



*Lavender Group Homes*

## **Statement of Purpose**

**For**

**Lilly 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, LH 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**

Lilly House is a four-bed home for young adults with Profound Learning Disabilities including Autism and Physical Disabilities. From the age of 14 years upwards.

Lilly House was initially opened in November 2015 to care for children and young people. However, since all of the young adults in residence are approaching transition age, it was then felt that for the purposes of continuity and stability, the home be registered with CQC in order to comply with Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009. This decision was taken as a result of all parents and professionals feeling that Lilly House was the best provision for these young adults based on all past Ofsted judgements and other related quality assurance regimes.

Lilly 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. Lilly House will provide care for young people aged 14 years and over until they have gained the skills necessary to transition into supported or independent living. Lilly House will ensure that all young people residing in the home will be a compatible placement match.

## **Location:**

Lilly House is situated in the quiet residential village of Barton Seagrave close to local leisure resources and facilities, Kettering town centre is 2.7 miles from Barton Seagrave and 0.6 miles from its sister home Lucerne House, Kettering and 20 miles from Northampton.

Access to main roads such as the A14, M1 and M6 are a short distance away.

Lilly House has developed good links with the Local Community Support Officers as well as Northamptonshire Police Exploitation and Missing Persons Team, whom have interrogated their intelligence system and have stated they can find no information to suggest that the location of Lilly House is not suitable, or that there is any increased risk to the young people that we care for and that in their opinion the home is in a safe area concerning safeguarding. The manager will review the appropriateness and suitability of the home's location of the premises at least once a year.

Lilly 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.

Lilly 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 peoples with Learning Disabilities including Autism. Our young peoples 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 people, whilst taking into account their specific cultural and individual needs, the home aims to provide a professional, individualised service for all the young adults in residence.

The home has capacity for four young people, Lilly House does not admit young people requiring nursing care.

## Aims and objectives of the home

The home commits to:

Providing a platform for young people with Learning disabilities and Autism to participate in aspirational life experiences and learning opportunities.

Our aim is to promote independence, develop life skills that will enable young people to live their lives to their full potential. Each young person will be part of a warm, homely family environment where they will share meals and take part in socially inclusive activities alongside individual activities which will support individuals in a holistic model of care approach providing person centred care.

Young people will undertake activities of daily living assisted by Lilly House staff where necessary. Young people will be treated with dignity and respect in a home where staff are responsive to young people's needs.

- **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 people, 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;
- **Finances and benefits**  
Each young person will be encouraged to have an understanding and ultimately manage their own finances, this may include a personal bank account, personal allowances and assistance if required to access benefits
- **Provide leisure, fun, encouragement, opportunity and support** for each Young person with a view to each young people fulfilling their potential and personal goals;
- **Education, Work** either voluntary or paid will be sought for each young person with the aim of developing the individuals hobbies, interests and vocational skills

- **Independence skills** will be promoted with the support from Lilly House staff
- **Encourage** each young person to explore opportunities available to them. Attending and gaining meaningful life experiences to develop their aspirations and dreams
- **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 people'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 people their families/friends/representatives or advocates and professionals to constantly improve our services
- Balance the needs and rights of individual young peoples with the rights and needs of the other young people 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 Lilly 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 people at Lilly 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**

Lilly 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.

Lilly House will comply with the principles of the Mental Capacity Act 2005 by first treating all its young people and prospective young people on the basis that they are able to make their own decisions. Consistent with the legislation, Lilly 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 four young people of either sex, for young peoples with learning disabilities, physical disabilities, sensory impairment and Autism. The young peoples may also have associated diagnosis of a learning disability and other special needs i.e. (medical, dietary)

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

- a) Single bed with duvet;
- b) Wardrobe;
- c) Chest of drawers;
- d) Chair
- e) Bedside table

In addition, the home has;

- f) One en-suite room
- g) Communal bathroom for three young peoples
- h) Laundry facilities;
- i) Kitchen;
- j) Dining area.
- k) Lounge with TV, DVD, music centre
- l) Computer area;
- m) Downstairs cloakroom
- n) Secure outdoor garden
- o) Sensory room
- p) Chill out room.

Personal furniture and cherished possessions are welcomed in the young people's 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 peoples, 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 people 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 peoples 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 people'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 peoples with learning disabilities and physical disabilities aged 14 years and older. The home is not equipped for young peoples with profound physical disabilities or young peoples 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 Lilly House.

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

Lilly House is currently overseen by LH who will be registered by the CQC as the Registered Manager. He is supported in his role by DA who is the Proprietor of Lavender Group homes and by KC who is the 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 people 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 people's 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 peoples, whilst at the same time ensuring that such resources are used efficiently and economically. The home has capacity for four young adults with special needs, and at 100% occupancy the staffing resources are as follows:

- 1 Registered Manager
- 1 Team Leader
- 3 Senior Support Workers (Day staff)
- 4 Support Workers (Day staff)
- 2 Weekend Support Workers
- 4 Waking Night Support Workers

### Day Shift

07:30 hours to 21:45 hours, each shift will be led by the Senior Support Worker, or an appointed responsible Residential Support 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 people's 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 Young people/Quality of Life**

At Lilly House we want our care home to be a happy place where young peoples 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.

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

- The young people's welfare, safety and needs should be at the centre of their care. Young people 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 people 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 people and young persons 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 person with an important contribution to make in planning and decision making about meeting the young people's needs.
- It is essential that staff receive relevant development opportunities in order to provide the best care for young people.

At Lilly 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 person 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 Lilly House will be reviewed in line with CQC Regulations. The Registered Manager, key worker, care manager, parent(s)/ carer(s) the young people 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 peoples 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 peoples have choices, staff will accommodate any dietary needs. During resident meetings, the young people 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 Lilly 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 person, 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 Lilly 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 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 people or any information relating to them.

### **Safeguarding – Protection of Vulnerable Young People.**

Lilly 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 person must take the following action.

- Report the concern to the Registered Manager, LH or Head of Business Operations KC. Also report to DA the proprietor of the home
- 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 (Adults or children) or the Care Quality Commission.
- Please see contact details for those who should be notified on page 18

NASS Northampton Adult Social Services  
1 Angel Square, Northampton, NN1 1ED

Telephone: 0300 126 1000 Option 2

Northampton Safeguarding Children Board  
c/o Northamptonshire County Council  
One Angel Square  
4 Angel Street  
Northampton  
NN1 1ED

Telephone: 0300 126 1000 Option 1

Email: [nscb@northamptonshire.gov.uk](mailto:nscb@northamptonshire.gov.uk)

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's information/ records are treated as confidential and are kept under lock and key or password protected on computer systems.

### **Missing from Care**

Lilly 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 people 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/ WORK/VOCATIONAL SKILLS**

Lilly House will support those young people who wish to attend education/ training at designated centres within the community. Each young person is encouraged to join clubs of their own choice to enhance their life prospects in every respect. The home will encourage in-house activities to promote life skills and develop their understanding, to enable the young person to manage day to day task on their own, or allow them to be supported within their daily routine and home environment.

Independence skills/Asdan accreditation

- ASDAN curriculum programmes and qualifications are designed to tackle barriers to learning faced by young people, including:
  - Special educational needs
  - Financial disadvantage
  - Low aspirations or limited opportunities for social mobility
  - being, or having been, in care
  - A lack of confidence, self-esteem or motivation for learning

The purpose of ASDAN is to transform life chances through learning by enabling all learners to discover, develop and make full use of their abilities. We will be able to support young people to do this by working with partner educators to foster the personal, social and work-related abilities of learners. Our home should have the opportunity to help young people to discover, develop and make use of their abilities. The aim of using ASDAN for young people is to:

- strengthen young people's academic and vocational education
  - engage and motivate young people
  - prepare young people to access knowledge and skills at work
  - equip young people to live well and make good use of their abilities
- 
- Practicing good personal hygiene, such as taking showers and brushing teeth regularly.
  - Taking part in activities to stay physically fit, such as joining a community softball team or just taking a daily walk.
  - Researching recipes, budgeting and shopping for ingredients, preparation and cooking of snacks and meals.
  - Understanding the dangers of smoking, drugs, alcohol, unprotected sex and abusive behaviors.
  - Knowing when to seek medical care and how and when to take medication.

- Young people will be assisted to find courses in educational settings work placements either voluntary, paid or vocational to match their individual hobbies and interests

## **Health**

The home will ensure that young people 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 person. Where this occurs the service, user 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 peoples 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 people's 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 people 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 people 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 people'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 person's 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 person and those responsible for their care.

### **Young peoples' Behaviour**

- The young peoples 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.
- Lilly 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.
- Lilly 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 peoples 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 young people 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 Lilly House to prevent likely injury to the person concerned, other young people, 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 person, 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.
- After a restraint, has taken place both the young person 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, Lilly 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 people will choose how they wish to be addressed. Although first names are normally used between young peoples 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 peoples and their representative upon request. If the young people 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.

### **Duty of candour**

Lilly House understands that it must always act in an open and transparent way with our young people and the people closely involved in their care. We will be open with the young person and other relevant persons about the incident. If we are responsible we will learn from our mistakes and reflect on our practice.

Lilly House will undertake the following:

- provide suitable support to the resident and others affected by the incident
- explain directly and in person to the service user and / or their representatives exactly what has happened
- apologise, for example express sorrow and regret for what has happened
- say what is being done to investigate and learn the lessons from what has happened and further actions that might be taken
- undertake to put in writing what has happened and the apology
- keep full records of the incident, including all associated correspondence and the actions that have been taken to carry out the duty of candour with the service user and / or representatives.

Where the person has given consent to their care and support the above actions will be directed at them personally and to others with their agreement. Where the person has been unable to give their consent to their care because of mental incapacity the

actions will be followed through communication with their lawful representatives with the expectation that the service user will be involved as much as possible.

### **Young peoples' 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. Lilly 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 peoples, staff and others receive equal access to services and equal access within them. Lilly 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 peoples' meetings.

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

- Safe recruitment
- Equal Opportunities
- Safe living environments
- Complying with CQC Regulations
- Providing young peoples with information about their rights and advancing young people's 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 peoples' placing authority of any matters that affect the young peoples' welfares, including staff concerns young people complaints and individual staff disciplinary matters
- Working to improve outcomes for young people
- 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 people 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, Lilly 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 people'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 Offices 7/9  
Kettering  
Northants  
NN15 7HP

Tel 07969 057229

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

KC  
10 Headlands Offices 7/9  
Kettering  
Northants  
NN15 7HP

Tel 01536 356847

#### **Registered Manager**

LH  
234 Barton Road  
Barton Seagrave  
Kettering  
Northants  
NN15 6RZ

Tel: 01536 722715

## Staff

Name	Business Address	Qualifications and Experience
<b>Registered Provider and Responsible Individual</b>  DA CMGR FCMI	10 Headlands Offices 7/9 Kettering Northants NN15 7HP	NVQ4/5 RMA. HNC in Managing Health and Social Care Services. Twenty plus years in the care sector.
<b>Registered Manager</b>  LH	234 Barton Road Barton Seagrave Kettering Northants NN15 6RZ Tel: 01536 722715	14 years' experience working in social care, 7 years as Registered manager.  NVQ 3 children and Young People IOSH Health and Safety  Commenced Level 5 Diploma in Leadership and Management
<b>Head of Business Operations</b>  KMC FCMI	10 Headlands Offices 7/9 Kettering Northants NN15 7HP Tel: 01536 356847	BA (Hons) Early Childhood Studies NVQ4 in Child Care Learning & Development Level 4 Diploma Caring for People with Learning Disabilities Level 5 Leadership for Health and Social Care and Children and Young People's (Residential Management) NVQ4 Leadership and Management for Care Services NVQ3 Child Care & Education. SenCO. TEACCH LSCBN Safeguarding LSCBN Safeguarding Children with Disabilities LSCBN Working Together LSCBN Managing Allegations NIAS Designated Person for Implementing Child Protection Procedures All Mandatory Training and Various related training courses  KC has successfully registered and managed children's provisions since 2003 and has in total Eighteen 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.

Position Title	Name	Qualifications	Experience
Team Leader	ZW	<p>Mandatory training and various related training courses in progress</p> <p>Mandatory training and various related training courses in progress</p> <p>Level 2 &amp; 3 Diploma in Health and Social Care</p> <p>Level 3 Diploma in children and young people's workforce</p> <p>Level 3 Diploma in Support services</p>	6 years' experience in residential settings supporting young people and adults with learning disabilities, ASD and emotional behavioral difficulties
Senior Support Worker	MT	<p>Mandatory training and various related training courses in progress</p> <p>.</p>	Three years' experience working with children in a nursery setting
Senior Support Worker	HH	<p>Mandatory training and various related training courses in progress. Degree in ASD and interventions to support</p>	4 years care experience with elderly, children and LD
Senior Support Worker	BN	<p>Mandatory training and various related training courses in progress.</p> <p>Level 3 Diploma in children and young people's workforce</p> <p>Undertaking Level 5 diploma in leadership and Management</p>	5 years' experience of supporting children and young adults with LD and ASD
Support Worker	ZH	<p>Mandatory training and various related training courses in progress</p>	Four years' Experience supporting young adults and adults with learning disabilities and ASD.
Support Worker	EJ	<p>Mandatory training and various related training courses in progress</p>	9 months experience working with children and young adults with LD and ASD in various settings
Support Worker (Waking Nights)	M N-B	<p>Mandatory training and various related training courses in progress</p> <p>Level 3 Healthcare Management</p>	11 years' experience working with adults with LD and ASD

Support Worker (Waking Nights)	ME	Mandatory training and various related training courses in progress	Seven years' Experience supporting Young people in a range of residential settings including EBD, learning disabilities and ASD and challenging behaviour
Support Worker (Waking Nights) (Bank)	PM	NVQ Level 3 health and Social Care Adults. Student LD nurse	16 years' experience as a support worker, working with YP and adults with autism and challenging behaviour within the school setting

Position Title	Name	Qualifications	Experience
Support Worker (Bank)	RS	BA (Hons) Informal Education (Youth Work and Community Learning and Development)  Mandatory training and various related training in progress	Nine years' experience supporting young people through community intervention projects
Support Worker (Bank)	MP	BA (HONS) Social Care  Mandatory training and various related training in progress	Five years' experience supporting children, young adults and adults with learning disabilities
Support Worker (Bank)	VR	Access to nursing diploma.  Health and Social Wellbeing degree in progress	19 years' experience supporting adults in their homes and as a health care assistant in hospice and hospital settings
Support Worker (Bank)	LP	NCFE CACHE Level 2 certificate in principles of working with individuals with learning disabilities.  Joint honors degree in Education Studies and Social Care	4 years' experience working with Children with learnings disabilities in an education setting
Support Worker (Bank)	GO	BA Children and Youth Studies.  Mandatory Training and Various related training in progress	7 years' experience supporting young people and adults with learning disabilities
Support Worker (Bank)	PK	Mandatory training and various related training in progress.  Home Case Care Course Certificate	1 year experience supporting the elderly in their home
Support Worker (Bank)	SC	Mandatory training and various related training in progress.	13 months experience supporting the elderly in residential settings

Support Worker (Bank)	JM	Mandatory training completed and various related training in progress  NCFE Level2 Certificate in Understanding Autism NVQ Level 3 Children and Young People's Workforce	2 years' supporting young people with a learning disabilities and complex behavioral needs
-----------------------	----	---	--

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 young peoples and young people.

Date: February 2020