



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

Document: Statement of Purpose (Health and Social Care Act 2008, Regulation 12) – Interim during Covid 19 Pandemic

Aims and Objectives

The following guidelines have been instructed by the Government:

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

Stay at home

Only go outside for food, health reasons or work (but only if you cannot work from home)

If you go out, stay 2 metres (6ft) away from other people at all times

Wash your hands as soon as you get home

Do not meet others, even friends or family.

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

Stay at home, Protect the NHS, Save Lives.

In order to support family life and help families to maintain these guidelines the Community Support Service will be aiming:

- To provide a safe and supportive community support service during the Covid 9 Pandemic.
- To endeavour to reduce social isolation for families while they are social distancing or self-isolating.
- To support the shielding of the vulnerable

- To offer weekly phone contact with families. Identify where families may need to access additional services and support them in arranging these.
- To update social care of any significant changes or concerns that families may have raised.
- To provide a building based physical support for service users on a priority need assessed basis where other assistance offered will not be deemed sufficient to maintain the welfare of individuals.
- 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 service user.
- 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 service users and their representatives with regard to all aspects of the service.
- To ensure that Community Support Service responds proactively to the changing needs and expectations of its stakeholders.
- To ensure that the safety and welfare of service users is paramount and promoted in all areas of practice.
- To ensure service users 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.

Services Provided

Hamelin Trust's Community Support Service provides a support service for children, young people and adults up to and over the age of 65.

Community Support Service is registered with the Care Quality Commission as a domiciliary care agency whose regulated activity involves providing personal care.

Community Support Service is registered to care for people with:

- Learning Disability
- Physical disability
- Sensory impairment
- Other cognitive impairments

Under the terms of our registration with the Care Quality Commission, the Community Support Service is not permitted to provide nursing care. If a service user requires nursing intervention in order to meet an aspect of their health care requirements, Community Support Service utilises the skills appropriate health care professionals who are also involved in the care of an individual.

Service provided will consist of:

- a. Outreach Support**
- b. Building based direct support**

a. Outreach Support:

Under the current restrictions, everybody must stay at home and only leave for these reasons:

- to exercise once a day - either alone, or with members of your household
- shopping for basic necessities, although this should be done as little as possible
- medical need, or to provide care for a vulnerable person

Outreach Support offered by the Community Support Service will remain within these guidelines. It is recognised that the majority of service users do not access the community alone in line with individual risk assessments therefore families may need assistance in support for daily exercise for their family member.

We are able to provide help in ensuring families have sufficient basic essentials such as provisions and prescribed medication.

To offer weekly phone contact with families. Identify where families may need to access additional services and support them in arranging these.

To help reduce the feeling of social isolation.

To update social care of any significant changes or concerns that families may have raised.

To help families utilise other Community networks in the local area.

To use online facilities to keep families informed

For staff to research and build resource information to share with families.

b. Building Based Direct Support.

From the telephone and current assessment for our service users we will offer a short break to families to those assessed as most vulnerable. This will be within our current day opportunities facility at 19 Radford Crescent. There are a number of rooms available where suitable activities are to be provided for each individual and social distancing maintained between service users.

This will be open between the hours of 0930 – 1530 and at present will be available for a maximum of 4 service users per day. Support will be provided on a staffing ratio of 1:1 minimum.

Transport to and from the building may be provided by staff if assessed as necessary. Personal care will be supported as assessed and stated in the care plan.

Nutritional needs will be met as assessed and stated in the care plan. Where possible families will be asked to provide meals by sending food in with the service user.

Admission Criteria

We will only be offering a service at this present time to service users who already receive a service via Hamelin Trust Services which are: Day Opportunities, The Bungalow residential home, Gowlands overnight respite home and Community Support Service.

A person centred care and support plan format is in place for all service users and will be used to 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.

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.

Staffing

All staff working within the team will already be employed by Hamelin Trust either on a contract or relief basis. We will not be employing new staff during this interim period.

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 – 01277653889

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

