



Hamelin Trust

Supporting individuals with disabilities and their carers

Name of Service: Community Support

Document: Statement of Purpose

Hamelin Trust is committed to ensuring that it complies with all legislative and regulatory requirements. As such, we will ensure that an up to date copy of our Statement of Purpose for our community support service is given to the Care Quality Commission within 28 days of any changes. It is our intention to keep the Statement of Purpose under review and make required changes as they happen, or once per year as a minimum.

Our Statement of Purpose meets the requirements of current legislation, including Schedule 3 of Regulation 12 of the Care Quality Commission (Registration) Regulations 2009.

1.0 Aims and Objectives

- To provide a safe, stimulating and supportive community support service for service users to enjoy and receive positive outcomes from their experiences undertaken, where the development of their individuality and independence is encouraged and their rights to privacy, dignity and choice are respected.
- To provide a service to parents/carers of children, young people and adults with learning, sensory and physical disabilities as well as conditions involving a deterioration in cognitive function including dementia, enabling carers to receive support in promoting the independence and opportunities for community access and involvement of their disabled relatives.
- To provide planned community support activities including learning and leisure opportunities for individuals with disabilities and other cognitive impairments.
- To maintain a quality service at maximum capacity and ensure successful outcomes for a range of stakeholders.
- To collect comprehensive information about each individual accessing the service from a range of sources to facilitate the development of an individual person centred care and support plan incorporating personal risk assessments.

- 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 recognise, respect and support each individual's cultural, religious, sexual and emotional needs.
- To seek and provide opportunities for individuals to pursue their interests and to participate in a range of leisure activities.
- To assist in skill development and promotion of independence, which can ultimately help to enhance self-esteem and develop a stronger sense of identity.
- 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, providing appropriate support where necessary. This involves actively seeking the views of service users and their representatives about the care and support provided by Community Support 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 safely 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.

2.0 Services Provided

- 2.1 Hamelin Trust's Community Support Service provides an outreach and domiciliary support service for children, young people and adults up to and over the age of 65. Opportunities to pursue activities of both an educational and recreational focus are offered through the service.

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

2.2 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.

2.3 **Admission Criteria:**

A comprehensive assessment process for each prospective new service user 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.

Where possible assessment visits are undertaken by skilled and competent key workers from within the Community Support Service staff team at the potential service user'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 service user 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 service user is coping with the proposed activity and our ability to meet the service users 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 activites permitted by the Care Quality Commision to be carried out through the service i.e. nursing care.

2.4 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 service users 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 majority of which are influenced directly by service user choice or their known interests.

The Community Support Service tries to create a positive and supportive experience for service users. Interaction with a service users peer group and friends is encouraged.

Service user'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 service user. Service user's choices and preferences are also documented and supported wherever possible.

Activities pursued by service users through the Community Support Service include:

- Art and craft
- Sensory activities in a well-equipped sensory room
- Shopping including travel training and money management
- Meal preparation
- Support at colleges and other educational establishments
- Meals out
- Trips to the sea front.
- Attendance at regular clubs individuals choose to attend.
- Shopping
- Cinema
- Swimming
- Gym sessions
- Support in work experience
- Theatre trips
- Health and beauty pursuits
- Support to individuals within their own homes.
- Attending clubs in the evening

2.5 Complaints:

The Community Support Service has an established and comprehensive complaints procedure with a recording system. The complaints process is included with the Statement of Purpose as appendix 1.

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.

3.0 Service Provider and Registered Manager

3.1 The Service Provider details for Community Support Service are:

Hamelin Trust
19, Radford Crescent
Billericay
Essex
CM12 0DU

Nominated Person – Miss Julie Fuller, Chief Executive
julie.fuller@hamelintrust.org.uk

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. This is achieved through the provision of short break services, a resource centre, supported accommodation, and outreach services within the community and individual's homes.

We also provide training and employment opportunities through a number of independent and joint ventures.

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.

3.2 The Registered Manager of Community Support Service is:

Mrs Frances A Callaghan.

4.0 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.

5.0 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

6.0 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