



*Lavender Group Homes*

## **Statement of Purpose**

**For**

**Lataya House**

All staff working at the home are to be made aware of the contents of the Statement of Purpose and a copy must be easily accessible. The Registered person (DA) and the Registered Manager formally approves the Statement of Purpose of the home, and reviews, updates and modifies it where necessary, at least annually. Any proposed significant changes or modifications are to be notified to CQC before implementation.

This statement of purpose has been produced to comply with Regulation 12 and schedule 3 of the Care Quality Commission (Registration) Regulations 2009.

## **Introduction**

Lataya House is a six-bed residential home providing accommodation and personal care for young people and adults with Learning Disabilities including Autism and Physical Disabilities. The home provides accommodation for young people from the age of 13 years and over. Lataya House will support residents to learn practical life skills and take part in a range of community and home based activities, enabling their progress and transition towards a more independent life.

Lataya House will work in partnership with both Children and Adult Commissioning Services due to the age range of those we will be providing a service too. Lataya House will provide care for young people aged 13 years and over until they have gained the skills necessary to transition into supported or independent living. Lataya House will ensure that all young people residing in the home will be a compatible placement match.

Young adults will be supported to transition from Lataya House to more independent living and full support will be given to ensure this transition will be successful. Every opportunity will be given to all our residents to live a fulfilling and independent life.

## **Location:**

The home is situated in a quiet residential area close to Rushden town centre. The home is within easy reach of local leisure resources and facilities. Access to main roads such as the A45, A6, M1 and M6 are a short distance away. Local transport also provides links with nearby towns such as Wellingborough, Kettering, Bedford and Northampton.

Lataya House accommodation is on the ground and first floors and there is appropriate access to all areas for all the young adults residing at the home.

Lataya House has developed links with the Local Community Support Police Officers as part of our partnership working, consulting with them and others relevant to review our Environmental / Location Risk Assessment every year.

## **Services provided-**

We specialise in providing care for young people with Learning Disabilities including Autism and Physical Disabilities. Our young people need support with their day to day activities, for both their personal activities and social care.

All care provided is planned and delivered for each individual young person, whilst taking into account their specific cultural and individual needs, the home aims to provide a professional, individualised service for all the young people in residence.

The home has capacity for six young people, in a six-bedroomed house each with its own en-suite bathroom. Lataya House does not admit young people requiring nursing care or individuals who have a history of self-harm or suicide ideation.

## Aims and objectives of the home

The home commits to:

- **Working with each young person**, his/her placement authority, care managers, parents/carers, (as appropriate) and all others associated with his/her care towards identifying, implementing and reviewing a plan of care which is individual and specific to the young person, and which adequately reflects his/her needs at any one time. The service is designed to adapt to the changing needs in all aspects of the lives of the people who reside there.
- **Look after** each young person, and ensure that they enjoy a safe, secure, dignified, warm, caring and loving environment which will nurture their life, education/training, stimulate their development and encourage their general well-being.
- **Always look ahead**, towards the young person's future needs, in order to be independent as they grow and develop for the time when they must leave the home, and live independently or move onto a similar setting where their needs can be met as an adult as is deemed necessary;
- **Provide leisure, fun, encouragement, opportunity and support** for each young person with a view to each young person fulfilling their potential and personal goals;
- **Listen** to all of the young people residing in the home, so that each of their views can be taken into account the views of each individual and their parent/carers will be at the centre of all care planning.
- Through regular meetings and discussions, **involve each young person in any changes of the home**, in order that they may understand the Home's rules, and contribute to their development and review in the light of changing needs and circumstances.
- Ensure that young person's privacy, dignity, choice, independence, equality and human rights are respected always and incorporated into all of their care planning.
- Use our quality assurance systems to encourage feedback from our young person, their families/friends/representatives or advocates and professionals to constantly improve our services
- Balance the needs and rights of individual young person with the rights and needs of the other young person within the home.
- Be compliant with the Health and Social Care Act 2008 and associated regulations
- Adhere to the principles of The Care Act 2014

All staff working at Lataya House will make sure the home acts with consistency, ensures good practice and keeps everyone informed of how we work. The Homes policies and procedures are based on the Care Quality Commission's Fundamental Standards. These fundamental standards ensure the young person at Lataya House receive the highest level of care. The policies also incorporate current best practice guidelines i.e. NICE, Skills for Care, adass, NHS.

## Ethos and philosophy

Lataya House believes that the following statements best describe the values within which we seek to **operate daily**.

We believe that each young person in our care has the fundamental right to:

- be regarded to as an individual and given our special attention;

- be cared for by people who are capable of understanding and meeting their ever-changing needs;
- have fun;
- be treated equally, and no less favourably than others;
- receive respect / support and understanding regarding their cultural, religious and spiritual beliefs and be given an understanding of others cultural needs;
- receive an education/training plan which enhances their life prospects in every respect;
- receive prompt attention in relation to all of their healthcare needs;
- be safe, feel loved and always know that “someone cares”;
- be informed about all important decisions that affect them, and to have a say;
- be afforded privacy and dignity for themselves and their belongings;
- be encouraged to think independently, and make their own choices and preferences;
- free to complain about anything they feel is unfair or unjust, and to have that complaint listened and responded to and not to be made to suffer any detriment for raising a complaint or concern;
- Supported to develop and nurture lasting friendships and contacts within and outside the home.

Lataya House will comply with the principles of the Mental Capacity Act 2005 by first treating all its young person and prospective young person on the basis that they are able to make their own decisions. Consistent with the legislation, Lataya House is prepared to decide for a person in their best interest if there is evidence that they cannot make the decision (at the time it needs to be made) due to a lack of capacity

## **HOW WE INTEND TO PROVIDE SERVICES FOR OUR REGULATED ACTIVITY**

(This list is not exclusive or exhaustive, policies, procedures and other supporting documentation is available for inspection from the registered manager)

### **Facilities**

The home provides single accommodation for up to six young person of either sex, for young person with learning disabilities, physical disabilities, sensory impairment and Autism. The young person may also have associated diagnosis of a learning disability and other special needs i.e. (medical, dietary)

The home has six **single bedrooms** each room is provided with:

- a) Single bed with duvet;
- b) Wardrobe;
- c) Chest of drawers;
- d) Chair
- e) Bedside table
- f) Ensuite shower and toilet

In addition, the home has;

- g) Laundry facilities;
- h) Kitchen;
- i) Dining area.
- j) Lounge with TV, DVD, music centre
- k) Computer area;
- l) Downstairs cloakroom
- m) Secure outdoor garden

- n) Sensory room
- o) Chill out room.

Personal furniture and cherished possessions are welcomed in the young person rooms, and they are able to have input into the colour scheme.

### **Fire Precautions and Associated Emergency Procedures**

- The home has been inspected by the local Fire service and meets all of the requirements which have been outlined for the safety and security of all young people and staff within the home;
- Fire-fighting equipment has been installed at strategic points and is regularly inspected and maintained;
- Smoke alarms and fire-detection equipment has been installed;
- The home has written and implemented an **emergency evacuation procedure** which is explained to everyone in the home, each young person has a Personalised Emergency Evacuation Procedure.
- Fire drills are carried out on a regular basis. (Monthly).
- Fire Alarms are tested every week.

### **External door security**

External doors will be kept locked. The purpose of this is to provide a safe and secure environment in which the young people can have as little restriction placed upon their movement as necessary. Any specific requirements in relation to restriction of liberty will be assessed through the Deprivation of Liberty Safeguards.

The preventive measures will be communicated and agreed to by the placing authority and families. This arrangement does not in any way infringe on any young person's right to liberty as the staff are employed 24/7 in the home to be with and go out into the community with the young people anytime of the day.

### **Admission to the home**

Admission to the home is by application to the Registered Manager, and will normally follow:

- A review of the applicant's history and circumstances;
- Assessment as to whether the applicant meets the home's general admission criteria which is young people with learning disabilities and physical disabilities aged 13 years and older. The home is not equipped for young people with profound physical disabilities or young people with a history of self-harm or suicide ideation.
- An assessment related to the composition of the home's current residents and the compatibility.

## **Short Term Emergency admissions**

Are accepted provided that the above information has been supplied, and the home has at least 24 hours in which to consider the appropriateness of the placement, and a bedroom and appropriate facilities are available upon arrival. Careful consideration will be given to the impact of any emergency placement on the current residents at Lataya House.

## **The organisational structure of the home**

Lataya House is will be overseen by the registered manager. They will be supported in the role by DA who is a Proprietor of Lavender Group homes and by KC who is Head of Business Operations for Lavender Group Homes. Each young person is allocated a 'key worker' who takes responsibility for the most important aspects of the care of young person within their group, whilst overall care is a shared responsibility of all staff. The key worker also takes part in regular reviews of the young person placement and care plan.

The day care staff and waking night staff report directly to the Registered Manager.

Staff are supervised in accordance with the standards laid down, and their training needs are assessed on a regular basis. Staff undertake a formal annual appraisal with the Manager at least once per year. Staff will also have access to formal supervision.

## **Staffing Policy**

The home has responsibilities to ensure that staff are available in sufficient numbers to adequately deal with the needs of the young person, whilst at the same time ensuring that such resources are used efficiently and economically. The home has capacity for six young adults with special needs, and at 100% occupancy the staffing resources are as follows:

1x Registered Manager  
1 x Team leader  
6 x Key Workers (Senior Residential Care Workers)  
14 x Residential Care Workers (RCW)  
4 x Bank Staff (RCW)

### Day Shift

07:30 hours to 21:45 hours, each shift will be led by the Senior Residential Care Worker, or an appointed responsible Residential Care Worker. The home is covered 24 hours a day 7 day a week 52 week a year.

Staff have 15 minutes Handover and planning at the start of each shift and they also have 10 minutes Debrief at the end of each shift.

The Registered Manager and Seniors/Keyworkers will review the daily observations. Any significant issues will then be addressed accordingly to the nature of the significant issue.

### Waking Night: 21:30 hours to 08:00 hours

The home's staffing levels allow for adequate staffing during the day, and there are two-night waking staff on duty each night. Staffing levels are adjusted as necessary

to ensure they are appropriate to meet the risk/assessed individual needs of the young person resident in the home and extra staff will be brought in to ensure that a safe level of staffing in line with these risk assessments is provided.

Notes:

Any member of staff on duty may contact the “On-Call” Manager in the case of an **emergency**. The “On-Call” rota, with names and telephone number(s) is posted on the notice board in the Managers Office. Staff also have access to the “on call” procedure.

### **Caring for the young people/Quality of Life**

At Lataya House we want our care home to be a happy place where young people are encouraged to enjoy the best quality of life possible, and where the management and staff of the home will assist them in achieving this. This means the young people will be encouraged to be involved in as many decisions as possible about their care. This may include the acceptance of a degree of risk. Young people will be supported with their individual interests outside the home.

Lataya House is committed to upholding the value statements below which explains the important principles which underpin the home’s culture:

- The young person’s welfare, safety and needs should be at the centre of their care. Young person should have an enjoyable life, and benefit from excellent individualised care, enjoying a wide of opportunities to develop their talents and skills leading to a successful adult life.
- Young person are entitled to grow up in a loving environment that can meet their developmental needs.
- Every young person should have his or her wishes and feelings listened to and taken into account, they should be encouraged to be involved in decision making
- Each young person should be valued as an individual and given personalised support in line with their care plan, individual needs, and background in order to develop their identity, self-confidence and self-worth.
- The particular needs of disabled young person and young person with complex needs will be fully recognised and taken into account.
- All young people should be supported in maintaining relationships with parents, former carers and their wider family.
- Young people in residential care should be given the opportunity for as full an experience of a supportive homely environment as possible.
- Carers will be recognised as a core member of the team around the young people with an important contribution to make in planning and decision making about meeting the Young people needs.
- It is essential that staff receive relevant development opportunities in order to provide the best care for young people.

At Lataya House we support young people to use their preferred means of communication and encourage them to express their views, feelings and hopes through 1-1 discussions with their key worker, in resident’s meetings, statutory review meetings, informal discussions with the manager, debrief following an incident and any other opportunities.

The home ensures that young people in our care know that their views, wishes and feelings are considered in all aspects of their care; are helped to understand why it may not be possible to act upon their wishes in some circumstances; and know how to obtain support and make a complaint. An easy read complaints procedure is available to all young people and their families. The views of others who have an important relationship to the young people are gathered and taken into account.

All young people have a Care Plan/Placement plan in place and this is reviewed and reflects the ever-changing needs of the individual young adult. The care plan is to be followed by all staff.

All young people who are resident at Lataya House will be reviewed in line with CQC Regulations. The Registered Manager, key worker, care manager, parent(s)/ carer(s) the young person will attend the review meeting. Young people and families are encouraged to take a full and active role in the review process.

In addition, each young person's placement plan (and any relevant risk assessments and/or manual handling plans) will be reviewed regularly. The review process will be co-ordinated by the key worker and will involve consultation with parents, the young person and any other relevant professionals.

Written consent will be sought for the delivery of personal care in consultation with the young person and their families/representatives.

Meals can be served in the dining room or in a young person's own room where necessary; menus are varied, and young people have choices, staff will accommodate any dietary needs. During resident meetings, the young adults will be supported to make choices around meals with the aid of pictures and PEC'S communication systems.

Feedback: we want to continually improve the services provided and we have a Quality Assurance System which includes a quarterly feedback questionnaires for all young people, their families and representatives, a complaints policy and procedure, and we welcome suggestions or comments at any time.

## **Consultation**

The home is committed to ensuring that the parents of the young people residing at Lataya House are consulted and involved in the day to day life and practices in the home. We also believe that all of the young people in our care deserve a say in how we operate the home, they have a right to air their views generally and to understand the rules of conduct and behaviour, so that everyone enjoys their stay here. We consult people by:

- a) Always listening to young people, trying to understand their needs, views, and concerns;
- b) Holding regular meetings in the home, where everyone can join in and have their say;
- c) Seeking views confidentially, either through 1:1 sessions with each young people, as necessary (outside of regular reviews) or through questionnaires and annual quality audits;

## **Safety and Security**

The home is committed to ensuring the safety and protection of all young people who live at Lataya House.



- Staff undertake training in Safeguarding of Vulnerable Adults, Mental Capacity and Deprivation of Liberty Safeguards (DOLS).
- We comply with all fire safety legislation requirements; weekly alarm tests are undertaken, and monthly evacuations take place.
- We provide adequate and appropriate staffing resources to meet the needs of young people.
- Applicants for posts within the home are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the DBS before posts can be confirmed.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by the Care Quality Commission requirements in respect of references and DBS checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the young people or any of their personal information.
- We abide by the Safeguarding of Vulnerable Groups Act requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of young people's protection concern.
- We have procedures for recording the details of visitors to the home.
- We take security steps to ensure that we have control over who comes into the home so that no unauthorised person has unsupervised access to the young peoples or any information relating to them.

### **Safeguarding – Protection of Vulnerable Adults and Children.**

Lataya House will fulfil its responsibility to ensure that all young people are fully protected from abuse in all forms by making thorough checks on all employees, including Enhanced Disclosure and Barring Service clearance and ISA checks. All staff will be trained to recognise abuse and know the action to take and the procedures to follow.

Training on both safeguarding of adults and children will be part of the mandatory training undertaken during induction. This will enable staff to understand the various forms abuse can take including:

- Physical abuse
- Abuse through neglect or acts of omission
- Sexual abuse
- Psychological or emotional abuse
- Financial abuse
- Discriminatory abuse
- Organisational or institutional abuse
- Self – neglect

Staff who know or believe that abuse in any form relating to a young people must take the following action.

- Report the concern to the Registered Manager, or Head of Business Operations KC.
- The manager will immediately report the issue to the appropriate authorities and act on any advice that may be given. The staff will be advised of the result where this is appropriate.

- If the concern is believed to be a criminal act the Police will also be informed by the Manager receiving the report.
- If the member of staff feels it is inappropriate to inform the Managers, they should report the matter to DA (responsible individual), the local safeguarding team or the Care Quality Commission.

NASS Northampton Adult Social Services  
1 Angel Square, Northampton, NN1 1ED  
Telephone: 0300 126 1000

Care Quality Commission  
East Midlands Region  
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA  
Telephone: 0300 616161

### **Training**

- We seek out training opportunities for all staff involved in the home to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse, financial abuse and neglect and that they are aware of the local authority guidelines for making referrals.
- We ensure that all staff know the procedures for reporting and recording their concerns in the home.

### **Confidentiality**

- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Local Safeguarding Board
- All young people information/ records are treated as confidential and are kept under lock and key or password protected on computer systems.

### **Missing from Care**

Lataya House has responsibility for ensuring an assessment of Risk is completed when a young person is placed in our care. This will be done to ensure that reasonable steps are taken to prevent young people from going missing as some young people might not have capacity to go out on their own in the community.

Where there are grounds to suspect that the young people in our care is likely to go missing, a preventative strategy meeting will be called for to reduce the risks.

### **Contact Details**

The home will ensure that young person have, where appropriate, constructive contact with their parents, grandparents, siblings, half-siblings, families, friends and other people who play a significant role in their lives according to their wishes and choices.

### **Education/ Training**

Lataya House will support those young people who wish to attend education/ training at designated centres. Each young person is encouraged to join clubs of their own choice to enhance their life prospects in every respect.

## **Health**

The home will ensure that young person live in a healthy environment where their physical, emotional and psychological health is promoted and where they are able to access the services to meet their health needs

## **Choice of GP**

Young people will not be required to change their doctor for the convenience of the care home. However, it must be recognised that doctors work within a geographical area and a move into residential care may necessitate a change of doctor for a young people. Where this occurs the young person will be helped to select a new local doctor. Treatment from a doctor or nurse or another similar person will be given in private. All young people will be able to talk privately to their own doctor or nurse.

## **Medication**

It is the policy of the home that wherever possible prescribed medication can be self-administered by young people, with appropriate support. If a young person prefers to return responsibility for their own medication, it will be at the manager's discretion and their doctor would have to be satisfied that the young person is competent to do so. Otherwise, medication will be dispensed and administered by trained members of staff.

The home seeks to promote and protect the health of all young person by:

- Reviewing and responding to the healthcare needs identified within the case notes and files upon arrival;
- Ensuring that all medicines brought into the home are properly recorded and their administration is supervised and controlled in accordance with the home's policy and procedure regarding the administration of medicines; as well as supporting those who self-medicate.
- Being alert to the young person needs at all times and obtaining medical (or other) support as needed;
- Encouraging regular attendance and check-ups at medical appointments
- Promoting in house programmes designed to provide basic education and advice regarding general health and well-being;
- Educating young person on the harmful effects of illegal or banned substances, such as drugs, solvents, cigarettes etc.
- Working with Doctors, Dentists and other Practitioners etc. in dealing with the identified healthcare needs/programmes for each young person.

## **Leisure**

The home provides a range of leisure activities; a sensory room, TV with DVD, CD player, games and garden facilities and activities which are suitable for and appropriate to the young person we have in our care. The home will arrange trips, on a regular basis.

The home will have contacts with a variety of local clubs and associations so that if any young person in the home wishes to pursue a special interest they will be supported.

Young people have their own activity programmes as part of their individual care planning.

We always take account of young person's preferences and appreciate that although we encourage our young people to participate, not everyone will want to.

### **Religious instruction, observance and Culture**

Young people who wish to practise their religion will be given every possible help and facility to do so.

In particular:

- We will arrange transport for young people to any local place of worship if required;
- If asked to us will make contact with any local place of worship on a young people behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a young people who would like this.

Young people from different cultures are positively encouraged to retain their own identity and attention is given to clothing, health care and dietary needs etc.

### **Therapeutic techniques**

Any therapeutic needs for any young people will be sought from relevant approved specialist agencies in agreement with the young people and those responsible for their care.

### **Young people's Behaviour**

- The young people identified needs and behavioural targets will always remain a central focus of the placement. Issues and information will be discussed openly using a supportive and respectful approach. Our approach is geared towards enhancing motivation to change. Frequent monitoring of behaviour by unobtrusive and self-report will provide valid data to identify patterns, measure change and progress.
- Lataya House is unable to provide support for young people who has a history of self-harm or suicide ideation due to the set up and layout of the home.
- Lataya House operates a clear policy and guidance for staff based on a code of conduct setting out the care and control, disciplinary and restraint measures permitted, emphasising the need to reinforce positive messages to young people for the achievement of acceptable behaviour. Staff will work together to help instil boundaries and encourage young people to adhere to and follow house expectations.

- An important initial part of this task is to help gain control of their behaviour and actions; by giving clear guidance and boundaries and thereafter enable the individual to take responsibility for their behaviour, actions, and consequences and develop self-control.
- Physical restraint is only used as a last resort at Lataya House to prevent likely injury to the person concerned, other young, staff, the public or damage to property. It is never used as a punishment in response to challenging behaviour.
- A record of all restraints that take place are kept; these include the name of the young , the date, time and location, details of the behaviour requiring use of restraint, the nature of the restraint used, the duration and the name of the staff member(s) using restraint. Any injuries caused because of the restraint are also recorded and reported. A separate record of any sanctions is also kept in the same way.
- After a restraint, has taken place both the young people and staff are debriefed in a way to reflect and learn from the incident that has just occurred

All staff must understand the framework behind the home's underlying philosophy towards behaviour management, and therefore the home has written and makes available to all staff, (who must sign a copy of the policy, for placement on their personal file) its policy on "Behaviour Management".

The home will ensure that young people enjoy sound relationships, interact positively with others and behave appropriately.

Communicative function of a specific behaviour. For instance, the purpose of a negative behaviour may be:

- to gain attention
- to communicate a need or want
- to gain a tangible consequence
- to escape from an unpleasant situation
- to gain a sensory consequence
- to self-regulate
- to make a comment or declaration
- to release tension
- Out of habit.
- To communicate pain.

To achieve the above, Lataya House will ensure:

- training and experience of staff
- consistency of staff provision and approach
- positive working relationship with young people
- positive working relationship between staff
- quality of the material environment
- opportunities available
- ability of the service to understand and respond to unique needs of individuals

Young people will be encouraged to take responsibility for their behaviour, in a way that is appropriate to their abilities and understanding.

## **Form of address**

Young will choose how they wish to be addressed. Although first names are normally used between young people and staff, it should not be assumed even though this practice is consistent with our family atmosphere.

## **Complaints and suggestions**

The home has written policy/procedures for dealing with any complaint, as follows:

**Complaints and suggestions are encouraged** and welcomed as a way of ensuring that any dissatisfaction with the quality of service provided by the Home is brought to the attention of the Registered Manager as quickly as possible. All complaints will be taken seriously, will be fully investigated, handled quickly, sympathetically and confidentially and where necessary improvements made. Our aim is to deal with complaints efficiently and fairly and wherever possible to achieve a resolution which is satisfactory to both the complainant and the Home. This Policy document will be provided to all young people and their representative upon request. If the young person is without sight or their vision is impaired or has another form of disability or impairment, then the Home will so far as it is practicable to do so supply in addition to a copy of this document. A copy of the complaints procedure in a form that is suitable to that person.

All complaints are dealt with informally if possible, although a formal resolution/investigation may be necessary in some cases. All complaints are recorded.

## **Young people's Right and Anti-Discriminatory Practice**

All young people and their families have full access to the Registered Provider, Registered Manager, Team Leader and senior staff team. Lataya House promotes care practices in a non-discriminatory way where all people are valued as individuals regardless of disability, race, gender, colour, sexuality or religious beliefs.

We will provide a culturally sensitive service and ensure that all young people, staff and others receive equal access to services and equal access within them. Lataya House ensures that all young people and stakeholders are treated in a fair and respectful manner and this is positively challenged and discussed within supervisions, team meetings and young people meetings.

### **In practice we promote the above by:**

- Safe recruitment
- Equal Opportunities
- Safe living environments
- Complying with CQC Regulations
- Providing young people with information about their rights and advancing young people Rights
- Providing young people with access to external bodies i.e. young people-line, CQC, independent advocacy providers etc.
- Responding positively and reacting thoroughly to, any complaints and representations they may make ensuring no one suffers reprisals.
- Responding positively to any staff concerns about any practice concerning the service to young people we accommodate
- Enforcing our Disciplinary Procedure

- Advising the young people placing authority of any matters that affect the young person's welfare, including staff concerns young person complaints and individual staff disciplinary matters
- Working to improve outcomes for young person
- Actively listening to young people
- Providing positive care, accommodation, food, education, leisure opportunities etc.
- Promoting independence: a young person may prefer to be independent in certain self-care situations in order to retain self-respect and dignity and this will be encouraged.

### **Visitors**

Visitors are welcome during the daytime and/ or in the early hours of the evening, although some young people may prefer not to receive visitors at meal times or early afternoon when they may wish to have a quiet time. A visitor's policy is on display in the entrance hall.

### **Legal Advice**

When a young person requires legal advice, they will be supported to visit their own solicitor or to receive a home visit. The manager will assist with the necessary arrangements if asked. However, such meetings are private, and the Home will not be involved. Some young people may require the support of their family members in this regard.

### **Quality Control**

In addition to monitoring and inspection from statutory bodies, Lataya House has a culture of involving families and significant others as well as placing authorities to have a say in the improvement of the home through regular surveys and questionnaires.

The home will receive regular Quality Monitoring Visits each month from an Independent Qualified Person/Agency. In addition, the Registered Person and /or the Registered Manager will also monitor the quality of care in the home regularly.

The home is committed to developing positive approaches to ensure that the young people's voice is heard, and staff make use of a wide range of strategies to ensure that young person's feelings, wishes and preferences are ascertained.

## **Leadership and Management**

### **Contact Details**

Name and Address of Registered Provider, Registered Manager and Operations Manager

#### **Registered Provider and Responsible Individual**

DA t/a Lavender Group Homes  
10 Headlands  
Kettering  
Northants  
NN15 7HP                      Tel 07969 057229

#### **Head of Business Operations**

KC  
10 Headlands  
Kettering  
Northants  
NN15 7HP                      Tel 01536 356847

#### **Interim Manager**

LH  
86 Wymington Road  
Rushden  
Northants  
NN10 9LA                      Tel 01933 311526



## Staff

| Name   | Business Address   | Qualifications and Experience  |
|--|--|--|
| <p><b>Registered Provider and Responsible Individual</b></p> <p>DA CMGR FCMI</p> | <p>10 Headlands<br/>Kettering<br/>Northants<br/>NN15 7HP</p>                     | <p>NVQ4/5 RMA. HNC in Managing Health and Social Care Services. Twenty + years in the care sector.</p>   |
| <p><b>Head of Business Operations</b></p> <p>KMC FCMI</p>                        | <p>10 Headlands<br/>Kettering<br/>Northants<br/>NN15 7HP<br/>01536 356847</p>    | <p>BA (Hons) Early Childhood Studies<br/>NVQ4 in Child Care Learning &amp; Development<br/>Level 4 Diploma Caring for People with Learning Disabilities<br/>Level 5 Leadership for Health and Social Care and Children and Young People's (Residential Management)<br/>NVQ4 Leadership and Management for Care Services<br/>NVQ3 Child Care &amp; Education.<br/>SenCO.<br/>TEACCH<br/>LSCBN Safeguarding<br/>LSCBN Safeguarding Children with Disabilities<br/>LSCBN Working Together<br/>LSCBN Managing Allegations<br/>NIAS Designated Person for Implementing Child Protection Procedures<br/>All Mandatory Training and Various related training courses</p> <p>KC has successfully registered and managed children's provisions since 2003 and has in total twenty + years' experience working with children in education and residential care, working with children who have Learning Disabilities, Autism, ADHD, PDA, attachment disorders and complex needs and challenging behaviour.</p> |
| <p><b>Interim Manager</b></p> <p>LH</p>  | <p>86 Wymington Road<br/>Rushden<br/>Northants<br/>NN10 9LA<br/>01933 311526</p> | <p>Fourteen years' experience working in social care, Seven years as Registered manager.</p> <p>NVQ 3 children and Young People<br/>IOSH Health and Safety</p> <p>Commencing Level 5 Diploma in Leadership and Management</p>  |

| Position                       | Name | Qualifications and experience  |
|--------------------------------|------|--|
| Team Leader                    | LNW  | Over twelve years' experience supporting young people with diagnosis of ASD, learning disabilities and the elderly in residential settings.<br><br>BTEC Diploma in Child Care and Education<br><br>Level 3 Diploma in Residential Childcare<br><br>Mandatory Training and Various related training courses in progress |
| Senior Residential Care Worker | PD   | Mandatory Training and Various related training in progress<br>Level 3 in Health and Social care with Eleven years' experience in the care sector, Ten years' experience supporting adults with learning disabilities.   |
| Senior Residential Care Worker | JL   | Mandatory Training and Various related training in progress with Seven years' experience supporting adults with learning disabilities.   |
| Senior Residential Care Worker | ZH   | Mandatory Training and Various related training in progress with a NVQ in Health and Social Care.<br>Fifteen years' experience working in the care sector supporting children and adults with learning disabilities.   |
| Senior Residential Care Worker | KR   | Twenty years' experience working in the care sector supporting children and adults with learning disabilities and challenging behaviours<br><br>Level 2 in Health and Social Care<br><br>Mandatory Training and Various related training in progress   |

| Position                                | Name | Qualifications and experience   |
|---|------|---|
| Residential Care Worker                 | SI   | Six years' experience working in the care sector supporting children and adult with learning disabilities and challenging behaviours.<br><br>Mandatory Training and Various related training in progress                            |
| Residential Care Worker<br>Waking Night | TN   | Mandatory Training and Various related training in progress with 6 years' experience working in the care sector   |
| Residential care worker<br>(Bank staff) | ET   | Mandatory Training and Various related training in progress   |
| Residential care worker<br>(Bank staff) | RS   | Nine years' experience supporting young people through community intervention projects<br><br>BA (Hons) Informal Education (Youth Work and Community)   |
| Residential care worker<br>(Bank staff) | GO   | Seven years' experience supporting young people and adults with learning disabilities<br>BA Children and Youth Studies<br>Mandatory Training and Various related training in progress   |
| Residential care worker<br>(Bank staff) | IZ   | Five years' experience supporting children and children with learning disabilities in an education setting. Level 3 Diploma in Children and Young People's Workforce<br>Mandatory Training and Various related training in progress |
| Residential care worker<br>(Bank staff) | PK   | 1 year experience supporting the elderly in their home. Home Case Care Course Certificate<br>Mandatory training and various related training in progress  |
| Residential care worker<br>(Bank staff) | SC   | Thirteen months' experience supporting the elderly. Mandatory training and various related training in progress   |
| Residential care worker<br>(Bank staff) | VR   | Nineteen year experience supporting adults in their homes and as a health care assistant in hospice and hospital setting. Access to nursing diploma.<br>Mandatory Training and Various related training in progress                 |

| Position                                | Name | Qualifications and experience   |
|---|------|---|
| Residential Care Worker<br>(Bank)       | GE   | Mandatory Training and Various related training in progress years of experience working with epilepsy, autism, mental health, diabetes and adults with learning disabilities and challenging behaviours<br>Diploma level 3 in health and social care. |
| Residential Care Worker<br>(Bank Staff) | BE   | Mandatory Training and Various related training in progress with a years' experience supporting people with autism and challenging behaviour  |

Through its **robust recruitment and selection policy** the home undertakes to employ only those persons it believes have the requisite skills, education, training, prior work experience and attitude which will complement and enhance the quality of care we deliver. All staff are provided with an Induction training programme and further ongoing training, appraisal, supervision and support as needed. All job applicants are required to apply for an **enhanced disclosure** from the Disclosure Barring Services in order that the home may be satisfied that they are appropriate persons to look after service users and young people.

Date Reviewed: November 2019