



# **PROGRESS**

**Stourbridge House**

**STATEMENT OF PURPOSE**

**March 2018**

Progress House, 127 Millfields Road, Wolverhampton, WV4 6JG

01902 561066 | [www.progresscare.co.uk](http://www.progresscare.co.uk)



# Caring For Young Adults



## **1 The range of needs of the Adults that Stourbridge House provides care for**

Stourbridge House is new development, providing residential short break care for young adults with disabilities and sits within Progress Care's range of preventative services, focused on supporting families to build resilience and take a break from day to day caring responsibilities whilst enabling young people to enjoy a break away from the family home.

Stourbridge has been purpose built to provide specialist accommodation for young adults with moderate to severe learning difficulties, Autism, ADHD and associated behavioural challenges, adults accommodated at the home may also present with sensory impairment, physical disabilities and sexualised behaviours or equally, with complex health care needs.

As we offer care for adults with a diverse range of needs, we undergo a careful matching process. This means that when young adults stay, they are with other young adults with similar needs and abilities to keep young people safe and to maximise the opportunities to build friendships and relationships

The aim is to work with young adults to support them in all aspects of their care, working towards agreed targets which are set to focus the personal development of adults in areas which present barriers.

A lot of emphasis is put on the adults gaining independence and enjoying life to the maximum, with activities planned around their individual needs. We pride ourselves in maintaining relationships and working closely with new foster carers/parents, and welcome ideas and involvement

The staff team support potential foster cares/parents to develop a sound understanding as to each aspect of the individual needs.

As part of our commitment to providing high quality services, we are constantly striving to meet the targets of improved outcomes for young adults.



## **2. Our ethos, and the outcomes we seek to achieve for adults in our care**

Progress Adult Services objectives for all adults are to:

- Have a safe and caring homely environment in which to live
- Receive carefully planned, individual services to maximise placement stability
- Have access to local, health and social networks and provisions.
- Be given the support and opportunities to achieve positive person centred experiences
- To promote and encourage for the individuals to use assistive technologies to support them in communication and independence.
- Progress into living independently with an appropriate foundation of life skills to equip them towards promoting independence

Stourbridge House provides:

- A safe, secure, friendly and harmonious environment that is non-institutional. Thus promoting group living as a positive experience within the home.
- We continue to strive to achieve positive outcomes for adults who stay at the home, giving adults a voice and enabling them to make choices, access local community resources, develop links with peers locally and participate in social and leisure activities of interest to them.
- Each young adult staying at the home is encouraged and fully supported in maximising their independence and have access to relevant accessible materials and computers, as necessary.
- The home works closely with parents/carers in order to ensure consistency of care and support and to maximise independence.
- Each young adult will be supported to develop a meaningful structured daily activity schedule whilst on their stay which will support their personal development, goals and aspirations, whilst ensuring each individual has a choice and a variety of opportunities.
- Each adults' health care needs are fully met. Stourbridge House staff work in collaboration with professionals and primary care trusts that participate by attending statutory reviews and contribute to the care plan as necessary.



- Ensuring that all adults are supported to have their voice heard and which ensures delivery of their social, cultural, emotional, religious, physical and dietary needs are fully addressed and met on an individual basis.
- 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
- To ensure that the framework for assessment incorporates the social, cultural, emotional, religious, physical and dietary needs of all children so that they are fully addressed and met on an individual basis.
- Our safeguarding policies and practices are adhered to and staff have access to training and information on any updates, to ensure that the adults are properly safeguarded.
- Access and support to develop young adults education, skills and knowledge through ASDAN programme. This will enable the young adults to achieve a qualification in short courses they enjoy doing.



### **3. Arrangements for enabling adults to enjoy and achieve and how we promote participation in cultural, recreational and sporting activity**

At Stourbridge House we are committed to ensuring that all adults actively participate in social and leisure activities, as part of our service. These must be accessible and culturally appropriate, meeting individual needs.

All Young people at the home have access to a wide range of local resources within their community. These include social clubs, discos, visiting restaurants, shopping, parks, theme parks, swimming, cinema, pantomimes, football clubs, horse riding, bowling and any individual skill or talent that the individual shows an interest in.

Trips and activities are planned with each adult individually through key worker sessions and our suggestion box allowing for personal preference. At Stourbridge House, we have strong links with local groups, leisure centres and social centres that complement our approach to structured multi agency working, and young adults are encouraged and supported to get involved with activities and local organisations to give them a sense of the local community and what it means to them.

Stourbridge House has access to its own transport, however, where young adults have complex physical disabilities and require specialist transport, families will be asked to bring in the adult's own vehicle, so that they can get out and about safely. The young person are also encouraged to access public transport with the support of staff, and to take walks in the local area.



#### **4. Our arrangements for supporting the cultural, linguistic and religious needs of adults living at Stourbridge House**

Progress Care Solutions believe a young person's cultural and religious background is fundamental to their identity and so it is important that this is encouraged and maintained.

At Stourbridge House we respect all religious denominations. Young people are encouraged to practice their religious beliefs. Staff will ensure appropriate arrangements are made, so that the young person has the opportunity to attend a place of worship or religious events if requested.

The home follows the cultural and religious rituals in preparation of food for young people as needed.

At Stourbridge House the young people are encouraged to participate in cultural nights, birthday celebrations, and any other significant events that occur during the year, embracing the diversity that exists in society.

## **5. Our approach to consulting Adults about the quality of their care**

Each individual person will have their own key worker at the home who will agree with the young person and their families, objectives to be achieved during their stays as part of the placement plan agreement.

Key workers will hold regular 1:1 meetings with the young adults so that their wishes and feelings can be heard and acted upon.

All placement plans are consulted on and individuals are encouraged to attend and express their views.

Young people's 1-1 placement plan sessions are held on a regular basis with each individual, using communication aids that are individual to them, ensuring that they have a good understanding of what is being communicated these 1-1 meetings are documented.

The placement plan sessions aim to empower all the individuals so that they are able to, voice their opinion, make choices and address any issues that may affect them within the home. They are encouraged to discuss relationships and forward planning for their future. Our young people's thoughts are used to influence their life and well-being in the home environment.

We develop and work alongside a live document which is an individual independence development plan. The young adults are always driving this document as this will show the progression and their level of ability of independent daily living skills. The aim of the development plan is to identify what areas of skills and equipment will be required to support the young adults to have the opportunity to live independently within the community when the time is right.

The Operations Manager and our independent Visitor also spends time in the home with the young people to ensure all the young individuals are happy and that their wishes and feelings are being taken in to account.

All adults are encouraged to attend their review meetings. This is assessed before the meeting and advice is sought from parents/social workers to be able to ensure that if the young adult attends their review, that attending it does not have a detrimental effect on the adult. For adults who choose not to attend their meetings, a 1-1 session will take place with the young person to enable their thoughts and feelings to be written down and forwarded to the IRO. The individual is then given feedback.





To ensure their views are heard and acknowledged, our young people have access to a range of communication systems.

For young people with severe and profound learning difficulties, the staff will establish the young person's likes and dislikes through observation and discussion with families and other professionals involved, and advocate on their behalf, enabling them to achieve their full potential in life.

The uses of Advocates and Independent Visitors for the adults are encouraged by our service.

For young adults that have communication difficulties, we encourage different communication methods and aids throughout the service that will be used and also we offer a signposted service to the relevant people to carry out assessments to and funding for a communication equipment.



## **6. Our policy and approach to (a) anti-discriminatory practice in respect of the Adult and their families and (b) Adults' rights**

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.

At Stourbridge House, we have a staff team that reflects the diversity within society. Whilst it is impossible to legislate for people's attitudes, we have an expectation that they will conform to this policy and all other policies whilst on duty.

We believe that the relationships formed with the young people, colleagues and other professionals should be equal. We always need to be person centred focused. The welfare of the individual is of primary importance, and the individuals views should be listened to.

- We aim to challenge discrimination in any manifestation and to positively promote individuality and diversity.
- We positively promote the young person's religion through observance, or places of worship.
- We encourage the individuals to adorn their personal bedroom space and welcome positive images of their race and culture.
- We deliver a varied menu which includes foods from different cultures.
- We encourage the adults to express their individuality and encourage active engagement within the community

We recognise that young people from different ethnic groups have particular care needs. We also recognise that each individual will have differing needs resulting



from their disability. Some young adults will require advice, assistance and support to look at issues surrounding their particular experiences and backgrounds. We see this as the responsibility of all staff.

A person's sense of identity can become very fragile when separated from their parents, young people may struggle to retain a positive sense of their own cultural, racial and religious heritage. Stourbridge House is committed to ensuring that all children in our home develops a clear sense of who they are, equipping them to tackle any discrimination they may encounter.

Promoting an individual's person's identity is an important part of the referral process when considering a placement for adults in Stourbridge House to ensure that we receive detailed and accurate information regarding the disability, sex, ethnicity, culture and religion of all young people being considered for placement at Stourbridge House.

The principles of anti-oppressive practice and Equal Opportunities are a core component of our induction processes for all staff at Stourbridge House.

Stourbridge House promotes visual materials that celebrate diversity and promote cultural and religious awareness for all our Adults.

At Stourbridge House we encourage individual's independence to prepare and cook a meal that reflects their heritage or culture which can be a very positive way of demonstrating that their identity is valued within the home.

Stourbridge House staff promote and encourage any hobbies, interests and talents a young adult may have.

At Stourbridge House young adults' meetings are held regularly, which are supported and documented by the team. Young people are encouraged to set the agenda to express their wishes and future activities and menus and are also encouraged to invite independent visitors or representatives, through their placing authority.

To ensure their views are heard and acknowledged, our adults have access to a range of communication systems.

For those young people with severe and profound learning difficulties, the team will establish the young adults' likes and dislikes through observation and discussion with significant people and advocate on their behalf enabling them to achieve their full potential in life.

The use of advocates and independent visitors for the young people are encouraged by our service and the young people are made aware of how to contact their social worker, advocate and CQC.

Each individual is valued in their own right and treated with respect and dignity.

## **7. Accommodation offered by Stourbridge House**

Stourbridge House has been designed and built to provide specialist accommodation for Adults with learning disabilities, physical disabilities and wide ranging associated needs.

Stourbridge House comprises of 6 single bedrooms for either short term stays or respite breaks. The home may accept emergency placements and short stays of up to 28 days. All 6 rooms are on the first floor and are suitable for wheelchair users, 2 rooms are fitted with integrated ceiling track hoists. The rooms are equipped with the latest acoustic monitoring which enables remote monitoring of young adults, reducing the need to conduct physical checks, giving the individuals a better night sleep and more accurate monitoring of medical conditions, allowing us to provide the right support at the right time and respect the privacy of the adults.

On the first floor is a large open plan lounge/dining room. There are three bathrooms, with a range of specialist equipment to maximise the independence of young people. There is a quiet/ sensory room and a large kitchen. For staff there is an office and a room with lockers to put your personal belongings. The home is light and airy and has been tastefully decorated throughout with bright contemporary furnishings. All adults are encouraged to personalise their bedrooms for the duration of their stays.

The home will provide accommodation for up to 6 adults, aged from 16 to 25 years both male and female. Young adults will access the service as part of a planning process to transition into independent or supported living, staying for varied periods of time, to build friendships and relationships with others, build independence skills and allow time for assessment of needs to ensure the right move into adult life is made. Lengths of stay will vary from planned and regular overnights to longer periods of time as determined by their transition plan.

As adults with disabilities are developmentally functioning at different levels, their chronological age is not as relevant as supporting their individual needs and effective risk management. An extensive matching process ensures compatibility of the adults staying at any one time, with detailed impact assessment to evidence how risks are identified, managed and needs are met.

The home has been designed to meet the individual needs of adults with disabilities, ranging from physical, learning, sensory and invasive care, emotional and behavioural needs, with varying levels of independence.



## **8. The location of Stourbridge House**

Situated in a well-established residential area, the home has nearby access to many recreational, health and education facilities. There are a number of established specialist colleges within short distance of the home, with which we have established good links. The home also has excellent access to transport, links and is situated between Wolverhampton and Staffordshire.

A location review will be undertaken at least once per year in consultation with Wolverhampton Adults disability Services and West Midlands Police.

## 9. Our arrangements for dealing with 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.

At Stourbridge House we 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 Staff/Manager or head office.

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

If the matter is unresolved, complaints should be made in writing to the Manager who will instruct an independent complaints investigator to pursue the case. The complainant will receive notification that this has been done within 5 days. A formal response to this will be made to the complainant within 28 days

The responsible individual will monitor all complaints made against the home. A complaints logbook is available at the home.

If any complaint which is made has not been handled satisfactorily, please contact CQC at this address:

### **CQC**

Care Quality Commission

Citygate

Gallowgate

Newcastle under Tyne

NE1 4PA

Tel: 03000 616161    [Enquiries@cqc.org.uk](mailto:Enquiries@cqc.org.uk)

## **Adults' Behaviour**

### **10. Our approach to surveillance and monitoring of the Adults**

Due to the nature of the adults being independent supported at Stourbridge House it is, on occasions, necessary to use a monitor in the bedroom, at Stourbridge House, this may be in the form acoustic monitoring however may be in the form of a visual monitor dependent on the adults' needs, e.g. for epileptic or asthmatics etc. to safeguard from any potential health risks. The reasons for surveillance will be identified and recorded in the young person's placement plan and will be in agreement with placing authority and parents/carers where necessary, with consents being maintained.

### **11. Our approach to Behavioural support**

Stourbridge House has a clear behaviour support policy and procedure for supporting the individual's behavioural needs. There is a strong emphasis on positive attention from the staff demonstrating a caring interest and building strong positive relationships with the young adults.

Positive reinforcement is used to influence individual behaviours; this can be by just recognising and praising positive actions through to the use of individually designed reward charts, and as a result sanctions are rarely used.

Progress Adult Living Service train all staff in safe and positive behaviour support, which includes the use of safe holding procedures on the adults. We take a proactive stance on the management of behaviours and safe holding procedures are viewed as an extreme measure and only used as a last resort.

Staff will always consider the use of alternative behaviour support strategies based on the adults' level of understanding, before resorting to the use of any form of physical contact. Any strategies used are evidenced in the appropriate professional documentation.

Progress Adult Living Services uses PRICE training for behaviour support & Physical Intervention which is BILD accredited. The Trainers have considerable expertise in



the field and follow recognised best practice. Staff under-go a rigorous behaviour management training programme and require an assessment of competence in the use of the safe holding procedures. The course is certificated. This is followed-up with regular refreshers. The Trainers provide a consultation service as and when necessary.

Any placement of an adult that may require the use of safe holding procedures must be discussed with the placing authority and parent/carer. The proposed procedures will be appropriate for the individual and outlined and agreed in the care plan. Staff will be required to undergo training in the use of these specific interventions. The use of all interventions will be recorded, monitored and regularly reviewed by the Manager.

Staff are encouraged to discuss the behaviour support strategies and ideas on enabling the individuals to self-regulate as part of the care planning meetings, where ideas and opinions are shared and agreements made to adjustment to the person centred plans for service user's support. Parents and professionals are encouraged to actively participate in the care planning processes by attendance or feedback.

All staff are required to follow the homes policies and procedures for guidance and the Manager is responsible for ensuring all physical Interventions and any sanctions are clearly recorded and evaluated on their effectiveness.





## Contact Details

### 12. Our contact details

The Chief Executive Officer of Progress Adults Living Services/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 in work with disabled children and adults.

Our Managing Director and Responsible individual, Mrs. Claire Rogers, is a former Registered Manager and Head of Children's Services within Progress and is qualified to NVQ 4 in Care and Management and has completed the Diploma in Management (MCM) & ILM 7 and in 2018 obtained the IOD certificate in company direction. Claire has over twenty 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 manager is supported and supervised by Tyrell Simpson, Operations manager, who is a qualified Social Worker and practise teacher and is HCPC registered. Tyrell has over 20 years' experience in Social Care for Children in both the Local Authority and Private sectors. He has held posts at a senior level in both sectors, with considerable experience of managing Residential Services for children, young people.

All the senior managers can be contacted at the company head office, which is based at

127 Millfields Road, Bilston, Wolverhampton, WV4 6JG

Tel: - 01902 561066

Email [CRogers@progresscare.co.uk](mailto:CRogers@progresscare.co.uk)  
[TSimpson@progresscare.co.uk](mailto:TSimpson@progresscare.co.uk)

## Health

### 13. Provision of health care

Stourbridge House prides itself in offering our children and young people outstanding care and support at all times.

The high standards within Stourbridge House are achieved by fulfilling the following criteria:

- Promoting choice at mealtimes, thus empowering their food preference and when they would like to eat their meal,
- All young people are encouraged to participate to follow a healthy lifestyle through activities and diet,
- Personal care is maintained to a high standard and promoted to encourage independence,
- Two highly trained members of staff witness and sign the administration of all children and young people's medication,
- Stourbridge House staff look at alternative and healthy ways to identify and promote the wellbeing of each individual child, before resorting to prescribed medication.

We as a staff team are very committed to meeting the individual health care needs of adults with complex health needs placed from out of area; it will be the responsibility of the placing authority, to refer the young person to any specialist services they may require whilst in our care. Detailed guidance and necessary consents for any invasive care procedures must also be provided.

The manager will put the relevant people in touch with the clinical commissioning groups in order to make the necessary agreements, with regards to the funding of the health care needs for any person who has identified significant health care requirements.

The Manager will ensure that staff are adequately trained to perform the complex invasive care procedure. Once in placement, an appropriately qualified healthcare professional will undertake any necessary training with the staff. As well as, undertake assessments based on local competencies during their direct involvement with the young person. The manager will ensure that this is completed as soon as is practical,



and that all the staff trained will be deemed competent by the said health care professional.

The placing authority is to be responsible for the funding of all health care needs and costs incurred by the clinical commissioning groups. This must be confirmed in writing prior to placement.

Where the adults may have complex health care needs, the Manager, in conjunction with appropriate Health staff will ensure that all staff are adequately trained to perform any complex *care*, including, invasive care procedures.

Once in placement an appropriately qualified healthcare professional will undertake necessary training and undertake competency assessments to ensure staff have the knowledge and skills they need to meet the complex care requirements. The Manager will ensure that this is completed within the first 6 weeks and that all staff trained will be deemed competent by the said health care professional.



## Staffing Matters

### 14. Experience and qualifications of staff at Stourbridge House

### 15. Management, staffing structure and our arrangements for supervision

All new members of staff are required by law to undergo DBS checks. There is a strict criterion for selection and new staff members undergo a rigorous interview process and we obtain a minimum of two verified employment references, prior to being appointed.

The minimum staffing levels in the Home, at full capacity, is three care staff, this is based on 6 adults requiring 1:3 support. There will be a minimum of 1:3 ratio of staff to adults, when the adults are present in the home and during waking hours. This



may be more depending upon the needs of the young people accommodated, it will specify the support requirements in the individual placement plans.

Progress Adult Services have a Human Resources Department their key responsibility is to ensure that all relevant legislation and regulations in relation to employment law is complied with and to support with personnel matters.

A designated staff in the home will be appointed Health & Safety officer and will attend quarterly health and safety meetings in respect of Stourbridge House. They will be responsible for ensuring that all health & safety and fire safety checks are completed in the home and that the home is safe. They will take any feedback and escalate any concerns to the group meeting which is chaired by our Health & safety Competent persons who are STK Ltd. The managing director attends the quarterly meetings and reports any concerns to the Board of Directors.

The Core Flexible Support Worker have key worker roles. This role entails coordinating the care of the young people and ensuring that their care plans, risk assessments and individual programs are up to date, monitored and reviewed. They also attend reviews, provide any reports as requested and liaise closely with parents and any other persons who are significant to the individual child.

Night Core Flexible Support Workers have the responsibility for the welfare of the young people in the home along with the health and safety and security of the building overnight. Stourbridge House has acoustic monitoring technology embedded, which aids the night staff in the remote monitoring of young people

Our Cook involves the adults in purchasing food and preparing, caters for special diets and also has the responsibility of ensuring health and hygiene in the kitchen is maintained under the “safer food better business” resource pack.

The staff maintain the overall cleanliness of the building and ensure it is kept to a high standard of cleanliness as well as contract cleaners who deep clean the property once a week

Maintenance staff members are responsible for the fabric of the building, The Registered Manager will oversee and liaise with external contractors and then will discuss with the company Director, ensuring Health and Safety regulations are adhered to.

The Home Manager oversees all staff and carries full responsibility for all home members.

### **Staffing Structure Sch. 1.5**

<b>Registered Manager</b>		
Amanda Percival	NVQ 3 Care, QCF Level 5 Leadership and Management	Full Time



<b>Team Leader</b>		
Nicola Jones	NVQ 3 Social Care, Level 5 diploma leadership and management	Full Time
Team Leader 2	Recruiting	Full Time
Team Leader 3	Recruiting	Full Time
<b>Core Flexible Support Worker</b>		
Ozma Kauser	Under Offer	Full Time
Shellon Parker	Under Offer	Part Time 22.5 Hours
Rachael Hill	Under Offer	Part Time 22.5 Hours
Support Worker 4	Recruiting	
Support Worker 5	Recruiting	
Support Worker 6	Recruiting	
<b>Night RSW</b>		
Anna Ede	Care Certificates	35 Hours
Night Wake 2	Recruiting	35 Hours

Progress are firmly committed to the training and development of each staff member; recognising the essential need for staff to have access to resources and materials that allows them to adapt to the changing environments within the child care sector.

All staff members are required to adhere to the organisational policy and practice in respect of staff recruitment, supervision, training and development programme.

All staff members at Stourbridge House receive regular supervision by their senior/Manager and a record of all supervision meetings is kept on record.

All new staff members will receive a structured induction programme for a maximum of ten days where focus and observation is placed on policies and practise.

All new staff members are required to undertake core training within their 6 monthly probationary period, during this period they have fortnightly supervision this reduces to monthly thereafter

All staff will participate in annual appraisals to monitor their performance and career development.

All care staff members have individual training and development portfolios and are required to attend all internal and external training.

All care staff members are required to achieve their QCF level 3, once their core training is completed.



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