



# Service User Guide



## The Outlook Project

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# David & Kirsty Broadbent

## The Directors

David came from a family whose work and home life were intertwined with caring and teaching Deaf people. Both of his parents worked as teachers for the Deaf. David had a

foster brother and foster sister who were both Profoundly Deaf: these were the experiences that provided him with an intimate insight into the needs of people with the disability of deafness. David trained as both a residential social worker and a sign language interpreter.

He was instrumental in the establishment of the Worcestershire & Herefordshire Interpreting service, which he left in 1996 to concentrate on further developing the range of facilities within the Broad Group.



David worked as a residential social worker from 1989 to 1991. In 1991 he established the Outlook Project along with his wife Kirsty: this unit operates as a very sheltered accommodation unit for profoundly Deaf young adults with learning disabilities and is an integral part of the Broad Group. David and Kirsty jointly managed the Outlook Project until 1996 when David became the Registered Manager of 85 Bath Road.

Prior to Kirsty embarking on her career in Care, she was very heavily involved in the establishment and registration of 85 Bath Road; the residential Care home that was established in 1989 representing the start of the Broad Group's commitment to providing a high quality specialised service for Profoundly Deaf young adults with a learning disability. After qualifying as a Registered General Nurse, Kirsty helped to establish the Outlook Project in Redditch where she jointly managed this very sheltered accommodation unit for profoundly Deaf young adults with husband David.

It was at this point that Kirsty embarked on gaining further qualifications and experience in sign language. Kirsty joined the established staff team at 85 Bath Road in 1993 where she was employed as the Deputy Manager. Here Kirsty set in place specific care programs, thus ensuring a solid base for social and educational development. Kirsty has furthered her knowledge by acquiring specialist skills in sign language, managing challenging behaviours, multi-sensory therapies and residential care management.

David and Kirsty have four children; Noah is the Operations Director within the company, Jonah helps out where needed and Elijah & Micah who are both at school.

# The purpose of the Outlook Project



## Welcome



The Outlook Project is part of the Broad Group a small family run organisation which offers specialist support for profoundly deaf young adults with learning disabilities and other needs.

Established, in 1991, the Outlook Project provides tailored support in a lovely supported living setting to six profoundly deaf young adults with learning difficulties. Most of our current service users also have an Autistic Spectrum Disorder and additional needs.

Service users at the Outlook Project are supported by a small specially trained staff team who has skills and training in the areas of support, communication, working with clients who have an Autistic Spectrum disorder and who may present challenging behaviours. Our aim is to enable every service user to lead an ordinary life by offering a wide and varied spectrum of services and activities that are tailored to individual needs. By promoting independence, autonomy and integration into the community, each individual can develop the skills necessary to lead a fulfilling, independent and happy, empowered life.

The Outlook Project offers a unique opportunity to the young people it seeks to serve; a community based, continuing education unit, with highly skilled, specialist staff with the necessary expertise to construct a natural learning environment in an ordinary house. The project is based within a lovely community setting, using in-house facilities and ordinary local amenities to prepare our tenants with the skills required to live an independent normal life. Each education programme is tailored to service user's particular needs, and offers them '**something rather special**'. The Outlook Project believes that these core values underpin the whole philosophy of the support that is provided.

We further aim to respect the fundamental rights of each individual service user and the house has some adaptations to aid those living at the project to enjoy privacy and enabling dignity through flashing door entry systems, safety through the strobe and siren fire alarm system, and our open arms approach to families to enable a holistic, transparent relationship for the tenant to enjoy and feel loved and supported.

The Outlook Project is located central to good bus links and shops that are in easy walking distance. A ten minute bus journey will take you into Redditch town centre for all the amenities available there and there is a coach that takes you directly into Worcester just located across the road from the Project.

# Support and Facilities

## Prior to Admission

Potential service users have their needs thoroughly assessed before entering our service in order that they are able to make an informed choice about their future. For potential service users who are already in touch with a social service department, the initial assessment is undertaken as part of the Care Management process, but we also need to assure ourselves and the service user, that this particular home is suitable for them. For potential service users who approach the project direct, appropriately trained staff will make a full assessment of need. This process enables us, to make sure that we can meet the needs of the individual and to make a plan of support. We will provide prospective service users with as much information as possible about the project to assist in their decision. We offer the opportunity for a prospective service user to visit the project, join in with cooking a meal or taking part in an activity and to have a short stay on a trial basis. The first visit to the project will have no funding implications; however any subsequent trial visits will incur costs, usually at a rate pro rata to the basic weekly fee, dependent on the length of stay. We would actively encourage the involvement of family and friends in the decision process.

## Following Admission



Soon after admission to the project each service user is allocated a key-worker and a three month trial period is set. It is during this time that the service user will receive an ongoing assessment, be monitored and reviewed against their 'service user support plan'. Subsequent reviews take place at quarterly intervals, reducing to annually with professional agency input.



The 'service user support plan' sets out the objectives of support, how they will be met and is an ever evolving document, reviewed on a regular basis to ensure the needs of an individual are continually met allowing for change and development. As far as possible all service users are encouraged to participate in the support planning process.



Reviewed By: Brett Lee



Reviewed 15.06.2018



Reviewed Annually

# Planning for a positive outcome



Each education programme is tailored to the individual's particular needs, and offers the service user something very special - the opportunity to lead an ordinary life. Families are encouraged to be part of the learning programme and are made welcome at the project. We are able to offer a

wide range of activities to suit each individual both in house, at our day opportunities and out in the community. All service users are involved in the development of their daily plans, choosing from a range of options tailored to their individual likes and needs and we would aim to continue any existing activities and interests they may already be involved in.

Typical activities may include:

- Life skills training at college (including cookery, numeracy, crafts, computers, performing arts etc).

- Swimming and sports groups



- Shopping – for personal items or household food

- Visits to restaurants and pubs

- Walking in the countryside



- Use of community facilities, i.e. post office, bank, hairdresser, reflexology

- Ten pin bowling

- Yoga

- Domestic chores – own washing, cleaning, meals

- Watching television



- Puzzles and games

- Aromatherapy / massage

- Day trips, weekend excursions, longer holidays

- Work experience activities



- Use of public transport



This is not an exhaustive list

## Individual Accommodation and Communal Space

The Physical space within and around the project has been designed for service user's convenience and comfort as well as practical use. The communal spaces within the Outlook Project boast a large multifunctional kitchen, a generous TV lounge/ sitting room and a Conservatory / Dining room/ craft room/ gym. There is also a Porch area, Laundry area, large landscaped garden and a four car driveway, with additional parking to the side of the project and on the road.



Each service user has exclusive use of one of six bedrooms within the project. Each bedroom is decorated to the individuals taste and choice and each have a flashing room light to alert the tenant of a visitor to their room. Each bedroom can be furnished by either the occupier or the project, depending on need or choice and has at least 10sqm in usable floor space. There are two service user bedrooms on the ground floor which share one

bathroom and the remaining four are on the first floor, two of which share a bathroom, whilst the other two have en-suites.

The Outlook Projects rear gardens have been used for many a garden party, barbecue or general activity. It is an ideal area to encourage keen gardeners to grow flowers or vegetables as well as get fresh air and enjoy the weather, be it sunshine or snowing. The Outlook Project also accommodates the support staff with a staff overnight room with en-suite, an office and a separate toilet that is shared with visitors to the home (located on the ground floor).



## Number of places & for whom?



The Outlook Project is a six bedroomed supported living service that caters for young adults. It is located a short ten minute bus journey into Redditch town centre, but has local shops and amenities, a short five minute walk away. The project provides support and accommodation for adults, all whom are profoundly Deaf with additional learning disability or Autistic Spectrum Disorder.

We cater for both sexes taking young people from ages 18 - 65+, when the Outlook Project becomes their home for life, unless personal needs and circumstance dictate otherwise. The project can also be an educational stepping stone to an independent life in the community, should the service user desire.



We are able to meet a wide range of individual needs, which would be determined through initial assessment, but we are unable to provide nursing care on a long- term basis and regrettably due to the nature of the house, we are currently unable to accommodate any wheelchair users.

However we are a support service and not a nursing care service so cannot provide nursing care out in the community.



## Staff, Experience & Qualifications

The Outlook Project is one of a group of units owned by The Broad Group Ltd. The Registered providers are Mr David & Mrs Kirsty Broadbent. Both David & Kirsty hold qualifications in both care home management and British Sign Language and Kirsty qualified as a Registered General Nurse.



The Outlook Project manager is Mr. Brett Lee. Brett has worked for the Broad Group in a management capacity since 2002. He has a Level 5 Diploma in Leadership and Management in Health and Social Care, as well as a Diploma in Welfare Studies. Brett also has CIEH Supervising Health and Safety level 3 merit and has completed his BSL stage One.



Caroline Crumpton is the Registered Domiciliary Care Service Manager and is based at Head office, and helps manage the Outlook Project when Brett is away. She has a Level 5 Diploma in Leadership and management in health and social care, and holds lots of qualifications in her field. Including QCF Assessor and BSL One.



The current staff team, whilst small, comprises of enthusiastic, friendly individuals with a wide range of skills, experience and qualifications between them. The details of the current staff team can be found on the website, or in the Outlook Project office.



All new staff undertake the 'Common Induction Standards in Adult Social Care'. On completion of this staff will commence their Qualification Credit Framework (Q.C.F.) Diploma in Health & Social Care, following the learning Disability Pathway. The current staff team possess their B.S.L. Stage 1 or above as well as their CQF Level 2 or above in Social care.

Training is very important to us at the Broad Group and all staff regularly attend training courses to ensure that they are up to date on mandatory courses and understand the latest legislation and techniques required to be a quality member within our team. There is also in house training that staff complete through the Red Crier system.

## Contract terms

### Admission

Prior to admission, prospective service users are offered visits to the project (there will be no charge for the first visit but subsequent visits will be charged at our normal rates) over a period of up to six weeks before they are offered a place. After admission, the first twelve weeks are regarded as a trial period for both the Service User and the Service Provider.

### Emergency Admissions

If an emergency admission is requested, we will inform the new tenant within 48 hours about key aspects, rules and routines of the project and carry out the full assessment process within five days.



### Occupancy

Service users will be given exclusive use of a single bedroom. Details of the service user's room will be made clear in their individual "Tenancy Agreement" contract. This will remain as their room for the duration of their tenancy unless it is mutually agreed that they move to occupy another bedroom. Any such decision will be made after proper process following a review of support provision.

### Termination of contract

The "Tenancy Agreement" contract shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the service user leave the project without giving the required notice, payment of fees in lieu of notice at the normal weekly rate will be required.

# Fees

The fees start from £500 per week (gross) where there is no specific additional 1:1 support required. Any additional support will be charged pro-rata and according to identified and assessed needs. Fees are to be paid four weekly; two weeks in advance and two weeks in arrears by direct credit (via standing order) or by Cheque or bankers order.

Fees paid include provision of the following:

- Furnished individual accommodation as well as access to communal areas.
- Use of appliances
- Maintenance and renewal of property
- In house staff support



Fees do not include:

- Food & drinks
- Utility Bills or Rent
- Transport costs (where a vehicle is provided).
- Hairdressing services.
- Chiropody (or any other health services not freely provided through the NHS)
- Any other services/items that are not specifically detailed in the contract
- Television License (if tenant chooses to have a TV in their room).



The weekly charge shall remain unchanged unless four weeks written notice is given by the Directors or this Agreement is jointly amended by all parties to this Agreement.

# Complaints

## OUR APPROACH

The Outlook Project tries to work in a way that is open, positive and inclusive. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to identify where we are doing well and to build on that success. However, we can also learn from comments that are critical of the home or the staff.

We undertake to look into negative comments or complaints, as quickly as possible and to provide a response, which we hope, will satisfy the person who has complained.

## DEALING WITH COMPLAINTS INFORMALLY

Anyone who feels dissatisfied with any aspect of the project should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond to the point and if necessary to apologise. If the complaint is about the behaviour of a particular member of staff, and the complainant feels uncomfortable about raising it with them directly, the complaint should be made to someone more senior.

Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly and effectively as possible.

## MAKING A FORMAL COMPLAINT

If anyone who is dissatisfied with any aspect of the project feels that when they raised the matter informally it was not dealt with to their satisfaction, or the matter is too serious to be handled informally, or they feel uncomfortable about dealing with the matter on an informal basis, they should inform the manager of the home that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally. The person who is handling the complaint will then interview the complainant and will either set down the details in writing or provide the complainant with a form for them to fill in themselves.

## RECORDING AND INVESTIGATING A COMPLAINT

The written record of a complaint on a complaint's form, whether it is completed by the person handling the complaint or by the complainant themselves, must be signed by the complainant. The complainant will be provided with a copy of this completed form, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding, explaining that the complainant has the right at any stage to pursue the matter with the National Care Standards Commission, and giving details of how the NCSC can be contacted.

## Complaints, continued

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other service users or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant.

The person investigating the complaint will report back to the complainant, as soon as possible, explaining what they have found and providing them with a written copy of their report.

### ACTION FOLLOWING AN INVESTIGATION INTO A COMPLAINT

The person who investigates a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

### COMPLAINANTS WHO ARE NOT SATISFIED

Clients or their representatives are encouraged to ask any member of staff for further information on matters which they genuinely do not understand and want rectified. If it is felt that the response has not been adequate, and the complaint has not been dealt with then it is important to seek an answer from the Operations Director at the earliest possible time. He can be contacted via post:

Noah Broadbent, 58 Lowesmoor, Worcester WR1 2SE

Or Phone: 01905 330600

The Director will then investigate the circumstances and attempt to resolve the problem(s). In the event of the problem being unsatisfactorily resolved, the issue may be serious enough to involve the local authority.

If it is felt that the problem has not been resolved by the local Authority, the final steps need to be with the local Commissioner for Administration (Ombudsman):

The Local Government Ombudsman PO Box 4771, Coventry, CV4 0EH

Tel: 0300 061 0614 or 08456021983 Fax: 024 7682 0001

## Complaints, contacting the CQC

Furthermore, the Care Quality Commission states that although it welcomes hearing about any concerns, it will not investigate any individual complaints directly. Any complaints lodged with the C.Q.C. will be used as evidence during the assessment procedure when ensuring supported living services are compliant with the inspection process. They can be contacted at:

Care Quality Commission National Contact Centre, Citygate, Gallowgate  
Newcastle upon Tyne

NE1 4PA  
Tel: 03000 616161

Email: [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk) [www.cqc.org.uk](http://www.cqc.org.uk)

## Compliments

We always try and do our best and provide an excellent service tailored for those we support. If it is felt that we have provided an excellent service then please feel free to tell us, it helps towards our quality assurance. Thank you!

## Surveys

Service user satisfaction surveys are available for inspection in the office on request. They make up our Quality assurance and are sent out annually.

