

**STATEMENT OF PURPOSE**

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## **STATEMENT OF PURPOSE**

### **INTRODUCTION**

Baronsmede Support Services Ltd has been set up in order to provide services for people with learning disabilities, which are appropriate and which meet their individually assessed needs. Services can accommodate both men and women and are provided at three separate locations.

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### **RESIDENTIAL SERVICES**

**These are provided at two separate locations:**

1. Baronsmede Family Home, Queens Road, Crowborough, East Sussex, TN6 1EJ  
Registered Manager: Mrs Norma Martin  
Tel: 01892 654057 Email: normasmartin@yahoo.co.uk
  2. The Old Haybarn, London Road, Crowborough, East Sussex, TN6 1TQ  
Registered Manager: Mrs Dee Tormey RNLD  
Tel: 01892 669322 Email: dee.tormey@baronsmedehomes.co.uk
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### **SUPPORTED LIVING SERVICE**

**This is provided at one location:**

Nevan, Queens Road, Crowborough, East Sussex, TN6 1EJ  
Registered Manager: Mrs Anne Farmer  
Tel: 01892 667457 Email: annefarmer1968@hotmail.com

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The organisation is a Limited Company. The directors are Mrs Dee Tormey and Mr Patrick Tormey.  
The head office details are as follows:-

**Baronsmede Support Services Ltd**  
**Head Office, The Barn Centre**  
**London Road, Crowborough**  
**East Sussex, TN6 1TQ**  
**Tel / Fax: 01892 667457**  
**Email: dee.tormey@baronsmedehomes.co.uk**  
**www.baronsmedehomes.co.uk**

The organisation is registered with the Care Quality Commission to provide the following:-

1. **Accommodation for persons who require nursing and personal care at**  
**Locations:** Baronsmede Family Home and The Old Haybarn
2. **Personal Care**  
**Location:** Baronsmede

**1. RESIDENTIAL SERVICES**

**1.1. BARONSMEDE FAMILY HOME**

The home can accommodate up to nine younger adults aged 18-65 and is geared to meeting the needs of people with learning disabilities who have additional support needs on account of some challenging behaviours or conditions such as Epilepsy, Autism etc. The home is situated close to the town of Crowborough with all its amenities. It has been extensively re-furnished over recent years in order to enable a separation of the property into three distinct areas (although these are interlinked).

The lower “flat” has been set up for up to four people who have higher support needs. The rooms have been built around their individual needs and are furnished accordingly. All rooms have en-suite shower rooms, although there is also a communal bathroom available on the ground floor for their use, when required. There is also a communal snug and large conservatory / dining area.

The middle “flat” can accommodate up to three people with moderate support needs. There is a living area with integrated kitchen / dining and sitting area. Individuals in this section have the opportunity to be involved in some of the day to day living activities, and can make simple snacks / meals and drinks with support from staff. The level of involvement is geared to the needs of the individuals living in this part of the home. There are also opportunities to learn new skills as part of individualised programmes. All bedrooms have en-suite showers.

The upper “flat” has been set up for up to two people and offers similar accommodation to the middle flat. All bedrooms have en-suite showers and there is also a communal bathroom available on the first floor when required. There is a communal space which offers sitting and dining area facilities as well as cooking facilities.

**1.2. THE OLD HAYBARN**

The home can accommodate up to seven younger adults aged 18-65. The home was purpose built in 2003 and is situated in an area of outstanding natural beauty on the outskirts of Crowborough.

The home is geared to meeting the needs of people with learning disabilities with moderate support needs. It can also provide support with additional needs such as Epilepsy, Autism etc. Individuals are encouraged to develop their independence skills as part of an ongoing development programme. People with high support needs and challenging behaviours cannot be accommodated at this location.

All rooms on the lower floor have en-suite showers, although there is a communal bathroom available where required. All rooms on the first floor have en-suite baths. The home is situated on our Barn Centre site adjacent to our Personal Development and Arts Centre, where we run a programme of daily activities supported by qualified tutors. Individuals from the residential services can access these activities as part of their development programmes. Activities are set up according to the preferences and needs of individuals and are designed to provide stimulating and relevant daytime activities.

### **1.3. REFERRALS & PLACEMENTS**

Referrals for the residential and / or day services should be made to Mrs Dee Tormey or Mrs Norma Martin who will carry out a comprehensive assessment in order to assess whether we would be able to meet the needs of the individual concerned, and whether this would be an appropriate placement. Assessments carried out by Social Services assessors also offer a useful indicator as to whether the service would be appropriate for the individual concerned.

We would encourage anyone considering either of the homes to visit several times in order to reassure themselves that it is the right placement for them. We would ensure that the individual had appropriate representation in order to assist with the decision-making process, and where there was no family or other suitable independent representative, we would ensure that an independent advocate was appointed. We would not normally consider emergency placements unless it was deemed to be in the best interests of the individual, and could not be achieved by following the normal admissions procedure.

Individuals are encouraged to exercise choice, and to influence the transition and adjustment process so that it meets with their individual needs and wishes. They are encouraged to visit and stay in the home prior to moving in, and to bring familiar or personal belongings with them which maintain their identity and assist the transition process.

Once a placement has been agreed, rooms would be personalised according the needs and preferences of the individual. A three month trial period allows for a settling in period, during which a more comprehensive assessment can take place, to ensure that initial assessments were accurate.

Contact with family and friends is encouraged and visiting arrangements are flexible.

### **1.4. AIMS**

The main aim of the residential services is to maximise the potential of each individual so that they are able to exercise choice and control, and live fulfilled lives. Individuals are encouraged to develop their independence and where appropriate move into a less supervised environment, either within the organisation or with another service provider. Those who are not able to do so are encouraged to take responsibility for themselves and their lives as far as they are able. We encourage individuals to be involved in the operations of the homes by making contributions and suggestions through residents meetings, discussions with keyworkers, advocates etc. We also welcome input from family, friends and other agencies outside the organisation.

We endeavour to ensure that individuals are involved in decision-making, and provide formal mechanisms to create opportunities for this. They will be consulted about the running of the home and all aspects of their daily lives. Individuals will be provided with opportunities to make choices in relation to their daily activities, and have the freedom to come and go as they please as agreed in their care plans etc. Individuals can control the heating, lighting and equipment in their own rooms, and choose the décor and furnishings, with support where required. They can welcome visitors whenever they choose, and where appropriate take responsibility for them.

**1.5. OBJECTIVES**

To ensure that individuals have choice and control over lives with support to achieve this where required.

Comprehensive assessments are carried out to ensure that services delivered reflect the needs and wishes of the individuals.

Individuals are enabled to access local healthcare services of their choice and receive appropriate support to ensure that their medical needs are met.

Individuals are enabled to have their own bank / building society accounts and to manage their own affairs wherever possible, with or without support.

Individuals are encouraged to integrate into the local community and to utilise local facilities. They are encouraged to fulfil their rights as citizens and to vote in elections if they wish.

A keyworker system is operated within the residential services and individuals are encouraged to be involved in the selection of their keyworkers. Keyworkers are encouraged to act as advocates for the individual, representing their needs and wishes and contributing to decision-making which will be in the best interest of that individual.

We operate an open house policy and visitors are welcome at any time. Refreshments will be provided including meals where these are requested.

We have a dedicated and well trained staff team, and staffing levels are structured to offer individuals opportunities from learning in small groups, or on a 1:1 basis where required.

The organisation is committed to offering high quality living accommodation and all rooms have en-suites.

Individuals are encouraged to express their spirituality (if desired) and will be enabled to attend a church or fellowship of their choice.

## **2. SUPPORTED LIVING SERVICE**

Nevan (also known as Little Acorns) is a detached bungalow with close proximity to Baronsmede. This service was set up to meet the changing needs of individuals within our service. The opportunity to develop other packages of care which enable individuals to be supported in their own homes, has always been an aim of the organisation. The importance of being able to provide continuity of care for individuals moving into these services has been key to the development of this new service. The staffing element of this service is therefore retained under the organisation and individuals living in this property have tenancy agreements with the landlord. They can however choose to use another agency to provide their care and support if they prefer.

### **2.1. AIMS**

The main aim of the supported living services is to enable individuals to be able to be supported in their own home, so that they are able to exercise as much choice and control over their lives as possible. Individuals will be supported to achieve their personal goals and to make decisions so that they are enabled to live the lives that they choose. They are supported to develop their rights as citizens, to take responsibility for their well-being and to live fulfilling lives.

### **2.2. OBJECTIVES**

To ensure that individuals have flexible support to enable them to achieve the lives that they choose.

Individuals will be enabled to access local healthcare services of their choice and receive appropriate support to ensure that their medical needs are met.

Individuals have their own bank / building society accounts and manage their own affairs wherever possible. They will be supported to understand the responsibilities of living in their own homes and budgeting for expenses, and managing their tenancies.

Individuals are encouraged to integrate into the local community and to utilise local facilities. They are encouraged to fulfil their rights as citizens and to vote in elections if they wish.

We would also endeavour to implement the Reach Standards for Supported Living as follows:-

- I choose who I live with
- I choose where I live
- I choose who supports me
- I choose how I am supported
- I choose what happens in my own home
- I have my own home
- I make friendships and relationships with people on my terms
- I am supported to be healthy and safe on my terms
- I have the same rights and responsibilities as other citizens

### **3. GENERAL PRINCIPLES**

#### **3.1. RIGHTS**

We are keen to promote individual's rights in all aspects of the environments and services that we provide, encouraging them to exercise these rights to the full including:-

- Enabling individuals to select furniture and equipment for their rooms and communal spaces which is appropriate and reflects the personality of the individual.
- Enabling individuals to utilise their own space as much as they wish for leisure, entertaining and meals.
- Offering locations around the home for individuals to be alone or with selected others.

#### **3.2. PRIVACY**

We recognise that living in a communal setting, with the need for assistance with personal care may affect the level of independence and freedom that an individual is able to enjoy. We will therefore endeavour to retain as much privacy as possible for individuals in the following ways:-

- Offering individuals assistance in intimate situations as discreetly as possible.
- Supporting individuals in their own rooms / en-suites wherever possible.
- Ensuring privacy when using the telephone, opening and reading mail etc., communication with friends, relatives and advisors.
- Providing locks on individual's storage space, bedrooms and other doors where individuals may need to be interrupted (except where this has been assessed as posing unacceptable risks, and is agreed in their care plans).
- Providing appropriate accommodation in small settings.

#### **3.3. DIGNITY**

We are aware that disabilities can affect the way that an individual is valued or respected and we are anxious to ensure that the individuals dignity is preserved by :-

- Treating each person as a valued individual.
- Helping individuals to present themselves to others as they would wish through their clothing, personal appearance and behaviour in public.
- Offering a range of activities which enables each person to express their individuality.
- Tackling the stigma attached to disability, age, status etc. where this affects the individual.
- Compensating for the effects of disabilities which individual may experience in relation to their communication, physical functioning, mobility or appearance.

### **3.4. INDEPENDENCE**

We are aware that the level of independence for an individual may be affected by entering a group living situation, and will therefore endeavour to promote opportunities for their independence by:-

- Providing human or technical assistance when required as discreetly as possible.
- Maximising opportunities for individuals to retain ability for self-care, interact independently with others and to carry out tasks of daily living unaided.
- Helping individuals with risk management, identifying risks and enabling them to take acceptable levels of risk in their daily lives.
- Providing appropriate support for difficult situations.
- Encouraging individuals to contribute to their own records, where they are able.

### **3.5. SECURITY**

We aim to provide a safe environment with appropriate support services which meet individual needs for security by:-

- Offering assistance with tasks and in situations which would be likely to present a risk of harm to the individual.
- Protecting individuals from all forms of abuse and from all possible abusers.
- Providing opportunities for dealing with issues and complaints.
- Creating an open, positive and inclusive atmosphere for all.

The organisation has procedures in place in the event of fire or other emergency. All people using services are made aware of these procedures, fire escape routes, etc. and fire drills are carried out on a regular basis.

### **3.6. CHOICE**

We aim to ensure that individuals are enabled to exercise choice in all aspects of their lives by:-

- Ensuring that individuals are enabled to have meals and drinks of their choice and these are consumed where, when and with whom they choose.
- Offering a wide choice of day and leisure activities.
- Ensuring that individuals are enabled to manage their own time and are not dictated to by set communal timetables.
- Treating people as individuals and not as part of a homogenous group.
- Respecting individual, unusual or eccentric behaviour.

Retaining maximum flexibility in the routines of services provided.

### **3.7. CIVIL RIGHTS**

We recognise that having disabilities and using services may affect the opportunities to exercise their rights as citizens. We will therefore maintain the individuals' rights in relation to the following:-

- To be able to vote in elections and develop an understanding of the democratic process.
- Full and equal access to all elements of the NHS.
- Claiming welfare benefits etc.
- Access to public services.
- Participation in the local community.

### **3.8. FULFILMENT**

We aim to provide opportunities for individuals to realise personal aspirations and abilities in all aspects of their lives by:-

- Accumulation of all relevant information provided by the individual and interested parties including past histories, subject to their consent.
- Provide day and leisure activities which will suit the tastes and abilities of the individual and to stimulate participation.
- Respond appropriately to the personal, intellectual, artistic and spiritual values and practices of the individual.
- Respecting religious, ethnic and cultural diversity.
- Assisting the individual to maintain existing contacts, and to make new arrangements, friendships etc. both personal and sexual if they so wish.
- Assist with individual desires to communicate, and to ensure opportunities for them to be heard and understood.

#### **4. QUALITY OF CARE**

We aim to provide the highest quality care, and therefore give priority to a number of areas relating to the operation and delivery of the services we provide.

##### **4.1. CHOICE OF SERVICE**

We recognise that every individual considering using services should have the opportunity to ensure that this meets their individual needs and abilities. In order to assist with this we will undertake the following:-

- Provide detailed information about the service.
- Ensure that a comprehensive assessment of need is carried out.
- Ensure that we are able to meet the needs of the individual, and demonstrate how we intend to achieve this.
- Offer opportunities to try out services.

##### **4.2. PERSONAL AND HEALTHCARE**

We draw on expert professional guidelines in the pursuit of the best possible care and support for the individual and will:-

- Produce, implement and regularly update, with input from the individual, a plan of care based on the initial and then continuing assessment of that individual.
- Seek to meet the health care needs of the individual, with input from relevant professionals where required.
- Establish and operate careful procedures for the administration of medicines.
- Take steps to safeguard the privacy and dignity of the individual in all aspects of the delivery of health and personal care.
- Treat with special care individuals who are dying, and sensitively assist them and their relatives at the time of death.

##### **4.3. LIFESTYLE**

Individuals by the nature of their disability may need care and support with a number of aspects of their lives. In order to respond to this we will:-

- Aim to provide a lifestyle which satisfies their social, cultural, religious and recreational interests and needs.
- Assist individuals to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at convenient times.

#### **4.4. ENVIRONMENTS**

Our physical environments are designed for the convenience and comfort of individuals using services. We will endeavour to ensure that:-

- Our buildings and grounds are maintained in a safe condition.
- Make arrangements for communal areas to be safe and comfortable.
- Supply adequate toilet, washing and bathing facilities.
- Provide accommodation and services which meet the regulations.
- Ensure that rooms are safe, comfortable and personalised space is arranged according to the needs and wishes of the individual and includes their personal possessions, etc.
- Ensure that premises are kept clean and free from unpleasant odours, with systems in place to control the spread of infection.

#### **4.5. STAFFING**

We are aware that the management of services is critical to its operations. To provide leadership of the quality required we will undertake the following:-

- Ensure that managers of services are qualified, competent and experienced for the task.
- Adopt a management approach which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work on accounting and financial procedures that safeguard the interests of the individual.
- Offer each individual appropriate assistance in the management of their personal finances.
- Supervise all staff and voluntary workers regularly and effectively.
- Keep up-to-date records on all aspects of services and each individual.
- Ensure that the health, safety and welfare of individuals and staff are promoted and protected.

**5. CONCERNS, COMPLAINTS AND PROTECTION**

Despite our best endeavours to provide services that satisfy the needs and wishes of individuals, we are aware that individuals, and their representatives, have the right to express any dissatisfaction or complaint relating to the services we operate. We will therefore:-

- Provide a simple, clear and accessible complaints procedure.
- Take all the necessary action to protect individual' legal rights to make complaints, and to be supported with this where necessary.

Criticism and complaints will be responded to positively, with the complainant informed of any action or feedback from this. Staff are empowered to encourage feedback about all aspects of services, and there is a complaints procedure in place with an external point of reference where necessary.

A copy of the complaints procedure is available upon request. It is also positioned at various points in our buildings. We would be pleased to discuss the procedure with anyone at any time.

In the event of a complaint being unresolved, or not dealt with to the satisfaction of the individual or their representative, the contact details for the regulator (the Care Quality Commission) are as follows :-

CQC  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Tel: 03000 616161  
Fax: 03000 616171  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)