



STATEMENT OF PURPOSE

1. About Supported Living Services (Northampton) Ltd

Supported living services offers 24 hour support to individuals with a mental health diagnosis through a person centered approach. Our aim is to provide a safe and homely environment that promotes empowerment, independence and choice, whilst enhancing our tenants' daily living skills, enabling individuals to move on to a less supported setting.

Aims and Objectives

- To provide support that is tailored to each tenant's individual needs.
- To empower tenants to lead as independent a life as possible.
- To provide services that are anti-discriminatory.
- To provide a service that takes into account tenant's preferences, wishes, personal circumstances and individual abilities.
- To provide our tenants with support of the highest quality within their own home environment.

How do we achieve these objectives?

- By working to an individual plan of support that has been agreed with the tenant.
- By working with tenants to promote and, where possible, increase their independence.
- By treating all tenants with dignity and respect
- By encouraging tenants to be involved in the development of our service.
- By ensuring that support is provided by trained and competent staff.
- By supporting tenants to access all community services available to them.

Governance and Quality Assurance

In order to deliver a high quality service, monthly audits are carried out by the Operational Manager of supported living services. These audits include:



STATEMENT OF PURPOSE

- Care files
- Medication
- Complaints/ compliments
- Tenant's Meetings
- Team Meetings
- Staff supervision
- Finance
- Staff training
- GDPR compliance
- Premises health and safety checks

Where possible, we involve tenants in the decision making process that affects the service we provide them. Each supported living property has its own monthly tenants meeting where all tenants have the opportunity to make staff aware of their feelings, view points and ideas. Tenants are supported to use external advocacy services.

Team meetings for the staff team take place on a monthly basis. Individual supervision sessions for each team member are conducted quarterly or as requested, giving staff the opportunity to voice their opinions and feedback to the Manager about the service being offered. The Company conducts annual surveys for both staff and tenants.

All tenants and those involved in their care are made aware of Supported living services Northampton Ltd complaints policy, and are encouraged to offer feedback.

All staff undertake regular training which includes a minimum of:

- Safeguarding Adults
- Mental capacity and DOLS
- Fire Awareness
- Health & Safety



STATEMENT OF PURPOSE

- Moving & Handling
- Food Hygiene Awareness
- COSHH & RIDDOR

- Infection Control

- First Aid

- Equality & Diversity

- Mental Health Act Awareness

- Medication Awareness
- Data protection
- CQC fundamental standards

External Inspections

As part of our contractual obligations we are subject to annual inspection from the county council.

Who are our tenants?

Supported living services(Northampton) ltd is a service for adults with a mental health diagnosis.

The age range of people who can access our service is 18 years and over.

Our service is available to people from all over the UK.

The Referral Process

The referral process begins with an enquiry, by telephone, email or letter.

We will then ask for a referral form to be completed giving brief information about the potential tenant and their support needs. This form can be completed by a professional from the multi-disciplinary team.

A provisional review of this information is then undertaken to assess whether we can potentially meet the needs of the individual being referred. If we feel we can meet the person's needs, a full assessment will then be arranged with the potential tenant and their care team.

The Assessment Process

At this assessment, the following aspects will be discussed with the tenant:



STATEMENT OF PURPOSE

- Current support needs
- Identified areas of risk
- What things are important to them as an individual
- What they are seeking from supported living services (Northampton) Ltd
- Proposed plan of care to be offered.

The Admission Process

If the outcome of the assessment is that we can meet the needs of the potential tenant, they will then be invited to visit the appropriate property. This will give them the opportunity to look around, meet other tenants of the property and ask questions or seek clarification about anything they are unsure of.

If the potential tenant likes our provision, there is an appropriate vacancy for them and funding for their placement has been approved, a transition plan is then agreed with the individual and others involved in their care. This can include both day and overnight visits to help the tenant settle in to their new environment. If there are no concerns from the tenant or supported living services(Northampton) Ltd during this transition period, an admission date into the tenancy is then agreed.

In the case of emergency admission requests, an initial assessment will be completed within 2 working days of referral. If we can offer a suitable placement, and funding is confirmed, we will inform the new tenant of all key aspects, procedures and routines of the property within two days of admission. Prior to admission, a review plan will be agreed with the potential tenant and their care team and a contingency plan confirmed as to what actions will be taken if the placement becomes unsustainable. The placement will be formally reviewed in the sixth week and a decision made on whether support can be continued.

Accommodation

Supported living services recognises that every prospective tenant should have the opportunity to choose a home which suits their needs. To facilitate that choice we do the following:

- Provide detailed information on supported living services Northampton Ltd by publishing a Tenant/Service User Guide.



STATEMENT OF PURPOSE

- Give each tenant an Occupancy Licence specifying the terms of their tenancy.
- Ensure that every prospective tenant has their needs thoroughly assessed before a decision on admission is taken.
- Demonstrate to every person about to be offered a tenancy that we are confident we can meet their needs as assessed.
- Offer introductory visits to prospective tenants and avoid unplanned admissions except in cases of emergency.

Range of Support

We aim to help our tenants develop the skills, on an individual basis, that they need to live more independently, and integrate into the local community.

The ways in which we support tenants may include providing advice, prompting or assistance with:

- Correspondence related to their tenancy
- Budgeting, paying household bills, and claiming appropriate benefits
- Meal planning, shopping and cooking
- Domestic upkeep of their tenancy
- Maintaining the security and safety of the property
- Opportunities for employment or voluntary work
- Opportunities for education and leisure
- Registering with GP and dentist of their choice, and maintaining links with appropriate healthcare services
- Taking any prescribed medication
- Responding to their changing needs in liaison with other agencies involved in their support and care.
- Maintaining/developing community links and relationships



STATEMENT OF PURPOSE

Core Values

Choice

Supported living services Northampton Ltd supports tenants in having the opportunity to select from a range of options in all aspects of their living in the following ways:

- Enabling tenants to manage their own time and not be dictated to by set communal timetable and routines.
- Respecting and treating all tenants as individuals.
- Retaining maximum flexibility in the routines of daily life at the properties.
- Tenants are encouraged to personalise their bedrooms.

Civil Rights

Supported living services Northampton Ltd acknowledges that our tenants may need support to exercise their rights as citizens and access public services available to them. In order to support tenants to maintain their place in society, we assist tenants in the following ways:

- Where appropriate, encouraging tenants to exercise their right to vote in elections and to make themselves aware of the democratic process.
- Making sure that tenants have full and equal access to all parts of the NHS.
- Supporting tenants to claim all appropriate welfare benefits and social services.
- Supporting tenants to access public services, such as libraries and education services.
- Supporting tenants to undertake voluntary work if they so wish.
- Supporting tenants to find appropriate employment.
- Ensuring supported living services Northampton Ltd complies with The Human Rights Act 1998.



STATEMENT OF PURPOSE

Confidentiality

Supported living services Northampton Ltd ensures that information we hold about tenants is kept confidential at all times in accordance with The Data Protection Act 1998. There are exceptions to this rule in extreme cases where personal data relating to a tenant's mental and/or physical health could be passed on without explicit consent if this is deemed necessary to protect the vital interests of the tenant and/or the safety of others.

Dignity and Respect

We preserve respect for our tenants' dignity in the following ways:

- Treating each tenant as a valued individual
- Supporting tenants to present themselves to others as they wish through their personal appearance and social interactions.
- Offering access to a range of activities that enable tenants to express themselves as unique individuals
- Tackling any discrimination tenants may face

Equal Opportunities

Supported living services Northampton Ltd abides by equality act 2010 and company policy, and does not discriminate in any way on the basis of race, religions, gender, gender reassignment, disability, sexual orientation, marital status or age in relation to staff and tenants/service users.

A copy of supported living services Northampton's current Equal Opportunities Policy is available on request from the manager.

Independence

Supported living services Northampton Ltd understands that tenants come into our service from a variety of settings, and believes that it is important to encourage our tenants to take advantage of the opportunities on offer to them in the community. This is done by:

- Encouraging, enabling and empowering our tenants to lead as much of an independent lifestyle as possible.
- Supporting our tenants in making decisions, choices and taking informed risks.



STATEMENT OF PURPOSE

- Encouraging and supporting our tenants to maintain contact with their friends and family.
- Encouraging tenants to have access to, and contribute to the records of their own support package, such as their review meeting reports.
- Holding regular house meetings so that all aspects of the day to day running of the properties are discussed with the tenants.

Privacy

Supported living services Northampton Ltd recognises that life in a communal setting and the need to accept assistance with personal tasks are inherently invasive of an individual's privacy. We therefore aim to retain as much of individual's privacy as possible in the following ways:

- Giving tenants privacy to discuss personal issues away from communal areas.
- Supporting tenants to personalise their private living space.
- Offering a range of communal areas around the properties for tenants to be alone or with selected others.
- Providing locks on bedroom doors, for which tenants have their own key.
- Ensuring that all staff adhere to our policy on entering tenant's bedrooms.

Security and Safety

Supported living services Northampton Ltd provides an environment that is supportive and responds to the need to safeguard our tenants in the following ways:

- Supporting and assisting tenants when doing tasks that have risk attached, such as cooking.
- Protecting tenants, wherever practicable, from all forms of abuse and from all possible abusers.
- Ensuring that tenants and staff are aware of the procedure to make a complaint or raise a concern about any aspect of our service or the environment.



STATEMENT OF PURPOSE

- Ensuring that the atmosphere in our properties is open, positive and inclusive.
- Ensuring that all visitors sign in and out of the building and restricting access to tenant's rooms without prior consent of the manager, for example for tasks such as routine maintenance.

2. Tenant Support

How We Assess Tenants' Needs

A full assessment of needs is undertaken on each potential tenant referred to supported living services Northampton Ltd. This assessment covers the range of health and social needs set out in the Department of Health guidance.

This assessment is then reviewed and updated on admission.

During the first six weeks of the placement, our support team will complete, with the tenant and those involved in their care, a detailed risk assessment and an individual support package based on their most current assessment of needs. All information is treated as confidential and discussed with our manager to ensure that we can continue to manage the identified risks and meet the tenant's needs.

Fire Precautions, Associated Emergency Procedures and Safe Working Practices

All tenants are made aware of the action to be taken in the event of a fire or other emergency. Supported living services Northampton Ltd conforms to all guidance on promoting and protecting the health, safety and welfare of the tenants and staff.

Fulfilment

Supported living services Northampton Ltd supports tenants to realise personal aspirations and abilities in all aspects of their lives by:

- Listening to the tenants when they want to tell us about their background, life experiences and characteristic.
- Providing access to a range of leisure and recreational activities to suit the tastes and abilities of all tenants.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every tenant.



STATEMENT OF PURPOSE

- Supporting our tenants to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.

Relatives, Friends and Representatives

All tenants are encouraged and supported, if they wish, to maintain contact with their families and friends, but can choose whom to see, when and where. If a tenant wishes to be represented in any dealing with supported living services Northampton Ltd by a nominated friend, relative, professional person or advocate, we will respect their wishes and facilitate this.

Religious Observations

Tenants who wish to practice their religion are given support to do so. Supported living services Northampton Ltd will:

- Make contact with any local place of worship on a tenant's behalf and Escort the tenant if required.
- In the communal areas of the properties, supported living services Northampton Ltd celebrates all of the Christian festivals. However, if a tenant wishes, they can choose not to participate.
- Strive to meet the needs of a particular tenant/s of a different faith/religion. These will be discussed with manager prior to admission.

Tenant Responsibilities

Cleaning

Tenants are responsible for the cleaning of their own bedrooms with appropriate support. Staff will undertake a weekly health & safety check with each tenant of their bedroom and any other private areas on a minimum of a weekly basis as agreed in their support plan.

For communal areas such as kitchens and shared bathrooms, the cleaning will be shared by all people in that property. A rota for these cleaning tasks is agreed with the tenants via Tenant's Meetings and 1:1 sessions.

It is tenant's responsibility (with appropriate input from the staff team) to ensure that they complete any tasks given to them. Tenants are also responsible for washing and ironing their own clothes.



STATEMENT OF PURPOSE

Cooking and Shopping

Tenants are responsible, with appropriate staff support, for their own shopping and cooking. Usually on a weekly basis, tenants will decide what meals they would like for that week and produce a shopping list for this. Tenants will then visit local shops to purchase the items they need.

House Rules

To ensure the safety and comfort of all of our tenants, we have created and agreed with them a set of house rules for each of the properties. Tenants are responsible for complying with these rules.

Repairs

Tenants are made aware on admission that they should report any maintenance issues to the staff team as soon as possible. Staff will then follow the maintenance procedure. General wear and tear of communal areas is the responsibility of supported living services. However tenants are responsible for paying for any damage or breakages that have been caused by them. This is a condition of their tenancy agreement.

Security

Tenants must take responsibility for the safety and security of themselves, their belongings, their home and other tenants, ensuring that the doors to their own rooms are secured when left unattended and the external doors are properly secured when leaving or entering the property.

3. Service Structure

PROVIDER...SUPPORTED LIVING SERVICES NORTHAMPTON LTD

↓

DIRECTOR....MR DAVID ASHFORTH

↓

OPERATIONS MANAGER....MS SUZETTE NICOLAOU

↓

SUPPORT WORKERS FULL TIME...X4

SUPPORT WORKER PART TIME/ BANK ...X6.



STATEMENT OF PURPOSE

Supported living services Northampton Ltd complies with The Health & Social Care Act 2008 in relation to recruitment practice and aims to provide suitably qualified and competent staff in all areas of its operations.

Qualifications and Training

All employees undergo continuous mandatory and service specific training to ensure we continue to deliver a high quality service. All new employees receive full mandatory training via the Company's induction programme.

All support workers have achieved, or are working towards, an appropriate NVQ qualification.

Training needs are reviewed regularly during quarterly supervision sessions, and annual appraisals reflect on both the individual learning goals and the needs of supported living services Northampton Ltd.

4. Contractual & Personal Issues

Tenancy Agreements

All of our tenants are provided with a Tenancy Agreement which includes information such as:

- Description of the premises
- Breakdown of applicable charges
- Obligations of the tenant
- Obligations of the landlord

Information regarding supported living services Northampton Ltd, and Tenant's rights and expectations is provided to the tenant and those involved in their care by the Tenant/Service User Guide.

Confidentiality

Supported living services Northampton Ltd ensures that information held about tenants is kept confidential at all times in accordance with the Data Protection Act 1998.



STATEMENT OF PURPOSE

There are exceptions to this rule in extreme cases where personal data relating to a tenant's mental and/or physical health could be passed on without explicit consent if this is deemed necessary to protect the vital interests of the tenant

and others. If this happens, the person will be informed of any discussions that have taken place and this will be recorded on their personal support file, which they may have access to at any time.

For further details, please request a copy of our Confidentiality Policy.

Policies and Procedures

All aspects of running and managing our service are recorded in a comprehensive set of policy documents. These policies ensure we meet the statutory requirements for running a Supported Living Service and are reviewed regularly to ensure they are kept up to date. Copies of our Policy Manuals are held at Head Office.

5. Views & Comments

Consultation

Supported living services Northampton Ltd would like everything we do in each property to be driven by the needs and wants of the tenants, not by what staff, management or any other group would desire. We also recognise how easily this focus can slip and remain vigilant to ensure that the facilities, resources, policies, activities and services of each property remain tenant led.

In particular, tenants are regularly consulted both individually and corporately about the way supported living services Northampton Ltd is run. Every month there is a House Meeting where tenants are able to make staff aware of their feelings and viewpoints. All tenants will be encouraged to take part in an annual survey where feedback regarding our service is sought, suggestions received and actions taken.

Our objective is to make the process of running and managing supported living services Northampton Ltd as transparent as possible and to ensure that we have an open, positive and inclusive atmosphere.

Gifts and Gratuities



STATEMENT OF PURPOSE

Our aim is to provide a high quality service and ensure that our tenants receive the best possible support. There is no need for anyone to offer gifts, tips or gratuities and gifts made to individuals cannot be accepted. Further information can be found in our Gifts Policy.

Complaints and Compliments

Despite everything we do to provide a safe environment, we know that tenants and others involved in their care may become dissatisfied from time to time. To tackle such problems we do the following:

- Provide a simple, clear and accessible complaints procedure.
- Take all necessary action to protect tenant's legal rights.

Supported living services Northampton Ltd is committed to achieving the stated aims and objectives and welcomes all comments of tenants and their representatives using the following procedure:

Complaints Procedure

This policy covers complaints about supported living services Northampton Ltd by tenants of supported living services Northampton Ltd and others involved in their care. Staff wishing to make a complaint should refer to the Company's Grievance Policy and procedure.

Initially a complaint should be discussed with the support worker on duty for the house and a complaints form filled in. The support worker on duty should speak to the complainant and note the details of the complaint on a Complaints Form.

Complaints forms are freely available in each house and a copy can be obtained upon request.

If the problem cannot be resolved and the complainant feels dissatisfied with the outcome of this action or feels that the issue is of a serious nature then the Manager should be contacted either verbally or in writing.

Suzette Nicolaou

Address: 5 Broadway, Northampton, NN1 4SF

Telephone

07543896805

Email: suzette@slnorthampton.com

All complainants should receive a written acknowledgement within two working days of receipt of the complaint.



STATEMENT OF PURPOSE

Complaints received by the Manager will be investigated and a response given within 20 days.

Any member of staff involved in a complaint will be fully informed of any allegations at the outset and given an opportunity to reply.

Where the investigation is still in process, a letter explaining the reason for the delay is sent to the complainant and a full response made within five days of a conclusion being reached.

The results of the investigation will be shared with the complainant and documented.

If the complainant requires support or advice in making a complaint they are free to contact a solicitor or advocacy service. Information of local solicitors and advocacy are available from the support worker on duty.

All documentation regarding a complaint, received by the manager, will be registered within the complaints file.

If the complainant is not satisfied with the outcome of the complaint they have the opportunity to contact the tenant's Care Manager from the Local Authority in order to address their concerns. This information can be obtained by the support worker on duty.

6. Contact Details

If you require further information about supported living services Northampton Ltd, or would like to make a referral, please contact:

Suzette Nicolaou

Operations manager, supported living services(Northampton) ltd

5 Broadway,

Northampton,

NN1 4SF

suzette@slnorthampton.com