilibrium.healthcare)

***If there is any information not included in this Statement of Purpose that you require related to The Fallowfield Project – Supported Living Service, please do not hesitate to contact the Manager.***

Signed: \_\_\_\_\_

Designation: \_\_\_\_\_