



Excellence Care Ltd

Providing Excellence In Care

STATEMENT OF PURPOSE & SERVICE USER GUIDE

**Excellence Care Ltd
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ABOUT EXCELLENCE CARE

Excellence Care (Eastern Lodge) is a Supported Living service, providing care and support for people with enduring mental health problems, complex needs and Learning Disabilities, enabling them to achieve their maximum level of functioning and improving their quality of life in the community. The aim of the service is to provide a safe and homely environment that promotes empowerment, independence and choice, whilst enhancing our service users daily living skills, enabling individuals to move on to a less supported setting.

Eastern Lodge is also the head office for several satellite services operated by Excellence Care Ltd in the North London vicinity where service users share a residential dwelling with their own bedrooms and a share of communal areas of the house. The needs within these services vary and are staffed according to the needs of the service users accommodated with each service user holding a tenancy.

All services provided by Excellence Care work on the principles of recovery, reablement and rehabilitation.

Equality of Opportunity and Service Delivery

Excellence Care aims to provide services to individuals based on their needs and as such there may be occasion where the service supports individuals that transition from one or more categories within a spectrum of individual needs to another. Excellence Care will not discriminate when providing services to an individual based on any criteria other than the legal requirements of our Registration with the Care Quality Commission (CQC) and our ability to provide services.

Currently Excellence Care does not provide services to individuals under 18 years of age or service users with a primary diagnosis of Dementia. Excellence Care Ltd Holds a Registration to provide personal care and support to individuals under 65 years of age, however in association with commissioners and CQC does provide services to individuals that may be approaching or over 65 whose needs are not primarily or predominantly age related, where the service and commissioners have decided that the support provided meets the individuals needs in the best way possible.

AIMS AND OBJECTIVES

Excellence care provides care for adults with severe and enduring mental health problems, learning disabilities and complex needs its main aim and objectives are:

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

- To provide our service users with support of the highest quality within their own home environment.
- Increase vulnerable adults' awareness of their right to direct payments or individualised budget.
- Assist our clients to develop their own individualised support plan in full consultation with family, friends and care professionals.
- Provide services to clients in or outside their own home at a time and in a way that is agreed by them.
- To enable vulnerable adults to develop their confidence and maintain their dignity, by retaining control of the care and support services they receive.
- Involve users of our services in the recruitment and selection of support staff.
- Provide opportunities to choose from the range of recreational, educational, voluntary and employment opportunities that are available in the community.
- To actively provide access to appropriate health and social care services including specialist services for conditions not normally associated with our service users.
- To provide experienced and committed staff that have the appropriate expertise and training to provide a holistic service to adults with a range of complex needs.

HOW DO WE ACHIEVE THESE OBJECTIVES

- By working to an individual plan of support that has been agreed with the service user.
- By working with service users to promote and, where possible, increase their independence.
- By treating all service users with dignity and respect.
- By encouraging service users to be involved in the development of the service.
- By ensuring that support is provided by trained and competent staff.
- By supporting service users to access all community services available to them.
- Governance and Quality Assurance.

GOVERNANCE AND QUALITY ASSURANCE

In order to deliver a high-quality service, monthly audits are carried out by the Registered Manager, Operational Manager, QA Lead and Team Leaders of the service. These audits include:

- Care related documentation.
- Medication Management and administration
- Comments, concerns and complaints. Service user, family, professionals and staff feedback
- Staff supervision, competency assessments and training

- Financial management support and handling.
- All appropriate legislative checks such as Health and safety, Fire and security.

Where possible, we involve service users in decision making processes that affects the service we provide them. Regular Meetings are held where all service users have the opportunity to make staff aware of their feelings, viewpoints and ideas. Service users are supported to use external advocacy services where they may need or wish for additional external support.

Team meetings for the staff team take place on a regular basis to discuss lesson learnt, as do individual supervision sessions for each team member, giving staff the opportunity to voice their opinions and feedback to the Registered Manager about the service being offered. The Company conducts surveys for staff, service users, families and professionals.

All service users 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 family forums.

OUR PRINCIPLES:

- To focus on service users
- We aim to provide personal care and support in ways, which have positive outcomes for service users and promote their active participation.
- To ensure that we are fit for our purpose
- We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes.
- We welcome feedback from our service users, their friends and relatives.
- To work for the comprehensive welfare of our service users upholding their rights and challenging discrimination.
- We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences, we will also seek support and training for any needs that are not within our experience such as age related conditions.
- Maximise each service user's independence and to ensure as fully as possible the services user's maximum participation in the community.
- To meet assessed needs before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed.
- We aim to ensure that the care we provide meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided has the flexibility to respond to changing needs or requirements.

- We are whole-heartedly committed to providing “Excellent” quality services and to endeavour continuous improvement in the level of care we offer.
- To employ an “Excellent” quality workforce that can meet the needs and aspirations of our service users.

OUR VALUES AND BEHAVIOURS:

Our Service will be delivered by staff committed to and demonstrate the following values and behaviours:

Respect and Dignity

- Ensure all the people who use or work in our services are treated with respect and dignity. Given supportive, inclusive choices and are acknowledged as individuals in an equal and fair way.

Integrity and honesty

- Always do the ‘right’ thing even if it’s hard. Do not settle for others any less than you may want for yourself. Be of sound judgement and truthfulness.

Team Work

- Encourage the contribution of everyone. Communicate effectively. Be committed, willing and dependable to each other and the Company.

Empowerment

- Encourage all to have confidence with self-development and training. To achieve aspirations for individuals and the Company through having clear goals and objectives.

Continuous Improvement

- Continually look at ways to improve the way we do things. Create a quality, safe environment for all our service users and staff. Abide by the codes of practice and agencies that govern us.

And for Managers/Team Leaders/Seniors:

Provide Leadership and Manage Transparently

- Excellence Care believes leadership is the ability of a company’s management to make sound decisions and inspire others to perform well. The company upholds the principle of Managing transparently as an essential condition for a free and open exchange whereby the rules and reasons of our operations can be explained, justified and embedded into the organisation.

Details of Registered Provider, Responsible Individual and Registered Manager

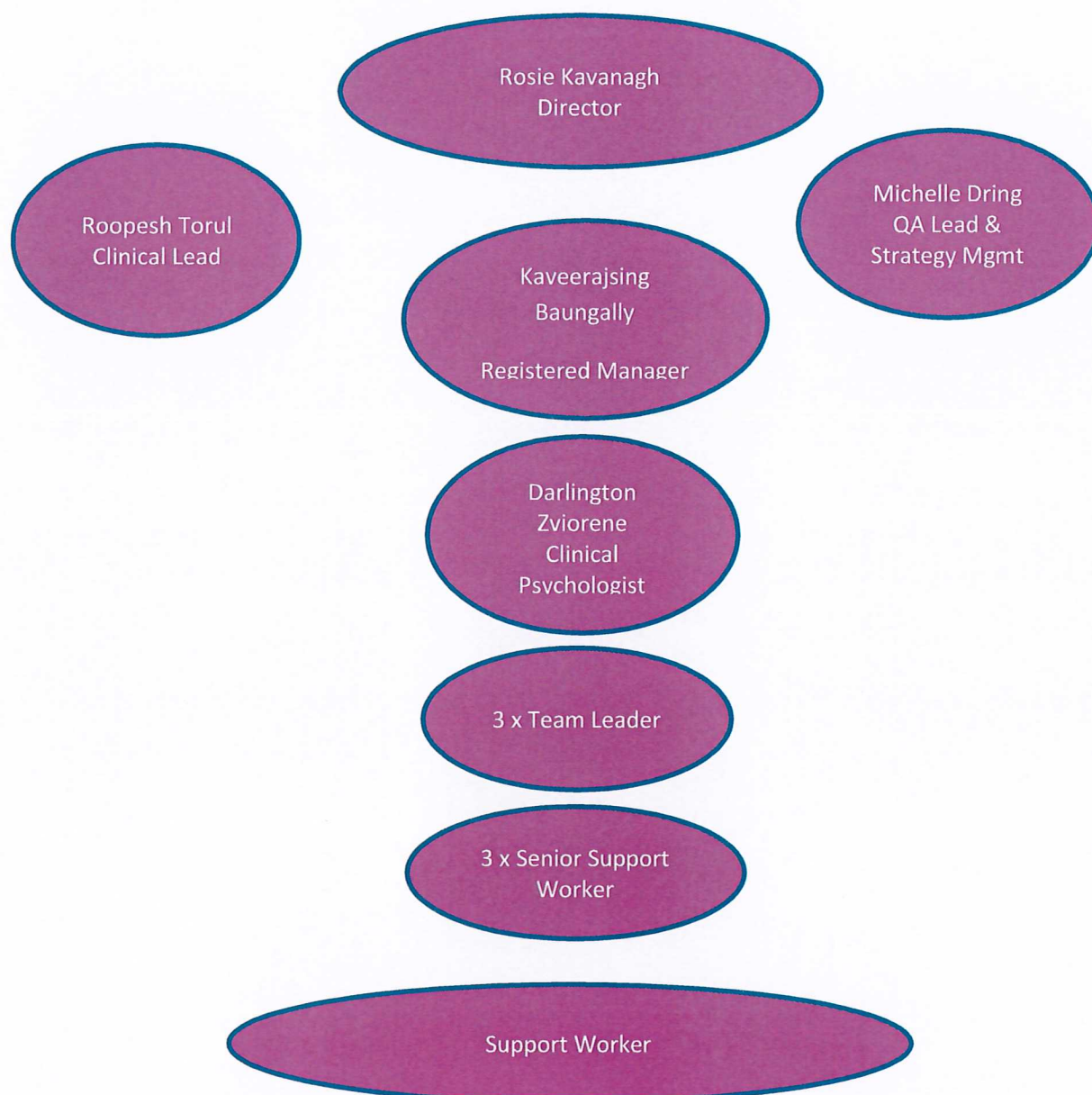
As identified within our attached organisation structure Registration as Responsible Individual and Manager is held by Company Director Rosie Kavanagh (RGN-Critical Care Specialist).

Rosie Kavanagh has over 20 year's relevant experience in the health and social care industry and has a Registered Managers Award/NVQ 5 qualification.

Rosie is support by appropriately qualified and skilled senior management team encompassing:

- *Rick Chumroo RGN/RMN/ BschHons - **Management**, has additional 2 years experience within Forensic LD services*
- *Roopesh Torul RGN - **Clinical Lead***
- *Michelle Dring - **Quality Assurance and Strategic Management***
- *Darlington Zviorene – **Wellbeing and Service Delivery Lead***

Organisation of the Service



The above named people have extensive experience in caring for people with mental health, Learning Disability and complex care needs. Excellence Care is aware that it's support staff plays a vital role in the welfare of the service user and will ensure that:

- We will employ staff in sufficient numbers and with relevant skill mix to meet the needs of the service users.
- Observe recruitment policies and practices, which both respect equal opportunities and protect service user's safety and welfare.
- Offer staff support, supervision and a range of training, which is relevant to their induction, foundation experience and further development.

The responsible individual will work alongside staff to ensure a high standard of quality care is being provided. Staffing levels may be increased at the discretion of the Manager if there is a particular need.

All care staff will undertake individual induction training programmes; in addition, we provide a programme of on-going training which is refreshed on a regular basis.

The Organisation's Support Workers (see also Values and Behaviours)

We recognise that for most service users the most important people in our organisation are the support workers with whom service users will have regular contact. We take great care in recruiting, training, and supervising our staff.

A culture of professionalism is fostered in the organisation; hence all staff work towards personal and career development. We therefore assist staff to identify their training needs and provide the resources to enable them to meet these. Hence, staff are supported to undertake higher education studies. Our staff have a wide range of qualifications and have undergone extensive training.

Our Training Includes:

Confidentiality, Health and Safety, Fire Safety, Food Hygiene Safety, First Aid, Moving and Handling, Mental health issues, Learning Disability, Protection of Vulnerable Adults, Infection Control, Equality and Diversity, Mental capacity training, Conflict Management, Challenging behaviour, Positive Behavioural Support, Caldicott principals/Data protection, person centred planning and Star Recovery Training or any other needs identified for our service users such as age-related conditions.

Service User Rights

Excellence Care recognises and respects each service user's rights. We place the rights of service users at the fore front of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our service users to exercise their rights to the full.

We ensure that the service users have the opportunity to vote in the election and brief themselves fully on democratic options.

We assist service users to claim all appropriate welfare benefits and social security.

We will assist service users to access public services such as library's, further education and life-long learning.

We will facilitate service users to contribute to society through volunteering and taking on roles involving responsibility.

We aim to work in an open and co-operative manner with service users and their families and respecting their right to be involved in their planning and delivery of their care, enabling each service user to make their own choices.

Making sure that service users have full and equal access to all parts of the NHS or access to specialist services.

Ensuring the service complies with The Human Rights Act 1998.

Privacy and Dignity

We will respect each service user's privacy and dignity at all times. We support and encourage them to speak out, or speak to the Team Leader, Manager or the Director if their privacy or dignity is not being respected.

We preserve respect for our service users' dignity in the following ways:

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

Service Users' Privacy

All Service Users have the right to be alone or undisturbed and be free from public attention or intrusion into their private lives.

Any building or equipment fault which reduces the privacy of any Service User must be reported to the Registered Manager.

Excellence care recognises that life in a communal setting and the need to accept assistance with personal tasks are inherently invasive of an individual's privacy. We therefore aim to retain as much of individual's privacy as possible in the following ways:

- Supporting service users to personalise their private living space.
- Ensuring that all staff adhere to the service's policy on entering service user's private space.
- Staff will not discuss service users or their affairs within earshot of anyone not directly concerned with their care. Discussion of Service Users and their affairs will be for the purposes of managing and improving their care, and not as entertainment, e.g. gossip
- Service Users will always be offered privacy for personal discussions.
- Records will be designed, used, and stored so as to ensure privacy. Legislative controls over records, such as the Data Protection Act 2018, will be adhered to, and the service users permission in writing will be sought before information is passed to any person other than those directly concerned with their care.

Service User's Dignity

Your dignity is a matter of prime importance to us.

You will be asked by what name you wish to be addressed, and these names will be recorded on your support plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.

Staff are trained to be sensitive to your feelings when in company. For instance, should you need help with any daily activity; you will be offered privacy and sensitivity in order that you are not embarrassed.

Choice

Excellence care supports service users in having the opportunity to select from a range of options in all aspects of their living in the following ways:

- Enabling service users to manage their own time and not be dictated to by set timetables and routines.
- Respecting and treating all service users as individuals.
- Retaining maximum flexibility in the routines of daily life at the properties.
- Service users are encouraged to personalise their accommodation.

Independence

Excellence Care understands that service users come into our service from a variety of settings and believes that it is important to encourage our service users to take advantage of the opportunities on offer to them in the community. This is done by:

- Encouraging, enabling, and empowering our service users to lead as much of an independent lifestyle as possible.
- Supporting our service users in making decisions, choices and taking informed risks.
- Encouraging and supporting our service users to maintain contact with their friends and family.
- Encouraging service users 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 service users.
- Providing as tactfully as possible human or technical assistance where it is needed.
- Encouraging service users to have access to and to contribute to their own care.
- Assisting service users to take reasonable and fully thought-out risks.
- Promoting possibilities for service users to establish and retain contacts beyond the service.

Religious and Cultural Needs

We welcome service users from all cultures and ethnic minorities and Excellence Care will make every effort to meet any spiritual needs as required.

We will support service users to make contact and engage with local places of worship where this is an expressed choice.

In the communal areas of the properties, the Services celebrate all of the Christian festivals and other festivals as suggested by our service users and staff. However, if a service user wishes, they can choose not to participate.

We will strive to meet the needs of a particular service user/s of a different faith/religion. These will be discussed with the senior staff at the assessment stage before support starts.

Keeping in Touch

Visitors are very welcome at Excellence care at any time that is convenient for the service user and in line with the visitor's policy and pandemic guidance. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about their loved one's well-being. We will always try to enable you to speak directly to the person telephoning, and if that is not possible, we will pass on messages for you.

Visitors are asked to sign in and out in the visitor's book to comply with health and safety requirements. We also request that all visitors comply with health and safety notices, and do not introduce hazardous substances or materials into the establishment.

All service users are encouraged and supported, if they wish, to maintain contact with their families and friends, but can choose whom to see, when and where.

The only exception to this is where there are specific wellbeing or safety concerns related to a service user or where a visitor has a negative impact on fellow service users.

If a service user wishes to be represented in any dealing with the service by a nominated friend, relative, professional person or advocate, the Service will respect their wishes and facilitate this. Mail is delivered directly to the service user's accommodation, where needed service users will be supported with managing and responding to mail.

Links with the community are encouraged, Key Worker's will support each service user to maintain their network of friends and family.

Public transport is available and very accessible; there are regular bus services available and service users will be assisted to call a Taxi where appropriate.

Our services are usually close to local amenities and shops, as above staff will assist/support our service users to access the resources they need/want.

Therapeutic Activities

Excellence Care has a policy of actively promoting the maintenance of service user's normal social networks and social activities. The support plan includes a facility for recording the life history, social networks and contacts, and preferences for activities and hobbies in order that staff are aware of these and the service user is offered access to those networks and activities which are appropriate and desired. Excellence care believes that activities and networking support are a part of normal daily living and support for access will be available if required.

Excellence care ensures that all service users live their lives as fully as possible by doing the following:

- Encouraging service users 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 service users the opportunity, if they wish, to participate in group trips and activities organised by the service. (On such occasions there may be a contributory charge for trips and activities. Where this applies, details will be made clear to service users.)

Risk Assessment

Excellence care will fully implement Regulation 3 of the Management of Health and Safety at Work Regulations (MHSWR) 1999 which require employers to:

- Make an assessment of risks to employees.
- Make an assessment of risks to others who might be affected by work activities such as service users, contractors, visitors and the public.
- Clearly identify the measures needed to protect employees, service users, contractors, visitors and the public.
- Make clear records when review and revision of risk assessment will be required and will include arrangements for monitoring the validity of assessments.
- Provide training to all staff and ensure staff read the policy on health and safety as part of their induction and ongoing developmental process.

Excellence care will include the following as areas of potential hazard or risk:

Hazardous substances within the scope of the Control of Substances Hazardous to Health Regulations, 1999 (chemical hazards, drugs, sharps, body fluids, hazardous wastes) and others not

currently covered by COSHH (lead, asbestos and substances which are hazardous for reasons other than toxicity, i.e. those which are flammable or which enhance combustion, react violently, etc.)

- Manual Handling
- Use of display screen equipment (e.g. computers)
- Electrical hazards
- Work equipment and machinery
- Violence or threat and abuse
- Workplace hazards (e.g. space, clutter, heating, ventilation, tripping hazards, safe access and inadequate sanitary facilities).
- Emergencies (e.g. fire, injuries requiring first aid, dangerous spillages, etc.)

Management and Administration

We are fully aware that the leadership at Excellence Care is critical to all its aspirations. To provide leadership of the quality required, we will:

- Aim for a management approach which creates an open, positive, and inclusive atmosphere.
- Implement and operate an effective quality assurance and quality monitoring system which encompasses learning from events to prevent or minimise recurrence.
- Work to accounting and financial procedures which safeguard the interests of service users.
- Offer service users appropriate assistance in the management of their personal finances.
- Supervise and appraise all staff regularly and provide regular meetings and support.
- Keep up to date, and accurate reports of all aspects of the service and its service users.
- Ensure that the health, safety and welfare of service users and staff are promoted and protected.

Protection of Service Users

Excellence Care believes that every service user has the right to live their life with privacy, dignity independence and choice, and be free from abuse of fear of aggression and violence. We will work with legal collaboration of caring agencies to uphold this right and to ensure that our service users are protected from harm, through abuse or exploitation at all times.

Staff will ensure that service users are protected and safe guarded form the following:

- Physical abuse
- Financial or material abuse
- Psychological or emotional abuse
- Sexual abuse
- Abuse through neglect
- Discriminatory abuse
- Inhuman or degrading treatment

Staff will furthermore ensure that service users are protected and safeguarded form harm, physical violence, or self-harm.

All allegations and incidence of abuse along with the action taken will be clearly recorded and investigated.

Responsibilities of Management and Staff

Excellence Care will ensure that staff have detailed knowledge of and are familiar with the service users, so that any situation is correctly interpreted.

Care staff have a duty to report any concerns about abuse in the interest of protecting people. Where allegations are made against a member of staff, Excellence care will ensure that it is always investigated.

Fire Emergency Procedures

All service users will be made aware of the action to be taken in the event of a fire or other emergency and copies of the fire safety policy and procedures are available on request.

Excellence care conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff. Regular fire drills are held, and all service users and staff must take part. All furniture brought into the home will comply with fire retarded regulation.

A fire notice is displayed in all services to alert everyone of what to do in an emergency. As soon as the fire alarm sounds the evacuation procedure must commence and occupants must leave the building via the nearest exit. Staff will be available to guide and support service users.

At no time should anyone stop to collect belongings and they must not re-enter the building, until they are told it is safe to do so.

Environment

The physical environment of each property is designed for the service users' convenience and comfort:

- The buildings and grounds are maintained in a safe condition.
- Toilet, washing and bathing facilities are suitable for all service users.
- Any specialist equipment for individuals is identified and actioned.
- Service users have safe, comfortable bedrooms with their own possessions around them.
- The premises are kept clean, hygienic, and free from unpleasant odours, with systems in place to control the spread of infection.
- Individual service users take responsibility for their own accommodation with the appropriate support.

Fulfilment

Excellence Care supports service users to realise personal aspirations and abilities in all aspects of their lives by:

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

Contractual & Personal Issues

Confidentiality

Excellence Care ensures that information held about service users is kept confidential at all times in accordance with the Data Protection Act 2018.

There are exceptions to this rule in extreme cases where personal data relating to a service user'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 service user 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.

Policies and Procedures

All aspects of running and managing our service is recorded in a comprehensive set of policy documents. These policies ensure we meet the statutory requirements for running a Supported Living Service/Floating support and are reviewed regularly to ensure they are kept up to date.

Comments/Concerns/Compliments

We believe that comments/concerns and compliments are a valuable indicator of quality of Service, and an opportunity to improve that quality. We assure all service users that no-one will be victimised for making a complaint, and we encourage service users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage service users to comment when quite minor matters are a problem to them, such as being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a service user should be reported, recorded, and corrective action taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints will be taken seriously.
- All complaints will be acted upon with fairness and impartiality.
- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days.
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed what that action is.
- Service users are entitled to involve an impartial third party in the complaint procedure if they so wish.

Service users and their representatives may take their complaints to persons in authority outside the service. For Service users funded all or in part by Social Services or the Primary Care Trust, complaints may in the first instance, be directed to them. For privately funded clients, a range of advocacy services are available locally and they will be pleased to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

For more details please ask to see a copy of our Complaints Policy

Other documents:

Service users are invited to review the latest CQC inspection reports related to our services, and the latest summary of Service Users' and Service Users families' views on the services offered.

REVIEW OF THIS DOCUMENT

We keep this document under regular review and would welcome comments from service users and others.

Signed: 

Date: 10th JANUARY 2024

Review Date:

10th JANUARY 2025