

Statement of Purpose

85 Bath Road

www.thebroadgroup.co.uk

Contents

Overall Aim	3
Our Aims and Objectives	4
Overview	6
Background	7
Staff Experience and Qualifications	8
Training	9
Quality and Monitoring	9
Admission to the Home	10
Service User Plans	10
Emergency Admissions	10
Activities - Social and Educational	11
Consultation with Service Users	12
Arrangements for Religious Observances	12
Relatives, Friends and Representatives	13
Communal Space and Individual Accommodation	14
Fire Precautions and Emergency Procedures	15
The Philosophy of the Home and the Core Values of Residential Care	15
The Protection of Vulnerable Adults	17
Concerns and Complaints	18

Overall Aim

Our aim is to enable every resident to lead an ordinary life by offering a wide and varied spectrum of services tailored to their individual needs.

By promoting independence, autonomy and integration into the community, each individual can begin to develop the skills necessary to lead a fulfilling and empowered life.

The Broad Group prides itself in offering a highly professional care service for adults with learning disabilities and autism. The care provided is personalised and sensitive to the specific needs of the individual. It encompasses the core values of residential care;

- Rights – respecting Service User rights to consent, confidentiality, safety, equality and autonomy
- Privacy – respecting privacy at all times
- Dignity – ensuring dignity is respected at all times
- Choice – ability to make choices in their daily lives
- Fulfillment - create opportunities to achieve their goals in all aspects of daily living
- Independence – to assist Service Users in the decision making process
- The Protection of vulnerable adults – assisting and safeguarding Service Users where appropriate

In order to *lead “an ordinary life in an ordinary home”*, one needs to be an autonomous being, with the ability to make informed choices and decisions. To be an autonomous being, one needs the capacity to plan ones life, starting with small, everyday plans, such as what to eat, how to dress appropriately for the season and occasion and how to organise ones time.



To have the ability to plan ones life, one needs flexibility of thought. Flexibility of thought springs from a capacity to use language purposefully, words, concepts, a grasp of abstractions, a formulation of opinions, an understanding of past, present, future, of cause and effect.

The most important feature of 85 Bath Road is the totally communicating environment within which all activities take place. The essential component in any learning experience is the development of language and the greatest barrier to learning, common to all people with severe profound hearing losses and other learning difficulties, is a massive language deficit. This combination of handicaps makes cognitive development almost impossible.



All the staff at 85 Bath Road use sign language at all times and build on the communication methods and skills that the Service Users bring with them. Every activity is regarded as an opportunity for the development of language.

Our Aims and Objectives

- To create an experience of well-being for our Service Users and those who care for them by providing them with a sense of belonging and purpose
- To provide all Service Users with as normal a life as is possible in a homely environment, taking into account their sensory impairments, autism and learning disabilities
- Provide all Service Users with a quality of care that will enable them to live as independently as is possible with dignity, privacy and the opportunity to make their own choices.



How are the Aims and Objectives met?

- Sign language to be used at all times
- Deaf people to be employed wherever possible
- Continuing, purposeful education to be provided
- Establishment of communication to be regarded as central to all activities
- Identification of strengths and particular interests of the individual to be made and used to build up other skills
- Every person to be regarded as a partner in the learning process
- Acknowledgement of, and respect for each individuals' likes and dislikes

- Encouragement of choices in all aspects of life
- Initial assessment and regular review with updated care planning to enhance lifestyle and increase independence and social confidence
- Supported family involvement with recognition of the needs and limitations of both the family members and the individual
- Exploration and experience of a wide range of community resources and facilities – recreational, occupational and educational
- Involvement wherever possible in community resources, with appropriate support being provided to enable efficient learning to take place
- Numeracy skills to be taught practically, in the community wherever possible
- Each person to be linked to a key worker who will take extra responsibilities for managing the person centered plan.

Overview



85 Bath Road is a registered Care Home for five young adults. It is located five minutes from Worcester City Centre. The Home provides care and accommodation for adults, all of whom are profoundly deaf with an additional learning disability and/or



an Autistic Spectrum Disorder. We cater for both sexes from the age of 18 to 65 years old, from the time they are admitted to 85 Bath Road the Home becomes their home for life, unless personal needs and circumstance dictate otherwise.

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, due to the layout of the house, we are unable to accommodate any wheelchair users.



85 Bath Road



Care Home



5 people



Worcester



Help Deaf People



Sign Language



Learning Disability



Autism



Men & Women



Assessment



No Nurses



No Wheelchairs

Background

The Broad Group has been run by the Broadbent family for three generations. **85 Bath Road** was set up in 1989 by Roma and Ted Broadbent as a Registered Residential Care Home for young deaf adults with autism and learning difficulties. Prior to setting up the Care Home both of them taught deaf children with autism



Roma and Ted Broadbent

The current Directors are:



David Broadbent

David is the son of Roma and Ted and has been involved in the business since its inception. He holds the Advanced Management for Care qualification and is a Sign Language Interpreter. He also trained as a Residential Social Worker.



Kirsty Broadbent

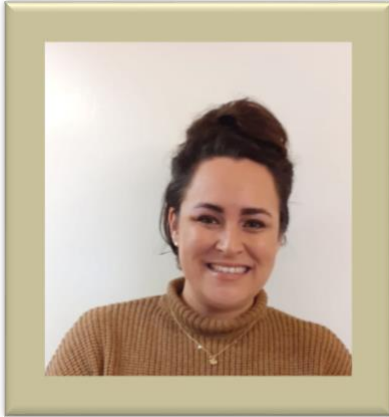
Married to David she has also been involved in the business since its inception. Kirsty is a trained Nurse and she also holds BSL Level 2. Kirsty is heavily involved in running all of the programmes for Day Opportunities



Noah Broadbent

Their son, Noah learned to Sign at a very early age and he worked part-time as a Support Worker prior to going to University. He has just completed a Masters in Business and Sustainability, he was made a Director in 2016.

Staff Experience and Qualifications



Ms Amy Coombs is the Registered Manager at 85 Bath Road. Amy joined the Company in December 2018 as Deputy Manager and was promoted to Acting Registered Manager in June 2019 before being appointed as Registered Manager in January 2020. Amy graduated from the University of Worcester University with a Degree in Applied Health and in 2016.

Prior to joining 85 Bath Road she held various roles in Social Care, she has experience of working in both in Day Care and in Residential Care settings. She particularly enjoys working with adults who have learning disabilities, so when she joined the team at 85 Bath Road she settled in very well indeed.

In order to promote a warm and friendly home environment there is very little hierarchal structure. All members of staff have an equal status within the Home and Amy manages the day-to-day running.

The Home operates a keyworker system and individual staff take on extra responsibilities such as; health and safety, catering, activities etc. The Directors have a 'hands on' approach and are always available for advice, guidance and support.

The Home is staffed during the day and one staff member sleeps in through the night. Service User to Staff ratio is 3:1. Additional staff will be provided if required to meet specific individual needs or needs of the home

The team are all specially trained to work with adults that display challenging behaviour and are on the autistic spectrum. They are all committed to ensuring the Service Users are happy on a daily basis and that they lead a fulfilling and contented life.

The current staff team of both full and part-time staff comprises of individuals with a wide range of skills, experience and qualifications and includes staff members who are deaf. All new staff undertake the 'Care Certificate Induction Programme'. The Broad Group is committed to the training and developing of all staff and all have a continuous development folder.

Each staff member has their individual training needs identified and the appropriate training is planned and certificated. All staff either hold or are working towards BSL Stage 1.

Training

All new staff undertake the 'Care Certificate Induction Programme' if appropriate. On completion of this staff will commence their Qualification Credit Framework (Q.C.F.) Diploma in Health & Social Care, following the Learning Disability Pathway.

We place great importance on training and continual personal development; therefore all staff will receive training in the following areas:

- Food Hygiene
- Fire Fighting and Evacuation
- Moving and Handling
- Health and Safety
- Risk Assessment
- Behaviours that Challenge
- Care of Medication and The Use of Drugs
- Autism
- The Protection of Vulnerable Adults



and any other training that may be identified through staff supervision, the changing needs of Service Users or the Care Home

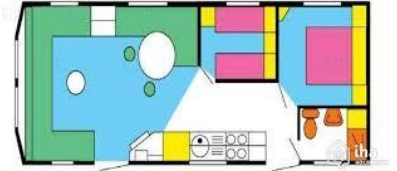
Quality and Monitoring

A quality monitoring system is in place to ensure that all services and procedures are closely monitored and when necessary improvements. We have quarterly reviews and send out satisfaction questionnaires to the Service Users, their families and Health Care Professionals annually to obtain essential feedback on how satisfied they are with the service we provide.

Admission to the Home



For potential residents who approach the Home direct, we provide as much information as possible about the service and facilities we provide. Appropriately trained staff will make a full assessment of need of the individual. The assessment will cover the range of health and social needs set out in the



Department of Health guidance. This process will enable us to make sure that we can meet the needs of the individual and to make a plan of care.

Prior to admission, prospective Service Users are offered visits to the Home (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 residential place. After admission, the first twelve weeks are regarded as a trial period for both the Service User and the Service Provider.



Service User Plans

The Service User Plan sets out the objectives of care, how they will be met, and is an ever evolving document. It is 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 care planning process. Subsequent reviews take place initially at six-month intervals reducing to annually with professional agency input.



Emergency Admissions



We do not have the resources available to be able to accept admissions at short notice therefore we are unable to accept emergency admissions

Activities - Social and Educational



We are able to offer a wide range of activities to suit each individual both in house and out in the community. All residents 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 once resident at the home.

Typical activities may include:

- Swimming and sports groups
- Shopping for personal items or household food
- Visits to restaurants and pubs
- Gardening
- Walking in the countryside
- Use of community facilities: i.e. Post Office, Bank, Hairdresser, Library, etc.
- Ten pin bowling
- Snoezelen (Multi-sensory centre)
- Domestic chores (own washing, cleaning and meal preparation)
- Watching television
- Puzzles and games
- Aromatherapy and massage
- Day trips, weekend excursions and longer holidays
- Work experience activities
- Arts and Crafts day opportunities
- Use of public transport

This is not an exhaustive list

All activities whether it be social, domestic or educational are used as a development and learning tool, to enable each individual to develop skills and confidence in their daily lives and are supervised at the level each individual needs.

We are unable to offer any therapeutic treatments within the Home but Service Users can be supported to access any that may be required in the community.



Consultation with Service Users

We aim to include and give opportunities to all Service Users to be involved in decision making about all areas of the Home as far as is practical and possible. Choices are given in every aspect of daily life - such as meals, holidays, activities, time for getting up and going to bed, college, friends, decorating and furniture etc. all factors associated with 'Living an ordinary Life'

Arrangements for Religious Observances

Service Users who wish to practice their religion will be given every possible help and facility. In particular, we will do the following:

- Arrange transport to a local place of worship if required.
- If asked, we will make contact with any local place of worship on behalf of a Service User.
- We can usually arrange for a minister or member of a relevant congregation to visit the home.
- In the public areas of the Home we celebrate the major annual Christian Festivals Service Users have the opportunity to participate or not as they wish.
- Particular care will be taken to meet the needs and wishes of those from minority faiths.
- Special requests or needs should be discussed with the Manager prior to admission.

Relatives, Friends and Representatives

Service Users are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see, when and where.

If a Service User wishes, their friends and relatives are welcome to visit at any time convenient and to become involved in daily routines and activities. Service Users may entertain their friends and family in the home's communal rooms. Service Users may invite their family and friends to stay for a meal as long as this has been pre-arranged with staff and other Service Users are aware and happy with the situation.

If a Service User wishes to be represented in any dealings with the Home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

Communal Space and Individual Accommodation

The physical environment of the Home is designed for the Service Users convenience and comfort. The communal area on the ground floor comprises of a large sitting/TV room, a dining room, a kitchen and a utility room.



We recognise that meal times plays an important part in the social life of the home. The dining room and lounge provide a welcoming and homely environment where social interaction is encouraged. All food is freshly cooked with nutritious ingredients and the emphasis is on providing a balanced and healthy menu.



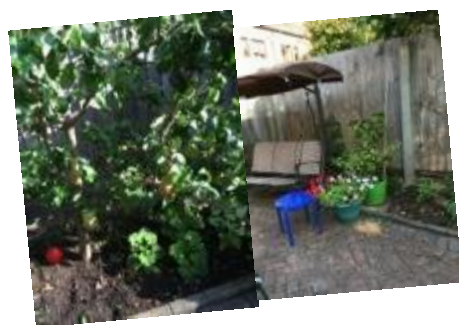
There are five bedrooms for Service Users, all of which are for single occupation on either the first or second floors.



There is also a staff office and a bedroom for staff sleeping overnight.

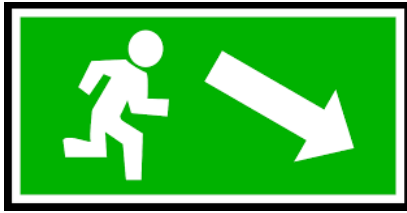


Each Service User has exclusive use of a single bedroom with at least 10sq metres of usable floor space. All bedrooms are fitted with wash hand basins and three rooms have en-suite shower rooms. There is one communal bathroom and another separate toilet



85 Bath Road has a landscaped front garden and a patio back garden which Service Users are free to use and are able to develop any interests in gardening. The Home complies with 'The Fundamental Standard and Regulations' as monitored by the 'Care Quality Commission'.

Fire Precautions and Emergency Procedures



All residents are made aware of the action to be taken in the event of a fire or other emergency and a copy of the homes procedures are available on request. The Home conforms to all relevant Government guidance on promoting and protecting the health, safety and welfare of service users and staff.

- Service Users and their families are informed about the emergency procedure during admission
- A fire alarm system has been installed
- Fire Exit Notices and Fire Emergency Instruction Notices are displayed at strategic points throughout the property
- All staff receive fire safety training during induction and regular updates during the year.
- The fire alarm is tested weekly and fire drills take place twice a year
- All fire fighting equipment is checked quarterly by an outsourced fire extinguisher Maintenance Engineer

The Philosophy of the Home and the Core Values of Residential Care



Core Values

85 Bath Road believes that the core values underpin the whole philosophy of the care that is provided.

RIGHTS

This Home places the rights of Service Users at the forefront of everything it does. We seek to advance these rights in all aspects of the environment and the service we provide and to encourage our Service Users to exercise their rights in full. Each Service User is encouraged and enabled within their ability to make decisions and choices regarding the day-to-day running of the Home. From the colour of the walls and furniture, what pets they have in the Home, what time they get up to where they go on holiday. We feel that to be part of the decision process in the way that their home operates, however basic, is a fundamental right.

PRIVACY

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a Service User's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our Service Users by:

- Giving help in intimate situations as discretely as possible.
- Helping Service Users to furnish and equip their rooms in their own style and to use them as much as they wish for leisure.
- Offering a range of locations around the Home for Service Users to be alone or with selected others.
- Providing locks on Service Users' bedrooms.
- Guaranteeing Service Users' privacy when using the minicom, opening post and communicating with friends, relatives or professionals.
- Ensuring the confidentiality of information we hold about Service Users.

DIGNITY

Disabilities quickly undermine dignity, so we try to preserve respect for our Service Users' intrinsic value by:

- Treating each Service User as a special and valued individual.
- Helping Service users to present themselves to others, as they would wish through their own clothing, personal appearance and behaviour in public.
- Offering a range of activities, which enables each Service User to express themselves as a unique individual.
- Tackling the stigma from which our Service Users may suffer through age, disability or status
- Compensating for the effects of disabilities which Service Users may experience on their communication, physical functioning, mobility or appearance.

CHOICE

We aim to help Service Users exercise the opportunity to select from a range of options in all aspects of their lives by:

- Providing meals which enable Service Users as far as possible to decide for themselves what, where, when and with whom they consume food and drink.
- Offering Service Users a wide range of leisure activities from which to choose.
- Enabling Service Users to manage their own time and not be dictated to by set communal timetables.
- Avoiding wherever possible treating Service Users as a homogenous group.
- Respecting individual, unusual or eccentric behaviour in Service Users.
- Retaining maximum flexibility in the routines of the daily life of the Home.

FULFILMENT

We want to help our Service Users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this by;

- Informing us, as fully as each Service User wishes, about their individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all Service Users to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every Service User.
- Respecting our Service Users' religious, ethnic and cultural diversity and enabling them to attend religious services of their choice.
- Helping and encouraging contact with relatives, friends and representatives by allowing visitors to the Home at convenient times as requested by the Service Users themselves or others.
- Attempting always to listen and attend promptly to any Service Users desire to communicate at whatever level.

INDEPENDENCE

We know that our Service Users have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our Service Users' remaining opportunities to think and act without reference to another person by:

- Providing as tactfully as possible human or technical assistance when it is needed.
- Maximising the abilities our Service Users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping Service Users take reasonable and fully thought out risks.
- Promoting possibilities for Service Users to establish and retain contacts beyond the home.
- Using any form of restraint on Service Users only in situations of urgency when it is essential for their own safety or others.
- Encouraging Service Users to have access to and contribute to the records of their own care.

The Protection of Vulnerable Adults

At the Home we believes that every Service User has the right to live their life with privacy, dignity, independence and choice and be free from abuse. The Home will work in collaboration with all legal and caring agencies to uphold this right and to ensure that our Service Users are protected from harm through abuse or exploitation at all times. Further information can be found in the 'Safeguarding Service Users from Harm and Abuse' Policy.

Concerns and Complaints

COMPLAINTS



The Management and staff of the Home aim to listen, and to act on the views and concerns of Service Users and to encourage discussion and action on issues raised, before they develop into problems. We therefore welcome comments and suggestions from Service Users and their representatives. Positive comments help us to build on our successes, but we can also learn from comments that are critical.

We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response. A full copy of the Complaints Procedure is available on request.

If a Service User, relative or visitor feels that there is cause to complain, a Complaints Procedure is in place to enable this to be facilitated. Any problems and complaints should firstly be discussed with the Home Manager or The Directors of the Broad Group. Should the complainant remain dissatisfied, the complaint can be recorded on a Complaints Form, which is available from the Home.

Our Approach

This Home 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 Home 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 as possible.

Making a Formal Complaint

If anyone who is dissatisfied with any aspect of the Home 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 Care Quality Commission and how the CQC can be contacted.

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.

Occasionally, the response may not be seen to be adequate, in which case it is important to seek an answer from the Directors at the earliest possible time.

The Directors 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
Fax: 024 7682 0001

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 Homes 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@cqcc.org.uk

www.cqc.org.uk