



Hamelin Trust

Supporting individuals with disabilities and their carers

Name of Service: Community Support –Provider ID 1-101649240

Document: Statement of Purpose (Health and Social Care Act 2008, Regulation 12)

Updated 13.07.20 (this replaces the interim service statement of purpose)

Aims and Objectives

The aims and objectives of our service will remain the same however the service delivery may alter slightly dependant on the latest guidance from The Government due to the Covid 19 pandemic.

Current general Government guidelines are:

Coronavirus (COVID-19): what you need to do

Stay alert

We can all help control the virus if we all stay alert. This means you must:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly

Do not leave home if you or anyone in your household has symptoms.

You can spread the virus even if you don't have symptoms.

We will continue to support family life and help families to maintain these guidelines.

The Community Support Service will be aiming:

- To provide a safe, stimulating and supportive community support service which helps clients to maintain social interests and gain new skills while enjoying the experiences and opportunities provided. To support clients to make their own choices and increase their independence. Support can be provided at home as well as in the community.
- To endeavour to reduce social isolation for families.
- To offer phone contact with families and help families who may need to access additional services and support them in arranging these.
- To update social care or other commissioning body of any significant changes or concerns that families may have raised.
- To utilise the facilities of Hamelin Trust as well as the local community to provide a service which supports the individual's needs.
- To use the person centred care and support plan as the central documentation to inform a person centred approach to meeting the identified and prioritised needs of each client.
- To evidence and record 'best interest' decision making in respect of service users who lack the capacity, in relation to many lifestyle issues/choices clearly documenting a process of appropriate consultation.
- To involve, consult and work in partnership with clients and their representatives with regard to all aspects of the service.
- To ensure that the Community Support Service responds proactively to the changing needs and expectations of its stakeholders.
- To ensure that the safety and welfare of clients is paramount and promoted in all areas of practice.
- To ensure clients are cared for by staff who have been recruited safety and who are well trained and sufficiently well equipped to ensure they have the necessary skills and attitude to support service users with their complex and diverse range of needs.
- To recognise, support and respect each individual's cultural, religious and emotional needs.

Admission Criteria

A comprehensive assessment process for each prospective new client is undertaken to establish need and identify the opportunities available to an individual through the receipt of a service through Hamelin Trust's Community Support Service. Each family completes a detailed application form to seek a placement which is often supported by other assessments from a range of sources including education, health and social care agencies.

An initial assessment visit will be undertaken unless circumstances are undertaken by skilled and competent staff from within the Community Support Service staff team at the potential client's home but may also include visits to other establishments attended by the service user including schools, colleges and day placements.

A person centred care and support plan format is used to document this process and will subsequently form, along with other documentation, the central focus of a person centred approach to meeting the needs of each service user when in receipt of the Community Support Service.

Staff training on specific issues i.e. health care related tasks takes place prior to an individual's introduction to the Community Support Service. Other specialists are involved based on need, in respect of epilepsy, diabetes etc.

As each client is unique the introduction process varies from person to person. For most service users a gradual and planned approach to commencing Community Support Service works best. Venues for chosen activities are visited and assessed and environmental, individual and activities risk assessments are undertaken. Initial support provided assesses how the client is coping with the proposed activity and our ability to meet their needs based on the person centred care and support plan.

The Community Support Service is unable to accommodate individuals whose care requirements are not met within the regulated activities permitted by the Care Quality Commission to be carried out through the service i.e. nursing care.

Arrangements for Social Activities, Hobbies and Interests.

The nature of the service that Community Support offers can facilitate individual growth, independence and peer group interaction and level of an individual's community presence.

When clients receive the Community Support Service they are enabled to maintain their normal routines and attend their regular school/day placements and clubs. A vehicle is available to facilitate community activities.

The Community Support Service tries to create a positive and supportive experience for clients. Interaction with a client's peer group and friends is encouraged.

Client's needs, with regard to daily and personal routines, are identified through the person centred care and support plan. All staff are expected to be familiar with and follow care and support plan guidance when supporting each client. Client's choices and preferences are also documented and supported wherever possible.

A wide variety of activities can be accessed. Unless otherwise notified by the commissioning body it will be necessary to provide monies for entrance fees for both client and staff, client's packed lunch or money for lunch and snacks, alongside any items a client may wish to purchase. All monies must be provided prior to support commencing.

Staffing

The staffing ratio for staff to client is assessed on an individual basis dependent on the client's need and agreed with the family and commissioning body prior to starting support.

Hamelin Trust will employ suitably qualified, competent and experienced staff to enable them to meet the needs of the clients. Training is provided during an induction process and ongoing to meet needs. Staff receive support, training, professional development, supervision and appraisals which are necessary for them to carry out their role and responsibilities. They are supported to obtain further qualifications and specific skills. All staff are employed through a safer recruitment process. Minimal agency staff are used for cover in certain circumstances.

Complaints

The Community Support Service has an established and comprehensive complaints procedure with a recording system.

Concerns, problems and queries are inevitable given the complexity of the service, but we endeavour to resolve any issues quickly, openly, honestly and transparently.

Copies of the complaints policy are available on request.

Service Provider and Registered Manager

The Service Provider details for Community Support Service are:

Hamelin Trust
19, Radford Crescent
Billericay
Essex
CM12 0DU
01277 653889

Nominated Person – Mrs Rachael Rafferty, Director of Operations and Safeguarding Lead – rachaelrafferty@hamelintrust.org.uk

and can be contacted on 01277 653889

Hamelin Trust was formed in 1979 as a direct result of the efforts of two local parents of children with learning disabilities and is an independent, registered charity.

It is a leading Essex based charity supporting people with learning disabilities and their families.

From 1983 our vision has been and remains:

- People with disabilities should be enabled to live as fulfilled and independent a life as possible in accordance with their wishes and wherever they choose.
- Services which enable such a lifestyle should be provided in partnership with those with learning disabilities, their families or advocates, voluntary organisations and statutory services.
- The partnership should seek to provide services within the person's own community, enabling them to contribute to that community, and to retain and develop local links, friendships and interests.

The Registered Manager of Community Support Service is:

Mrs Frances A Callaghan – francescallaghan@hamelintrust.org.uk – 01277 653889
Manager ID – CON1-4182991094

Legal Status of the Service Provider:

Community Support Service is provided by Hamelin Trust, a registered charity in England and Wales, registered charity number 1004432 and a registered Company in England and Wales 2650043.

Address and details of the Service:

Community Support Service

Address: Hamelin Trust
19 Radford Crescent
Billericay
Essex
Postcode: CM12 0DU

Tel No: 01277 653889

Email: frances.callaghan@hamelintrust.org.uk

Contact Details for Care Quality Commission

CQC National Customer Service Centre

Address: Citygate
Gallowgate
Newcastle -Upon-Tyne

Post code: NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

E-Mail: enquiries@cqc.org.uk

