ELITE SUPPORTED LIVING

**STATEMENT OF PURPOSE**

September 2022

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**Purpose of this Document**

In this document you will find information about Elite Supported Living services. Our company structure and operations are outlined in this document. We provide a range of services, and we adhere to policies and procedures that make those services possible. Our website includes information that is a requirement of the Health and Social Care Act 2008. It should be read in conjunction with our Service description.

**Our Mission**

We provide care and support to individuals with autism, mental health needs, learning disabilities, eating disorders, care leavers, young offenders, DOL’s and acquired brain injuries, to live in the community and gain independence. We have sound principles for the way we run our service. Effective management of our organisation requires balancing earning adequate income with responsible conduct in delivering benefits to those who depend on a placement service. It is a priority that the service user’s expectations and aspirations should inform and shape the service delivery so we deliver the right services for you and you get the prompt, dependable service we all value. Service users have the potential to control the services they receive. This involves monitoring the service users experience of care, which will include the underlying principles of service delivery including knowledgeable, skilled and dedicated staff, and service quality.

**Aim**

We aim to equip our clients with the knowledge, skills and ability, to be as autonomous in their own lives as possible; so that they can experience a sense of fulfilment through the range of opportunities offered to them. We aim to provide care and support in ways which have positive outcomes for service users, encouraging them to participate every step of the way. We aim to empower service user's so that they can live independently. All therapeutic input is incorporated into daily life in line with the individual's goals and objectives from the care plan. Each service user’s progress is monitored through a outcome measurement tool, this is regularly reviewed via a multidisciplinary team. A dedicated team of staff will offer 24-hour support, 7 days a week.

**Our Objective’s**

* Offer individual centered approach incorporating the views of our clients and how they want to live now and in the future after leaving supported living services.
* Working towards independence with personal care plans in consultation with family, friends and care professionals.
* Encouraging service users to be involved in the development of the service.
* To operate in line with legislative framework and policy guidance.
* To promote a culture of continual learning for all staff.
* To establish and maintain effective lines of communication and joint working relationships with outside agencies and relevant teams.
* Community and social inclusion, which is important for a service users' dignity, security and opportunity to lead a better life.
* Good quality care and support to promote individuality and contentment for our service users ensuring that they benefit from a range of community services.

**Nature Of Service**

Elite Supported Living is committed to providing top quality services by endeavouring to continuously improve in the level of the care and support we provide. We have a team of staff, which includes key workers, specialists and partnership agencies to refer our service users to. Also, ongoing training and development is provided for the staff. The work of the staff is monitored, observations are carried out, and regular supervision is given to all members of our team. All our services are tailored specifically to meet needs of each person. Person centered, positive and encouraging approached means that each person is treated with respect and supported to reach their full potential.

**Needs and Risk Assessments**

When a referral is received, we at Elite Supported Living ensure that each service user's needs, preferences, and social and cultural context are taken into consideration. The care and support we offer, meets the needs of each service user whilst keeping any risk of harm our primary concern, to maintain the mental wellbeing, social competence, as well as meeting the assessed needs of the individual. We aim to ensure that the care and support offered stays current, dynamic ensuring that their safety is maintained. The care plan needs and risk of a service user is always discussed at the referral stage with the relevant partnership agencies and specialized staff.

**Charter of Rights**

All Service users who are accepted at Elite Supported Living have a right to feel safe and protected. A right to decent living conditions, A right to clear information on their support entitlement. A right to security of property. A right to seek independence, advice and assistance. All staff are aware of the charter of rights, standards and expectations which are implemented into our practices. The following values underpin our work with clients.

* Privacy – An individual's right to privacy involves being free from intrusion. They have a right to request locks on cupboards where their food is stored. Locks on bedroom doors. A right to their mail which should be opened by the recipient. A right to having personalized private living space.
* Independence – Opportunities to enjoy greater independence. We will encourage, enable and empower our service users to lead an independent lifestyle.
* Choice – To be given the opportunity to make decisions from a range of options.
* Dignity and Respect – The right to dignity by recognizing the intrinsic value of people as individuals and the specific nature of each person's particular needs.
* Equal Opportunities – Elite Supported Living follows the equal opportunities legislation and company policy and does not discriminate in any way on the basis of race, religion, disability, sexual orientation, gender, marital status, or age in relation to staff/service users.
* Security and Safety - In providing services to vulnerable adults and people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care of the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary.
* Diversity – Elite Supported Living are used by people from a wide diversity of ethnic and cultural backgrounds. Our services are directed at vulnerable people who might have been deterred from approaching organisation's which appear not to relate to their special needs and aspirations.
* DOL's - Individual's may be subject to a Deprivation of Order which will have some impact and override the Charter of Rights as specified in this document.

**Principles of Service Delivery**

Elite Supported Living values each service user as an individual and recognises their potential and human rights in the way our services are provided to them. The following principles are fundamental to our organisation's work with our clients.

**Relationships with Staff**

Service users will receive full commitment from staff, who will help, advice, signpost, make appropriate referrals, care and support them. Staff will respect service users wishes, engage in formal meetings with clients if requested, and design flexible services that consider future aspirations and unmet needs. Service users will undergo regular reviews and assessment to ensure their well-being and any unmet needs are catered for.

**Possessions and Privacy**

The right to personal privacy and autonomy in relation to their home. Service users should feel able to entertain personal visitors, families, and friends, without the interference or intrusion of staff. Personal possessions must be respected and not used by others without permission.

**Meals**

Service users are given opportunities and advice to have meals that reflect their choice, they are involved in all aspects of the planning and preparation of meals. They will have the freedom of choice of the timing of their meals although staff can advise them.

**Partnership Services**

Elite Supported Living help people find a valuable role in life through a variety of resources. Service users are encouraged and supported to participate in community services, leisure interests and hobbies which are available. Service users will also be supported in using partnership services. They have the right to opt-out of any activity. All staff must respect such a right. Partnership services will include:

* Counselling
* Advocacy
* Education
* Drug and alcohol services
* CAMHS
* Youth workers
* Vocational training opportunities
* Work experience
* In house tutors
* In house Psychologist
* Those under DOL's Order may be subject to any Orders of the Court.
* Those with brain injury and eating disorders will have additional partnership agencies made available if necessary.

**Key Worker Responsibility**

Keyworkers will carry out one to one work to complete objectives within the care plan for each individual. One to one work which promotes positive communication and enhance interactive skills within the community and personal relationship are listed below:

* Thinking skills
* Consequential thinking
* Perspective taking
* Understanding the perspective of others
* Understanding the rights of others
* Generating positive outcomes
* Goal setting
* Identifying negative thinking/ influences
* Positive Self talk
* Focus on the strengths interest of the individuals that we support
* Behavioral psychology emotional and forensic needs
* Substance misuse
* Sexual exploitation
* Child sexual exploitation
* Physical well-being and physical exercise
* Internet Safety
* Sexual Exploitation

**Health Care**

Clients will be registered with health care practitioners. They will be encouraged to monitor their own medical needs. However, medication will be administered according to individual need and risk.

**Service User Consultation**

Elite Supported Living considers ‘participation’ to be a vital part of a service user’s inclusion in decision making. Service users are encouraged to become empowered by taking advantage of consultation and the support mechanisms in place. For instance, meetings with managers or supervisors, advocacy support and/or assistance from external agencies. All staff members know where the Policies and Procedures are kept within the office for reference. Elite Supported Living managers, staff and service users are actively encouraged to effect changes in policies and procedures for the improvement of service delivery.

Elite Supported Living provides focus on helping service users to develop and maintain as much independence and control as possible, whilst experiencing an improvement in their quality of life. The services are delivered by trained and experienced support workers. Services can be provided 24hr a day 365 days a year. The tasks undertaken and services provided include;

* Building skills to manage money and budget appropriately
* To enable clients to build confidence in travelling and accessing services
* Teaching healthy lifestyle skills, exercising and positive body image promotion.
* To provide access to appropriate health and social care services.
* Support with medication and health appointments.
* Discovering new hobbies and getting out into the community
* Offering support with managing correspondence and bills
* Building social skills and expanding social circles.
* Offering opportunities to choose from the range of recreational, educational and employment opportunities that are available in the community
* Encouraging relationship building within the family and maintaining family ties
* Providing services to clients at a time agreed by them
* Support will be offered with domestic tasks such as cooking, cleaning and shopping.
* 24-hour on-call support service for the support team
* Helping with claiming and managing benefits
* In placement education
* Sensory room/equipment
* Music lessons
* Mindfulness
* Reiki
* Thinking skills
* Coping skills
* Mental health interventions
* Rehabilitation
* Enhancing living skills
* Independent living
* Quality COVID management
* Help with Understanding nutrition
* Understanding food hygiene.
* Laundering & clothing and bedding etc
* Mending, sewing and ironing clothing
* Prompting and supervision with personal hygiene
* Monitoring and supervising the use of medication.
* Dealing with emotional difficulties (informal counselling).
* Building a positive relationship with service users and guests.
* Assisting with organizing social events.
* Assisting with religious and cultural observances.
* Adherence to court orders, e.g. DOLS
* Positive behavioral management

**Health & Safety Advice includes the following:**

* Health & safety in the kitchen and home
* Operating & maintaining kitchen equipment safely
* Advice on fire safety
* Instruction and practice fire safety procedure
* Instruction and practice fire safety evacuation
* Arranging for repairs & servicing of personal equipment etc
* Reporting repairs and maintenance issues to management

The above list is not exhaustive. Other areas may be introduced and/or the existing tasks itemized may be revised or withdrawn in accordance with future developments. A contract for our services can include any combination of the above tasks as identified in an individual’s needs assessment and care plan.

**Quality Assurance**

In order to deliver a high level of service, monthly audits will be carried out, which include:

* Ensuring Elite Supported Living demonstrates personalized approach to delivering care and support.
* Complaints
* Medication
* Staff Supervision
* Finance
* Service user meetings discussing whether they feel supported to be independent, make choices and be in control.
* Team meetings
* Health and Safety
* Fire Safety
* Records, processes, procedures are of a high standard.
* Service user meetings

**Staff Training**

All staff undertake regular training which includes:

* Health and safety
* Fire awareness
* Safeguarding
* Food hygiene
* First aid
* Ethnicity and diversity
* Mental Health Act
* Medication awareness
* Moving and handling
* COSHH
* Infection control

**Geographical area covered.**

We currently have supported living accommodation within the London borough of Kettering. We accept referrals from all local authorities, nationwide.

**Client Group**

On the initial referral services users must be 15 to 18 years. They may have one or more of the following disabilities:

* Mental health problems
* Physical disabilities
* Sensory impairment
* Brain injury
* Learning disabilities
* Asperger's syndrome Condition
* Autism
* Eating disorders

**How to make a referral**

Enquiries should be made to Elite Supported Living by email. This should include the reason for referral, their support needs, risks to themself, staff or others. If Elite Supported Living can meet the service users' needs contact will be made with the referrer, the service user and the care team to arrange a meeting to complete a full assessment. The meeting’s agenda would include:

* Current support needs
* Identified areas of risk
* What is important to the service users, other professionals who are involved in the care plan.
* What they are seeking from the service
* Proposed plan of care to be offered by the service.
* Next of kin details
* Medical background

**Complaints and compliments**

Elite Supported Living welcomes feedback on its services, especially from Service user's, their carers and health or social care professionals. Whether these are compliments, complaints, or suggestions, we view these as useful indicators to assist in improving our services or working relationships. Service user’s or their representative, should feel free to let the Support Workers working with them know any comments they wish to make. If they prefer to take up the matter with someone else in the organisation or if they feel their complaint is not being taken seriously or acted on, they can ask to be put in touch with a manager.

If a client wishes their dissatisfaction to be dealt with more formally, they should take the steps outlined in the attached complaints procedure. For your convenience, there are the compliments and complaints forms at the back of the ‘Service User Guide’. This can be completed and handed in an envelope to the keyworker, or you can post it direct to our offices.

**Managers for Elite Supported Living**

The managers for Elite Supported Living Ltd are:

Andrea Jervis

Email: Andrea@elitesupportedliving.co.uk

Contact telephone number: 07718-644773

Clevette Coleman

Email: Clevette@elitesupportedliving.co.uk

Contact telephone number: 07830-211884

**Management Qualifications and Training**

The Directors, Managerial and Administrative staff have all undergone extensive training for their respective roles. They continue to build on their knowledge and experience by keeping up to date through ongoing training. Below is a sample of the range of training undertaken:

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. Below is a sample of the range of studies and training that staff has undertaken or are currently taking.

* Care skills
* NVQ's
* Diploma
* Degree

**Revisions of this Document**

Elite Supported Living reviews all of its policy documents from time to time and is always seeking improvements. We therefore welcome any comments on the contents of this Statement of Purpose. (September 2022)

**ELITE SUPPORTED LIVING Correspondence address only**

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