



Wellcroft House

April 2019



Ethos and Philosophy

Wellcroft House is a new purpose built development providing residential services for adults with Learning Disabilities. The home is part of an expanding residential portfolio from Progress Care Solutions; a leading care provider of Progress Children's Services and Progress Adult Living Services (PALS).

Wellcroft House is situated in the heart of Wednesbury town centre, accessible to local amenities and convenient for local public transport links.

The house is a homely environment focusing on meeting the needs of each individual service user by enabling them to maximise their independence. The home will provide services 24 hours a day 365 days a year and will have appropriate on call and management process in place to support the service.

The setting will provide a high ratio of professionally skilled and experienced staff carefully matched to be needs of each young person/adult.

The home has been purpose built in line with care standards set out in the Dept of Health Guidance Care Homes for Adults (18-65). Designed by professional architects specialising in buildings for adults with complex needs and the internal decor is of a very high modern standard.

The aim of Wellcroft House is to provide a Person Centred self-directed service focusing on promoting choice and independence for each individual. Our emphasis is on creating a better quality of life for people with disabilities by providing planned holistic services to suit the needs of each individual and support their personal growth and independence.

Aims and Objectives

- To provide high standards of care and Support
- To provide a consistent team of support workers to meet individual needs of the service users
- To work flexibly with the individual to enable them to lead a full and active life as a part of the community
- To encourage individual's to develop their social networks
- To encourage the young people/adults to understand how to live independently
- To promote a safe and stimulating environment
- To utilise 'assistive technologies' to enable greater independence
- To promote and encourage future life opportunities
- To provide a service that encompasses our organisational core values of care, trust, respect and Progress.

The Nature of the service

At PALS we believe that the support that is received should be provided by a consistent group of people thus enabling the development of trusting relationships between service users, their circle of support and significant others. Each Support Worker is highly trained in delivering personal care and support to the service user. In all areas



of support provided by our Support Workers, the primary focus is on enabling the service user to self-manage and develop their own skills to promote growth and independence. A dedicated team of Support Workers are assigned to each individual forming a support team around the service user and working directly with them to set developmental targets for their future and follow clear outcome based support interactions. Each package of support is regularly reviewed between the support team and the service user and their circle of support, significant others, to monitor progress and identify any changes necessary to the individual support plan.

The areas of support required by service users are varied and depending on the individual needs, areas of support can include:

- personal and intimate care support
- invasive care
- assistance with administering medication
- Support with managing appearance
- Maintaining routine health and hygiene
- Support accessing day centres, further education and employment
- Support with manage finances and develop budgeting skills
- Helping keep service users safe
- Teaching skills fundamental to independent living
- Enabling individuals to enjoy and achieve through specific planned activities tailored to the needs of each adult or young person.
- 24 hour On call support

PALS intention is to work with each individual in sourcing education, employment and leisure activity opportunities in the community, staff will be available to support each individual towards their goals and aspirations. Each service user will be supported to develop a meaningful structured daily and weekly activity schedule which will support their personal development, goals and aspirations, whilst ensuring each person has choice and a variety of opportunities.

Client Group

Wellcroft House offers medium to long term residential placements for young people/adults. We offer transitional placements for younger adults of 18 – 25 years with goals of achieving greater independence with supported living but also recognise that other individuals will require our long term support and a permanent placement up to the age of 65.

The home will provide accommodation for up to six young people/adults. The home is specially designed to meet the individual needs of adults with Learning Disabilities, who may also have physical, sensory and invasive care needs. The home comprises of 6 bedrooms with en-suite facilities with shower/wet rooms suitable for wheelchair access.

The home is wheelchair accessible, set on two levels with an automatic lift that is designed to encompass the space needed for wheelchair accessibility.

Referral Process and Arrangements

PALS will endeavour at all times to ensure our referral process takes into consideration the needs and wellbeing of current service users.



Wellcroft House will accept referrals from any local authority in the country. A referral may be made by the service user's family or carers but this must be supported by the involvement of a local authority social worker/care manager.

PALS will request pre-assessment information, this will allow us to ensure we are able to carry out full assessments on service users who meet the service criteria and that may be a suitable fit with existing service users.

Once the referral has gone through the pre-assessment process and PALS believe they could provide a service, service users and their significant others will be provided with opportunity to visit the service.

PALS will make arrangement with the service user to carry out a full assessment of support needs this assessment with the permission of the service user will be held with their social worker/care manager, and any other significant person, such as a guardian or advocate. The purpose of this meeting is to assess the individuals support needs and provide PALS with a good understanding of the service users goals and aspirations. PALS will provide the service user and significant others with a clear understanding of the service available at Wellcroft House and how the support will be tailored to meet each individual's needs. PALS has an easy read guide to Wellcroft House which also encompasses the service user contract and complaints procedure, all referrals will be provided with this document at the initial meeting stage.

Prior to any placement PALS will carry out an impact assessment which will focus on the impact a move may have on the individual referred and the people living in the service. Following this assessment we can structure support towards a positive outcome for all. PALS will also ensure that people placed within Wellcroft House have the appropriate level of staff intervention to meet each individual's needs, the staffing needs of new service users will not affect the service provided to existing service users.

Appropriate periods of transition will be arranged with the service user and implemented in a person centred approach, taking into account the needs of all service users. Each person and their significant others will have opportunities to spend time at the home therefore allowing them an opportunity to get to know the service, existing service users, and vice versa. Each service user who enters Wellcroft House will be supported to have a person centred individual plan, that outlines the key areas of support and assistance towards each individual's chosen goals and aspirations. PALS will undertake risk assessments to enable appropriate management/support plans for each service users care/support needs are in place, whilst allowing each individual maximum opportunity for involvement and self-development towards a successful transition into adulthood and greater independence. The Individual support plan is designed by the service user (where appropriate), the support team, home manager and any other significant persons.

Once the service user has moved to Wellcroft House they are given the opportunity to be matched with support workers who are identified as their core team. This group of individuals work together to ensure each service user has a structured routine which meets their individual needs. The individuals support plan will be reviewed by the group every month for the first 3 months and quarterly thereafter.

PALS will support each person to look at opportunities available towards self-development and transition into adulthood. Once the service user has been supported to meet all their desired outcomes, and they are ready to transition from Wellcroft House, Pals will support each individual to develop a support plan which identifies a transition into alternative accommodation or service. Progress will work collaboratively with the placing authority on proactively developing individual leaving



care plans for service users, which highlight each person goals and aspirations for transition their future support needs and how they will be supported towards this.

An annual review and re-assessment of needs will take place, following a support package being agreed.

If there are complex needs then the Manager will ensure that the staff are competent and trained in a specialist area, for example; Epilepsy. Prior to admission, if an adult has a profound disability or complex health needs, then a detailed health assessment will be required.

Should a placement require specialist health care support in specific areas, the manager will ensure the staff are given the necessary training prior to placement. Prior to admission, if an adult has a profound disability or complex health needs the following will be required : thorough information about the individual, their detailed health assessments and written confirmation from the placement authorities PCT that they are responsible for any health cost incurred by the authority that the home is situated in whilst in placement.

The registered manager of the home is to ensure that all case files and confidential documents in respect of the adult are returned to the placing authority at the end of the placement at Wellcroft House. An end of placement form in to be completed and signed by the adult's social worker and acknowledgement receipt of the file to be kept at head office record archives.

PALS will work with the local authority and the service user's representatives to ensure that the funding arrangements are in place to pay for the services which are to be provided.

PALS will ensure that the staff are adequately trained and supported to meet the individual needs of the service user, with regular supervision, support and appraisal systems in place for the staff. PALS will also take responsibility for ensuring that all statutory checks are maintained for each Support Worker. PALS child protection procedures are in line with the local policies and procedures as set out by the local Area Child Protection Committee (ACPC). All PALS policies/ procedures and training regarding children are supported by our designated children's service Progress Children's Services which has been providing services in the area for 10 years.

Wellcroft House will only support service users who meet our registration requirement; these include a range of disabilities, learning difficulties and associated mental health needs, physical disabilities, Autism, hearing and sensory impairment, those adults with specific invasive care needs, severe disability and complex health care.

Should any difficulties arise at any time; the individual or any member of the support team can call a review which will be held with 72 hours or within 24 hours in an emergency.

Short Breaks

Wellcroft House can also offer short breaks placements for adults aged 16-25 years providing a specialist service for young people/adults with a range of disabilities and complex care needs. Our referral process for short breaks follows the same process as for permanent placements.

We at Progress Adult Living Service acknowledge that our short breaks service must be seen as part of a continuum of care experience available to adults. We hold the



expectation that the adults in our care will experience the need for change and will make the gains in personal growth necessary to initiate purposeful development allowing them to live and function constructively within the community.

We are committed to such expectations and we believe that it is through the forging of meaningful relationships, that such positive objectives are achieved.

This service can range from an overnight stay, to a day break at the home; it can also include outreach support tailored to each individual's needs.

Progress Adult Living Service will not admit any person already at the age of 25 into the short breaks provision

If there are complex needs then the Manager will ensure that the staff are competent and trained in a specialist area, for example; Epilepsy. Prior to admission, if an adult has a profound disability or complex health needs, then a detailed health assessment will be required.

Wellcroft House will only place young people/ adults who meet our registration requirement; these include a range of disabilities, learning difficulties and associated mental health needs, physical disabilities, Autism, hearing and sensory impairment, those adults with specific invasive care needs, severe disability and complex health care.

During the short break stay it is our aim to:

- Provide a pleasant welcoming environment.
- Consider the wishes of the adult in relation to what activity they would like to participate in and ensure age appropriate leisure activities are organised.
- Support social networking and development of friendships.
- Promote choice and independence through effective communication systems.
- Give confidence to parents/carers that they can trust our service delivery thus enabling them to take a break from their caring responsibilities.

Control Restraint and Discipline

Progress Adult Living Service train all staff in the use of physical intervention. We take a pro-active stance on the management of behaviours and physical intervention is used only as a last resort.

Any adult that may require physical restraint intervention must be discussed with the placing authority and outlined and agreed in the support plan. Staff will be required to undergo training for the use of specific intervention appropriate to the individual. Regular monitoring will be used to record all physical interventions and will be reviewed regularly by the manager.

Anti-discriminatory practice



Progress Adult Living Service is committed to operating an anti-racist policy. It acknowledges that racism is currently endemic within our society, that this situation is, oppressive and destructive, and that everybody has a responsibility to challenge wherever it manifests. We accept the importance of struggling against racism, and of transforming social work practice in directions which promote people's welfare and empower service users.

Anti-racist practice is the responsibility of all of our employees. We aim to have a staff team that reflects the mix of ethnic minorities within contemporary society.

We are dedicated to ensuring that the service user feels safe and welcome within the home and the welfare of the adult is of primary importance and the adults views should be listened to.

We recognise that people from different ethnic groups have particular care needs. We also recognise that each individual will have differing needs. Some service users will require advice assistance and support to look at issues surrounding their particular history and experiences. This is the responsibility of all members of staff.

Comments and Complaints

We welcome any form of comments, complaints or suggestions that will enable us to reflect on our working practices and enhance the development of our services.

PALS will support and implement any suggested communication systems with service users and their significant others which will allow for a positive and supportive relationship.

PALS have an appropriate complaints procedure that staff will follow should this be necessary. This is briefly detailed below.

A self-explanatory complaints leaflet is available to all at request through the Registered Manager and will be given to all parties at the onset of a new contract.

Any initial complaints should be made informally to staff; we will endeavour to resolve most complaints at this stage.

If the matter is unresolved, complaints should be made in writing to the Registered Manager who may instruct an independent complaints investigator to pursue the case. The complainant will receive notification that this has been done within 3 working days. A formal response to this will be made to the complainant within 28 days.

In the event of the complainant not being satisfied with the outcome of the complaint, then this should be addressed by contacting either the Head of Operations at PALS Head Office or by contacting the relevant Local Authority Social Service

Emergency Precautions

There is a clear exit plan in case of any form of emergency that may occur at the home. Fire alarms are tested weekly and full evacuation/fire drills are carried out 4 times per year. All tests are recorded in the fire logbook. Wellcroft House complies with all regulations on fire, health and safety with the appropriate organisations. All staff are required to undertake training as part of their induction on emergency procedures of the home.



Quality Assurance

The service manager will monitor the standards of assistance being provided to each service user through regular reviews, supervision and feedback from each individual.

Staffing Structure

Registered Provider

The person registered with the Care Quality Commission as the registered provider for Progress Adult Living Service is:

Balwinder Kaur Dhanoa
Progress House
127 Millfields Road
Wolverhampton
WV4 6JG

The Registered Provider Mrs Bal. Dhanoa is a qualified senior social work practitioner B.A (Hons), Dip SW / DipHE. Bal has over thirty years' experience of working within statutory, voluntary and independent sector at various levels as senior practitioner, management, consultancy and training, predominantly with children and families, domestic violence, youth work, fostering and shared care, specialising with disabled children and adults.

Our Managing Director/Responsible Individual, Mrs. Claire Rogers, is a former Registered Manager within Progress and is qualified to NVQ 4 in Care and Management and has completed the Diploma in Management (MCMI). ILM 7 and has undertaken the IOD director development programme Claire has eighteen years' experience in working with children and young people with disabilities and young people with learning difficulties, communication disorders, challenging behaviours and sensory impairment.

The Operations Manager Margaret Hopkins has NVQ 4 Care and Management. Margaret has worked over 16 years for Progress and 13 years working in the management team for the company. During this time she has developed her experience in working with children with learning and physical disabilities, sensory impairment, complex needs, Autistic Spectrum Disorder, Epilepsy, ABI and behaviours that challenge. In addition, Margaret has significant experience in working with looked after children during her long career as a Foster Carer.

Manager Roma Cantello

Wellcroft House, 11 Wellcroft Street, Wednesbury, West Midlands. WS10 7HU
The manager, Roma Cantello, holds NVQ Level 3 in Health and Social Care, EDI Level 3 in Management (QCF) and Advance Level Apprenticeship in Management. Level 5

Diploma in Leadership for Health and Social Care and Children and Young People's Services- Adults Residential Management (England)

This document is to be reviewed annually to ensure that it is up to date with current legislation.

Date of Review of Statement of Purpose: **April 2019**

Version Control	Date	Name of Editor
Doc Version 1	April 2010	Carol Hill
Doc Version 2	July 2010	Carol Hill – Reviewed. No Changes
Doc Version 3	July 2011	Carol Hill – Reviewed. No Changes
Doc Version 4	July 2012	Carol Hill – Reviewed. Amended Qualifications
Doc Version 5	July 2013	Carol Hill – Review. No Changes
Doc Version 6	October 2015	Roma Cantello – Review. Amended manager details and client group information.
Doc Version 7	March 2016	Roma Cantello- Reviewed. Added information on the staffing structure
Doc Version 8	July 2017	Roma Cantello – Reviewed. Changed Nominated Individual
Doc Version 9	October 2018	Roma Cantello- Reviewed. Amended Qualifications
Doc Version 10	April 2019	Roma Cantello- Review. Amended information on the staffing structure.