

The Woodlands

Statement of Purpose





The Woodlands' Statement of Purpose is written to comply with Regulation 12 of the Care Quality Commission's (CQC) Guidance about compliance. This requires a care service provider to produce and keep under review a statement that describes:

- Its values, aims and objectives
- The services it provides to meet the needs of the people who use or might use the service
- Information about the organisation, including the full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, e-mail addresses.
- The legal or registration status of the service provider

The service provider is Overley Hall Limited, who can be contacted at:

Overley Hall LTD,
Wellington,
Telford,
Shropshire
TF6 5HE

Telephone: 01952 740262

E-mail: lynnthompson@overleyhall.com

Overley Hall Limited manages the following adult residential care service:

The Woodlands
Overley
Telford,
Shropshire
TF6 5HE

Telephone: 01952 740388

E-mail: louisehotchkiss@overleyhall.com

We are registered with CQC to provide accommodation for persons who require nursing or personal care. We support people with Autism and Learning Difficulty.

CQC provider ID: 1-101652355

CQC location ID: 1-2211308568

The person officially registered to manage The Woodlands day-to-day operations is:

Mrs Louise Hotchkiss

Values and Principles of The Woodlands

The following statements reflect the values, principles and general aims of The Woodlands:

- We believe that each resident should be supported side by side on their life's journey by key people in their lives. We follow the principle that residents should not be led or followed, but rather that active support should enable individual personalities, needs and wants to be expressed and considered within a safe environment, so that each person can live their life not their disability.
- To focus on residents. We aim to provide personal care and support in ways which have positive outcomes for our residents and promote their active participation in all aspects of their daily lives.
- To ensure that we are fit for our purpose. We review and examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our residents, their friends, relatives, social workers, health professionals, neighbours and staff.
- To work for the comprehensive welfare of our residents. We aim to provide for each individual resident a package of care that contributes to their overall personal, health care needs and preferences, with this in mind we aim to co-operate with other services and professionals to help maximise their independence, ensuring as fully as possible the resident's participation in the community.
- To meet assessed needs. Before we provide services we ensure that any potential resident's needs and preferences are thoroughly assessed, and that they will not have a detrimental impact on the other residents living in the house. We aim to ensure that the care The Woodlands provides meets the individual's assessed needs and any future change in need or requirement.
- We are dedicated to provide a high quality service which strives to continually adapt and improve our care, through the evaluation of our quality assurance systems and change in quality standards by listening and acting upon the residents' changing needs. Therefore we provide a person centred approach to care. This approach puts the resident at the centre of the support they receive; moving away from any 'one size fits all' culture or attitudes. The delivery of service is centred on the aspirations, needs and the abilities of each resident.

Rights

- We place the rights of the residents who use our service at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage the residents to exercise their rights to the full.

Privacy

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

- Providing help in intimate situations as discreetly as possible.

- Supporting residents and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering locations around The Woodlands for residents to be alone or separate from selected others.
- Providing locks on residents' storage space, bedrooms and other rooms (if appropriate) in which residents need at times to be uninterrupted.
- Guaranteeing residents' privacy when using the telephone, opening and reading post, messages, communicating with friends, relatives, advocates and other advisors.
- Ensuring the confidentiality of information and information-sharing regarding any resident.

Dignity

Having a disability can sometimes affect or compromise personal dignity, so we work to preserve respect for the intrinsic value of the residents who use our services in the following ways:

- Treating each resident as a valued individual.
- Supporting residents to present themselves to others as they would wish through their chosen clothing, their personal appearance, identity and their behaviour in public.
- Offering a range of individual and group activities which enables each resident to express themselves as a unique individual through our person-centred individual care ethos, additionally benefiting from social inclusion.
- Tackling the stigma from which residents may be affected in connection with their disability, age or status.
- Enabling residents who have difficulties with communication, physical function or mobility access to appropriate and individualised support.

Independence

We work and plan sensitively to ensure that residents do not feel that their independence is compromised by living in a group home. Through a person-centred and individual approach we ensure that each resident has a minimal impact on each other's independence in the following ways:

- Adapt the environment and furnishings in The Woodlands to create flexibility for individual communal areas therefore creating independent space.
- Providing as tactfully as possible human or technical assistance when it is needed
- Maximising the abilities of residents in self-care, independent interaction with others and carrying out the tasks of daily living unaided.
- Helping residents to take reasonable and fully thought-out risks. Staff do not presume or ignore possible risks that may or may not occur in a new situation that could have a negative or restrictive approach
- Residents with less independence skills should not impact on those with more abilities.

- Promoting opportunities for residents to establish and retain relationships and contacts beyond The Woodlands.
- Using any form of restraint, whether physical or environmental, only in situations of urgency when it is essential for residents' own safety or the safety of others.
- Encourage residents to contribute to their own person-centred care plan.
- Encourage residents to partake in their own individualised weekly planners.
- Assist residents to individualise their own bedrooms

Security

- Offering assistance with tasks and in situations that would otherwise be perilous for residents.
- Protecting residents from all forms of abuse.
- Providing readily accessible channels for dealing with complaints by residents.
- Creating an atmosphere in The Woodlands which residents experience as open, positive and inclusive.
- Have an open door policy to promote and encourage staff to raise any concerns or issues; no matter how minor they may perceive them to be.

Civil Rights

We work carefully together to maintain each resident's place in society as fully participating and benefiting citizens in the following ways:

- Facilitating residents' full and equal access to all elements of the National Health Service
- Helping residents to claim any welfare benefits to which they are entitled, having access to a Social Worker and Local Authority services as required.
- Assisting residents' access to public services such as lifelong learning, further education and libraries.
- Assisting residents' in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond The Woodlands.

Choice

We support all The Woodlands residents to exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

- Providing healthy balanced meals and enabling residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- Offering residents a wide range of leisure activities from which to choose.

- Enabling residents to manage their own time and not be dictated to by set, communal schedules.
- Avoiding wherever possible treating residents as a homogeneous group.
- Respecting individual, unusual or eccentric behaviour in residents.
- Retaining maximum flexibility in the routines of the daily life of The Woodlands.

Fulfilment

We want to help our residents to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:

- Informing ourselves as fully as each resident wishes about their individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- Respecting our residents' religious, ethnic and cultural diversity.
- Helping our residents to maintain existing contacts and to make new friendships and personal or sexual relationships if they wish.
- Attempting always to listen and attend promptly to any resident's desire to communicate, by whatever method.

Diversity

We demonstrate that we welcome and celebrate the diversity of people in our community and in The Woodlands. We do this by:

- Positively communicating to our residents that their diverse backgrounds enhance the life of The Woodlands.
- Respecting and providing for the ethnic, cultural and religious practices of residents.
- Outlawing negative, discriminatory language and behaviour by staff and others.
- Accommodating individual differences without censure.
- Helping residents to celebrate events, anniversaries and festivals that are important to them, and if willing to do so, those of others

Safeguarding

We ensure that the safeguarding of our residents is an utmost priority and work to comply with all legal requirements in our safeguarding practices. We therefore work closely with the local Safeguarding Adults Team and the Care Quality Commission where appropriate, over any issues relating to the wellbeing and safety of residents, in order to protect them from any kind of harm.



Quality of Care

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of The Woodlands and the services we provide. We pride ourselves in being able to deliver a truly person-centred approach to residents' care, social and cultural needs. Staff members go the 'extra mile' to facilitate this approach.

Choice of The Woodlands

We recognise that every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following:

- Provide detailed information on The Woodlands by publishing a Statement of Purpose and a detailed resident guide/information about the home.
- Give each resident a contract or a statement of terms and conditions specifying the details of the relationship.
- Ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to The Woodlands that we are confident that we can meet their needs as assessed.
- Offer introductory and transition visits to prospective residents and avoid unplanned admissions.

Personal and Health Care

We draw on expert professional guidelines for the services The Woodlands provides. In pursuit of the best possible care we will do the following:

- Produce with each resident, regularly update, and thoroughly implement a resident's plan of care, based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the healthcare needs of each resident. Produce Health Action Plans and Hospital Passports for each resident living at The Woodlands.
- Establish and carry out careful procedures for the administration of residents' medicines.
- Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.
- A programme of de-sensitisation may be planned through working with our dedicated de-sensitisation key worker, to enable residents to overcome any anxieties they may have in attending any health appointments or procedures.

Lifestyle

We are aware that residents may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of residents, we will do the following:

- Aim to provide a lifestyle for residents that satisfy their social, cultural, religious and recreational interests and needs.
- Help residents to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents, taking into account any cultural, dietary or religious needs.

Concerns, Complaints and Protection

Despite everything we do to provide a safe and secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside The Woodlands. To address any such problems we will do the following:

- Provide and, when necessary, operate a simple, clear and accessible complaints procedure for staff and residents.
- Take all necessary action to protect residents' legal rights.
- Make all possible efforts to protect residents from every sort of abuse.
- Facilitate access to independent advocates.
- Transparent working practices.
- Seek advice from the local challenging behaviour team if peer to peer abuse is suspected.
- Up to date and appropriate staff training.

The Environment

The physical environment of The Woodlands is designed for residents' comfort and convenience. In particular, we will do the following:

- Maintain the buildings and grounds in a pleasant and safe condition.
- Make detailed arrangements for the communal areas of The Woodlands to be safe and comfortable, providing residents' own personal armchairs and cushions.
- Supply and maintain toilet, washing and bathing facilities suitable for the residents in our care.
- Arrange for specialist equipment to be available to maximise residents' independence.
- Provide individual accommodation to a high standard.
- See that residents have pleasant, comfortable and safe bedrooms, with their own possessions around them and decorated to their own tastes.

- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.
- Encourage the residents to take pride in The Woodlands as their home by having an input in the cleaning schedule and household tasks.

Staffing

We are aware that our staff team play a very important role in residents' welfare. To maximise this support, we will do the following:

- Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs.
- Provide at all times an appropriate number of staff with qualifications in health and social care as required.
- Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare.
- Offer our staff team a range of training which is relevant to their induction, foundation experience and continuing professional development.
- Maintain a stable workforce in order to provide a consistent approach.
- Provide and maintain a well -motivated staff team that has vision and enthusiasm.

Management and Administration

We know that the leadership of the service is critical to all its operations. To provide leadership of the quality required, we will do the following:

- Have a Registered Manager in place who is appropriately qualified, competent and experienced for the task.
- Aim for a management approach that creates an open, positive and inclusive atmosphere throughout the business.
- Implement and operate effective quality assurance and service monitoring systems.
- Work to accounting and financial procedures that safeguard residents' interests.
- Offer residents appropriate assistance in the management of their personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of The Woodlands and our residents.
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.
- Create an open door policy to ensure our staff team feel comfortable to discuss any concerns or issues they have; any questions or issues raised will always be listened to and considered.



The Underpinning Elements

A series of themes underpin the aims we have relating to the rights of residents and quality of care:

Focus on Residents

We want everything we do at The Woodlands to be driven by the needs, abilities and aspirations of our residents, not by what staff, management or any other group would desire. We will remain vigilant to ensure that this focus is maintained and that our facilities, resources, policies, activities and services remain resident-led.

Fitness for Purpose

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our residents and their representatives.

Comprehensiveness

We aim to provide a total range of person-centred care, in collaboration with all appropriate agencies, to meet the overall personal and healthcare needs and preferences of our residents.

Meeting Assessed Needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident. We have adopted the key worker model, in order that individual staff members can inform up to date and accurate activities, care practice and health needs for each resident.

Quality Services

We aim for a progressive improvement in the standards of training at all levels of our staff and management.

Facilities and Services of The Woodlands

The Woodlands sits with the grounds of Overley Hall School. The beautiful landscaped gardens are wrapped around the house given a peaceful county side feeling yet within a short walk or bus to the town off Wellington.

The Woodlands is home for 5 young people. Due to the lay out and volume of the house it ensures space for the individual at times when they need it. The house is two stories high. The lounge has a full height window which will allow the maximum amount of light to flood into the house. It provides one en-suite bedroom on the ground floor and four en-suite bedrooms on the second floor. Each bedroom is equipped with furniture that allows the maximum storage. All the young people are encouraged and supported to choose their curtains, bedding and personalisation of their room. There is TV, internet and phone points in each room if required.

It is difficult for people to leave childhood behind and become an adult even more so for the young people we support therefore The Woodlands was developed to help them and their families through this scary time. The Woodlands is a place where they can prepare themselves for the future. We enable them to develop skills and confidence to face life after transition but equally a forever home if that is what is in their best interest. We don't believe holding our young people back. We want them to flourish and become more independent so they can have the same opportunities in life we all expect.

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The Woodlands prides itself on being person centred. Each individual has their own weekly programme tailored around their likes and needs. Work placements are sought where possible and, independent skills like shopping, money handling and cooking, gardening, woodwork crafts, college placements, experiential placements, developing social involvements and hobbies and whatever is suitable for each person and what they want or need.

Staffing is based on the following:

7am – 9am – 3 staff

9am – 4pm – 5 staff

4pm – 9pm – 4 staff

9pm – 7am – 1 wake night staff and 1 call staff

There is a home manager in addition to the above staffing who general works during office hours but is totally flexible to meet the needs of the business.

The staffing during the day is 1:1 this is to maximise the opportunities for these young people to undertake activities which will include:

- Independent living skills
- Life skills
- Work Experience
- College course

The Woodlands have a 7 and 5 seater car assigned to it, along with this staff will use their own vehicles and claim a mileage from clients for a more personalised timetable. Staff will be required to hold business insurance and they will be required to provide documentation to prove their car is compliant, this will include vehicle checks.

A housekeeper will visit the property on a regular basis to carryout deep cleaning of the property, but the day to day cleaning of the house will be timetabled into the young person's schedule.

The young people with be support will prepare and cook their own meals as part of their living skills; they will be able to harvest fruit and vegetables from the walled garden and will be supported in visiting the local supermarkets. Forums will be used to help plan meals using communicate in print where necessary.

Laundry, personal clothing and towels will be laundered on site; bedding will be laundered by the main school laundry.

Grounds maintenance staff will provide support to the young people and staff to help maintain the grounds of the property, young people and staff will be responsible for plants and containers around the property, this work will be reinforced by the young people possibly attending our outdoor activity club held within the grounds of Overley Hall.

Maintenance staff will carry out any necessary repairs as and when required, they will also carry out all the legislative health and safety checks on the building



The Registered Manager's Qualifications and Experience

The relevant qualifications and experience of Mrs Louise Hotchkiss are:

Level 3 and Level 4 in Health and Social Care for young people and adults

Level 5 Management in Health and Social Care

Louise has work for the company of Overley Hall School for over 20 years, during this time she has regularly attended and updated her mandatory training. Louise has been the Registered Manager at The Woodlands since it opened in 2015. She also manages Station House which is another location owned by the same provider. She spends 50% of her time managing each location.

The Woodlands House Staff Team

All staff complete and refresh mandatory training on a rolling programme. They are also qualified to a minimum of NVQ level 2 or working towards this qualification and new staff are enrolled on the Care Certificate as part of their induction.

All residents at The Woodlands have a key worker, which ensures that all their Health, Social and emotional needs are met through a person centred plan. The keyworkers' role is to regularly up date and review the care plan sharing all information with key people involved.

The Woodlands operates a waking night shift along with an on call duty person to ensure the safety and welfare of residents from the hours of 10pm to 7am.

Supervision is provided to all staff on a regular basis, this is an opportunity for the manager and staff to agree targets for staff performance and development.

Staff meetings are held monthly to assist in information sharing; this is also an opportunity for all the staff to discuss concerns and ideas, along with agreeing strategies for a consistent approach.

The company has a Recruitment policy which is in line with Safer Recruitment practices.

Admissions

Under government regulations, potential residents must have their needs thoroughly assessed before entering The Woodlands; this is intended to provide each resident with the best possible information on which to make an informed choice about their future.

For potential residents who are already in contact with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure the prospective resident and ourselves that this particular home is suitable for them.

For potential residents who approach The Woodlands direct, appropriately trained staff will make a full assessment of need calling, with the resident's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Care Quality Commission guidance. All information will be treated confidentially. The assessment process helps the The Woodlands staff team to be sure that we can meet a potential resident's requirements and to make an initial plan of the care we will provide. This assessment will include the impact that this potential admission may have on all current residents.

We will provide prospective residents with as much information as possible about The Woodlands to help them make a decision about whether or not they want to live here, if they are assessed to have the capacity to make that decision, or a Best Interest decision has been made on their behalf. We offer the opportunity for a prospective resident to visit The Woodlands, join current residents for a meal and activities. If this is successful a planned transition and assessment period may be

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negotiated. The cost for this will be on an individual needs-based assessment, which will be negotiated before commencement of transition. During the assessment period it may become apparent that further costings need negotiating. The Woodlands' staff team welcomes any prospective resident to involve their friends, family or other representatives by visiting to observe the care and facilities we can provide before making the final decision about admission.

If we feel The Woodlands is not suitable for a particular person we will try our best to give advice on how to look for support elsewhere.

The Woodlands does not accept emergency admissions.

We work to support any new resident to live their life as fully as possible. In particular, we do the following:

- We aim as part of the assessment process to encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence at The Woodlands.
- We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside The Woodlands to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences; in order to facilitate this we work together to create a person-centred plan of activities.
- All residents are entitled to use the communal lounge, other sitting and circulating areas, and the grounds of The Woodlands, but those who wish to may remain in their own rooms whenever they like. Residents are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
- We hope that friendships among residents will develop and that residents will enjoy being part of a community, but there is no obligation for a resident to join in any of the communal, social activities.
- We recognise that food and drink can play an important part in the social life of The Woodlands. We aim to provide a welcoming environment in the dining room and to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction as well as nourishment. As far as possible we encourage residents to choose where they would like to sit in the dining room. Meals can be served in residents' own rooms if desired. Three full meals are provided each day, there is a regularly changed menu for lunch and the evening meal. Residents are fully involved in the menu planning process and are always offered choices during meals.
- We cater for special diets as advised by specialist health professionals and this would be agreed in each resident's care plan. The Woodlands staff team are available to provide discreet, sensitive and individual support with eating and drinking for those who require it. Snacks, hot and cold drinks are available at all times. Residents are able to make their own drinks and get snacks for themselves within their own healthy eating plan. Residents are encouraged to participate in all areas of food preparation and cooking, behaviour and mood dependent.
- All menus are evaluated by an experienced member of staff to ensure a healthy balanced diet is being provided. Residents and staff are encouraged to use fresh produce and cook from scratch, this process has proven invaluable in promoting and maintaining healthy living.
- The aim of this evaluation is also to ensure all of the food and drink we provide is attractive, appealing and appetising, and to mark special occasions, festivals and cultural or religious events with appropriate dishes and drinks.

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We try to ensure that The Woodlands is a real part of the local community; therefore we encourage visitors to The Woodlands, such as local councillors, members of parliament, and representatives of voluntary and community organisations. We have very good relationships with our neighbours who recognise and acknowledge the complex needs and behaviours of our residents. Naturally we respect the views of residents about whom they wish to interact with on any occasion.

We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment, though we take care to ensure that residents

are not subjected to unnecessary hazards. When a resident wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with the individual, their keyworker and any relative, friend or representative involved (if appropriate). We will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience. This is all dependent on a resident's capacity to understand and make certain choices.

For the benefit of all residents and staff, we have designated all areas of The Woodlands as non-smoking. Residents and staff who wish to may smoke in the designated smoking area at the front side of the building.

We may make a charge associated with some social activities and services; where this applies, the details will be made clear to the resident, family, social worker and Placing Authority in advance.

Consulting residents about the way The Woodlands operates. We aim to give residents opportunities to participate in all aspects of life at The Woodlands. In particular, they are regularly consulted both individually and corporately about the way The Woodlands is run. We do not currently hold formal forum meetings for the residents at The Woodlands due to their learning disabilities and communication difficulties; however we would always aim to facilitate participation if a resident had the capacity and desire to take part in residents' meetings or a residents' committee, opportunities for residents to join staff meetings, policy groups and other forums, systems for involving residents in staff selection, reviews of policies, etc. and arrangements for surveys of user satisfaction.

Our objective is always to make the process of managing and running The Woodlands as transparent as possible and to ensure that The Woodlands has an open, positive and inclusive atmosphere; therefore we ensure that we use alternative and individual methods of communication to ensure that each resident has a voice. This can be done through use of photographs and picture symbols, Dictaphone, audio story book (talking book), computer or tablet, body language and gesture, Makaton, prior feedback and most importantly behaviour and staff knowledge of the residents.

Consultation with Residents and their Representatives

As we have previously stated we try to consult with residents as fully as possible, in many different forms, about all operational aspects of Station House and the care provided. Consultation with the residents, their families and key professionals is paramount to the transparent running of The Woodlands their welfare, safety and independence.

To enable the residents to have a say in how The Woodlands is run we produce individual communication aids that will inform them in the running of The Woodlands, menus and activities, etc. We also encourage and support the residents to fill in quality assurance questionnaires and have adapted current policies to communication formats that will enable them to understand their rights.



Fire Precautions, Associated Emergency Procedures and Safe Working Practices

All residents are made aware of the action to be taken in the event of a fire or other emergencies. There are copies of The Woodlands' fire safety policy and procedures available in a format that is relevant to individual communication needs.

The Woodlands conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of residents and staff. The Woodlands actively supports residents to participate in fire drills and evacuations; each resident has a PEEP (Personal Emergency Evacuation Plan.).

Arrangements for religious observances

Residents who wish to practice a religion will be given all possible help and support to do so. In particular we will do the following:

- We will make available transport and support staff to accompany any resident to their local place of worship if required. Before attending any place of worship in a supporting role, staff members will ensure that they have relevant knowledge, in order to be respectful of any practices or customs that must be followed in that setting.
- If requested, we will make contact with any local place of worship on a resident's behalf. We can usually arrange for a faith leader or relevant representative layperson from a congregation to visit a resident who would like this.
- In the public areas of the The Woodlands we celebrate all the major festivals of many and varied cultures from the Equality and Diversity calendar. Residents have the opportunity to participate or not as they wish.
- Particular care will be taken to try to meet the needs of residents from minority faiths. These should be discussed with the manager before admission.
- Adult residents are free to refrain from practising the religion of their family or community if they so wish. Whilst we are sensitive to the beliefs and practises of family members, our priority is to support the decisions of residents as autonomous individuals and their freedom to choose to follow religious or cultural observances, or not, in keeping with the Mental Capacity Act.

Relatives, Friends and Representatives

Residents are given all possible support to maintain the links they wish to retain with their families and friends outside of The Woodlands and are free to choose whom they see, and when and where.

The Woodlands has an open door policy whereby relatives and friends are always welcome at any time; however it is advisable to make contact prior to visiting as residents may be out.

We do not have provision for overnight accommodation.

We facilitate communication with friends and family by providing alternative modes of communication e.g.; writing with symbols, writing letters and celebratory cards, telephone communication, e-mailing, recording story books. We are developing our facilities for digital and visual communication within The Woodlands.

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



Concerns and Complaints

The management and staff of The Woodlands aim to listen to and act on the views and concerns of residents and their representatives and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from residents and their representatives, friends and relatives.

Positive comments help us to build on our successes, but we can also learn from comments which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of The Woodlands' 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, and if appropriate apologise. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach 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.

If anyone who is unhappy with any aspect of The Woodlands feels that when they raised the matter informally it was not dealt with to their satisfaction or they are not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager of The Woodlands that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with the Care Quality Commission and will be given details of how the Care Quality Commission can be contacted.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other residents 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. As soon as possible the person investigating the complaint will report back to the complainant, explaining what they have found and providing them with a written copy of their report.

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.

If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with the Care Quality Commission.

Resident plan of care

At the time of a new resident's admission to The Woodlands we will work with the resident, their friend, relative or representative if appropriate, to draw up a person-centred written plan of the care we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporate any necessary risk assessments and behaviour plans.



Once a month, we review each person's plan together within a staff meeting, setting out whatever changes have occurred and need to occur in the future. From time to time further assessments of elements of the person's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential. This is also shared if appropriate at staff meetings. Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process. We endeavour to recognise that each resident's care plan should be accessible to them in a format that they understand.

Rooms within The Woodlands

The Woodlands has 5 en-suite bedrooms for residents, of which all are for single occupation. The residents' private rooms are as follows:

Bedroom 1: 18.2 mtr sq
Bedroom 2: 18.2 mtr sq
Bedroom 3: 18.2 mtr sq
Bedroom 4: 18.2 mtr sq
Bedroom 5: 13.0 mtr sq

The rooms in The Woodlands for communal use are as follows: an open plan sitting room which provides space for activities and dining, 1 bathrooms, kitchen and garden. There is office space.

In addition there are some areas of the The Woodlands which are generally for staff use only as follows: sleeping accommodation.

Therapeutic Techniques

The Woodlands does not provide specific in-house therapeutic techniques, however various services may be accessed if it is felt necessary and appropriate. The cost of such services would need to be met through the placement fees.

The Woodlands has strong links with the local authority health and behaviour teams and has had great successes using de-sensitisation programmes to support residents in our care to achieve goals relating to behaviours and medical issues.

Review of this Document

This document is under regular review and I welcome any comments, complaints or compliments from residents, staff and others.

Signed: Louise Hotchkiss

Date: February 2022