



Footsteps Care Outreach

Footsteps Care

STATEMENT OF PURPOSE

JANUARY 2024

Expect to live better, because life is ageless.

Supportive Living Service

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About the Service

The service offers 24-hour person-centred support and care for individuals with learning disabilities and/or delayed mental development identified through a health assessment. This support is offered where the individual lives be it in their own home or in rented accommodation. Such individual may need personal care for assessed needs.

Aims of the Service

1. To provide greater choice, independence and control in how the individual's health and social care needs are met.
2. To enable improved quality of life in terms of financial wellbeing, social isolation, continuation of community life. Greater potential for continued support from families, local event organisers and voluntary groups.
3. To enable better health and wellbeing outcomes as a result of packages of care and support being tailored to the needs of the individual in their own home.

Support and Care

Footsteps Care Outreach is registered with the Care Quality Commission (CQC) to provide personal care in a person's own home. The accommodation and maintenance of the premises at Goodmayes is offered by Granton Residents Limited. Footsteps Care Outreach offer services to individuals who need care and support with:

Life skills development

- Money Management and Consumer Awareness
- Food Management
- Personal Appearance and Hygiene
- Maintaining Health
- Maintaining socially acceptable levels of personal hygiene
- Housekeeping
- Laundering and ironing clothes
- Housing Matters
- Transportation
- Education Planning
- Job Seeking Skills
- Job Maintenance Skills
- Emergency and Safety Skills
- Knowledge of Community Resources
- Interpersonal Skills
- Accessing recreational & educational facilities.
- Rights, responsibilities and privileges

Assistance with benefits/bills

- Accessing welfare benefits.
- Managing benefits.
- Completing forms.
- Maintaining a tenancy.
- Ensuring that bills are paid.

Accessing professional help and liaising with other agencies

- Accessing health specialist services.
- Accessing training and development.
- Arranging and attending appointments.
- Liaising with social workers, care co-ordinators and other social care representatives.

Personal Care

- Supervision and assistance with personal hygiene.
- Supervision and administration of medication.
- Assistance with bathing and dressing.
- Assistance with feeding.
- Assistance with toileting.
- Oral care.
- Skin, hair and nail care

Levels of Service

There would be three levels of service:

1. **Low Dependency Support** - Young people who do not require full-time support or personal care and are working towards greater independence.
 - The Service User have been assessed as having no significant, complex or care needs and who are not in need of consistent and/or intensive intervention over longer periods of time.
 - The Service User can work towards preparing for further independence.
 - Can maintain own personal hygiene.
 - Can or has the potential to prepare own meals, do food shopping and make independent decisions about dietary choices.
 - Deemed to require accommodation-based support.
 - Must be ambulatory independently.
2. **Medium Dependency Support** - Young people who need support with a range of everyday activities and who may need help with decision making. Such young people may need personal care.
 - Mild to moderate learning disability
 - Challenging and risk-taking behaviours.
 - May have complex needs.
 - Needs support to carry out some aspects of their daily living activities.

- May be vulnerable.
 - May not have the capacity to successfully carry out aspects of their daily activities of living without support.
 - May need Support staff to schedule and attend appointments.
 - May need Support with managing finance and preparing meals.
3. **High Dependency Support** - Young people with complex needs including challenging behaviour and require personal care as part of their support package.
- Moderate to Sever learning disabilities.
 - Challenging and risk-taking behaviours.
 - Have complex needs.
 - May have communication difficulties.
 - Needs daily support with daily living activities.
 - Is vulnerable in the community and needs to be accompanied when out in public places.
 - Needs assistance with keeping safe.
 - Needs support with health matters and interaction with the Health Service.
 - Needs 24-hour staff availability.
 - Has limited capacity to prepare meals, manage finance and look after their environment.
 - May have specific intervention for keeping healthy and safe.

Aims and Objectives

- To safeguard young people
- To provide care and support that is tailored to each client's individual needs.
- To assist and support young people to work through their past and transition to adulthood in a positive way.
- To provide safe, secure and caring accommodation for young people.
- To enable young people to develop and acquire skills that will prepare them for independent living, adulthood and employment through structured support.
- Ensure that young people are treated as individuals and are actively involved in decisions that are made about them.
- To support young people to become independent and gain critical skills that will enable them to flourish and transition to adulthood.
- Be attentive to each Young Person's individual needs.
- Work in partnership with local authorities and other agencies to safeguard the Young Person and ensure that they live fulfilling lives.

How do we achieve these objectives?

- By working to an individual plan of support that has been agreed with the client and the local authority

- By working with clients to promote and, where possible, increase their independence.
- By treating all clients with dignity and respect.
- By encouraging clients to be involved in the development of the service.
- By ensuring that support is provided by trained and competent staff.
- By supporting clients to access all community services available to them.
- By working in partnership with the host local authority and the placing local authority.

Governance and Quality Assurance

The services will adhere to the CQC Standards for Personal Care. The services work according to the Framework set out by the London Borough of Redbridge and the agreed elements of contracts and standards of placing authorities.

In order to deliver a high-quality service, audits are carried out every 8 weeks by an independent person on behalf of the organisation. These audits include:

- Monthly audits carried out by a senior staff for each level of the service. These will be recorded in the form of a report.
- Independent Person Monitoring Visit. A report will be generated, and a copy sent to the service manager and the director responsible for services.
- Host Local Authority Monitoring Visits.
- Monitoring visited by a placing authority.
- CQC regulatory inspections

Clients are involved in the decision-making process that affects the service we provide them. Each supported living level has its own clients meeting where all the clients have an opportunity to make staff aware of their feelings, viewpoints and ideas. Clients are supported to use external advocacy services.

Team meetings for the staff team take will place on a monthly basis, as do individual supervision sessions for each team member, giving staff the opportunity to voice their opinions and feedback to the Manager about the service being offered. All staff have annual appraisals and client's opinions are surveyed every six months. Consideration is given to various methods of communication used by individual clients so that they can adequately express their views.

All clients and those involved in their support are made aware of the service's complaints policy and are encouraged to offer feedback through individual reviews and family/significant others forums.

All staff undertakes regular training which includes a minimum of:

- Safeguarding Adults
- Fire Awareness
- Health & safety
- Food Hygiene Awareness

- COSHH
- Infection Control
- Behaviour Management
- Working alone
- First Aid
- Ethnicity & Diversity
- Medication Awareness
- Learning Disability Awareness

External Inspections

The service is subject to inspection and review by purchasers of the service including individuals and Local Authorities and CQC. Staff and clients are to co-operate when such visits take place and appropriate information made available. Clients may have access to their own files at any time.

Who are our clients?

The Supportive Living Service is designed for young adults with a learning disability. The age range of people who can access our service is 16 years and over.

The Referral Process

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

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

A review of this information is then undertaken to assess whether the service can potentially meet the needs of the individual being referred. If the service determines that they can meet the needs of the referred person, a full assessment will then be arranged with the potential clients and their care/support team.

The Assessment Process

At the assessment, the following aspects of the service will be discussed with the potential client:

- Current support and care needs
- Identified areas of risk areas
- What things are important to the individual
- What are their or their advocate/parents and family/professionals expecting from the service
- Proposed plan of support to be offered by the service

The Admission Process

- If the outcome of the assessment is that the service can meet the needs of the potential client, they will then be invited to visit the appropriate property. This will give them and others looking after their interest the opportunity to look around, meet other clients of the property and ask questions or seek clarification and any further information.
- If the potential client likes the service and 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/support. This can include both day and overnight visits to help the client settle in to their new environment. If there are no concerns from the client or the service during this period, an admission date to the service can then be agreed.

Emergency Admission

In the case of emergency admission requests, an initial assessment will be completed within 2 working days of the referral. If the service can offer a suitable support placement and funding is confirmed, The Service will inform the new client of all key aspects, procedures and routines of the property within two days of the admission. Prior to admission, a review plan will be agreed with the potential client and their care/support team and a contingency plan confirmed as to what actions will be taken if the placement becomes unsustainable. The new client will be

formally reviewed in the sixth week of placement and a decision made on whether the support can be continued.

Accommodation

The Supportive Living Service recognises that every prospective client or individuals acting on their behalf should have the opportunity to choose a home which suits their needs. To facilitate that choice, we do the following:

- Provide detailed information on the service by publishing a Client/Service User Guide.
- Give each client a Client Agreement specifying the terms of the service and accommodation.
- Ensure that every prospective client has their needs thoroughly assessed before a decision on admission is taken.
- Demonstrate to every person about to be offered the service that we are confident that we can meet their needs as assessed.
- Offer introductory visits to prospective clients and avoid unplanned admissions except in cases of emergency.

Accommodation provided at 515-519 Green Lane; Supported Living Service is categorised on designated floor levels.

Floor 3 – Low level Support

Floor 2 – Medium Level Support

Floor 1 – High Level Support & Care requiring DOLs

Range of Support

The Supportive Living Service work to help clients develop their skills, on an individual basis, that they may progress to greater independence, and further integrate into the local community where possible and according to their abilities. The ways in which we support clients may include providing advice, supervising and facilitating with:

- Correspondence related to benefits and their accommodation

- Budgeting, paying bills and saving
- Meal planning, shopping and cooking
- Domestic upkeep of their living space
- Maintaining the security and safety of the property
- Opportunities for employment and voluntary work
- Opportunities for education and leisure
- Registering with a GP and dentist of their choice, and maintaining links with appropriate healthcare services
- Taking any prescribed medication
- Responding to their changing support needs in liaison with other agencies involved in their support.
- Maintain/developing community links and relationship

Care

Where care is needed:

- It is provided as part of Footsteps Care Outreach Domiciliary Care Service.
- Whilst support may be provided continually, care is only provided when required on a regular basis and not on a 24 hour bases. The Support Package will detail the number of hours of care and support being given.
- Care is viewed as “Personal Care” as defined by the Health and Social Care Act 2008

This supportive Living Service will not provide services for individual who require care for severe mental health problems and nursing intervention care.

Core Values

Choice

The Supportive Living Service supports clients in having the opportunity to select from a range of options in all aspects of their living in the following ways:

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

Civil Rights

The Supportive Living Service acknowledges that clients may need support to exercise their rights as citizens and access public services available to them. in order to support clients to maintain

their place in society, the service assists clients in the following ways:

- Where appropriate, making sure that clients exercise their right to vote in elections and to make themselves aware of the democratic process.

- Making sure that clients have full and equal access to all parts of the NHS.
- Supporting clients to claim all appropriate welfare benefits and access social services.
- Supporting clients to access public services, such as libraries and education services.
- Supporting clients to undertake voluntary work if they so wish and are able to do so.
- Supporting clients to find appropriate employment.
- Ensuring the service complies with The Human Rights Act 1998.

Confidentiality

The Supportive Living Service ensures that information we hold about clients are kept confidential at all times in accordance with the Data Protection Act 2018. There are exceptions to this rule in extreme cases where personal data relating to a client's mental and /or physical health

Dignity and Respect

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

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

Equal Opportunities

The Supportive Living Service abides by equal opportunities legislation and company policy and does not discriminate in any way on the basis of race, religions, gender, disability, sexual orientation, marital status or age in relation to staff and clients/service users.

A copy of Footsteps Care Outreach's current Equality and Diversity Policy is available on request from the service manager.

Independence

The Supportive Living Service understands that clients come into the service from a variety of settings, and believes that it is important to encourage clients to take advantage of the opportunities on offer to them in the community. This is done by:

- Encouraging, enabling and empowering our clients to lead as much of an independent lifestyle as possible.
- Supporting our clients in making decisions, choices and taking informed risks.
- Encouraging and supporting our clients to maintain contact with their friends and family.
- Encouraging clients to have access to, and contribute to records of their own support package, such as the review meetings reports.

- Holding regular house meetings so that all aspects of the day to day running of the properties are discussed with the clients.

Privacy

The Supportive Living Service recognises that life in a communal setting and the need for clients to carry out certain personal tasks privately. We therefore aim to maintain as much of the individual's privacy as possible in the following ways:

- Giving clients privacy in intimate situations and ensuring that all clients respect each other's privacy.
- Supporting clients to personalise their private living space.
- Offering a range of communal areas around the properties for clients to be alone or with selected others where appropriate.
- Providing locks on bedroom doors, for which clients have their own key.
- Ensuring that all staff adheres to the service's policy on entering client's bedrooms.

Security and Safety

The Supportive Living Service provides an environment that is supportive and responds to the needs to safeguard clients in the following ways:

- Supporting and advising clients when doing tasks that have risks attached to them such as food hygiene and storage.
- Protecting clients, wherever practicable, from all forms of abuse and from all possible abusers.
- Ensuring that clients and staff are aware of the procedures to make a complaint or raise a concern about any aspect of the service or the environment.
- 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 client's rooms without prior consent of the service manager, for example for tasks such as routine maintenance.
- Ensuring that all clients, staff and visitors are familiar with the fire emergency procedures.

Client Support

How we Assess Client's Needs

A full assessment of needs is undertaken on each potential client referred to the service. This assessment covers the range of health and social needs set out in the Department of Health guidance for the assessment of needs.

This assessment is then reviewed and updated on admission.

During the first six weeks of placement, the client's assigned Key Worker will complete, with the client and those involved in their support, a detailed and coherent risk assessment and an individual support package based on their most current assessment of needs. All information is

treated as confidential and discussed with the service manager to ensure that the service can continue to manage the identified risks and meet the client's needs.

Within the 6th week of a new client's placement, the service will organise a review meeting to which the client, their support team, and others involved in their support will be invited to review the placement and discuss any issues that have arisen during the initial period, with a view to making any appropriate amendments to the proposed support plan.

Risk Assessment

The Supportive Living Service recognises that risk taking is a vital and often enjoyable part of life and of social activity and that some clients will wish to take certain risks.

We therefore do not aim to provide a totally risk-free environment. However, we do as far as practicable, ensure that clients are not subjected to any unnecessary hazards. If a client wished to be included and take part in an activity that involves risk, the service will ensure that the client has information available to them, in a format that they understand in order that they can make an informed decision about the risk and carry out a thorough risk assessment with the individual. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.

Within the first six weeks of admission, each new client has a full risk assessment completed by their key worker. This risk assessment will then be updated at a minimum of every 4 weeks, if new risks are identified, or if there is a change in any of their existing risk factors.

Support Plans

For each area of support identified for an individual client, a client support plan is produced by the key worker and client, setting out specific objectives. The Support Plan takes account of risk assessments, abilities, potential and aspirations of the client.

Evidence has shown that enabling people with learning disabilities to engage more in their daily lives, that outcomes from support are better and the growth toward independence is more likely to be sustained. The organisation continues to use the Active Support Model to influence changes in individuals lives and enable people with learning disabilities to live ordinary lives. The principles that the organisation has and will continue to promote to underpin active support include:

- Being part of a community
- Having good relationship with friends and family (where possible)
- Have relationships that last
- Have opportunities to develop experience and learn new skills
- Have choices and control over life
- Be afforded status and respect
- Be treated as an individual

The organisation's use of Active Support is employed to make sure that people who need support have a chance to be fully involved in their lives and receive the right range and level of support to be successful.

The Three Main Components of Support

1. Interacting to Promote Participation.

Staff and others who support the individual learn how to give them the right level of assistance so that they can do all the typical daily activities that arise in life. *Example, each individual will have a*

key worker and a co-key worker who would know what levels and mode of support is needed by the service user. This support is person-centred and unique to the individual.

2. Activity Support Plans.

This model of support plan provides a way to organise household tasks, personal self-care, hobbies, social arrangements and other activities which individuals need or want to do each day and to work out the availability of support so that activities can be accomplished successfully. *Example a schedule for doing weekly laundry, food shopping and room cleaning.*

3. Keeping Track.

A way of simply recording the opportunities service users have each day that enables the quality of what is being arranged to be monitored and improvements made on the basis of evidence. *Example, documenting an opportunity for a service user to arrange a dental appointment with support if needed or encouraging them to use pictorial aids or other means to know and indicate the need to attend the dentist.*

Active support is not a solution for every need but is used alongside other approaches that are designed to achieve other aims, such as:

Positive Behavioural Support

This approach concentrates on helping people develop so that their reliance on challenging behaviour is no longer necessary. Active Support opportunity and learning plans may have a role to play in a comprehensive positive behavioural support plan. *For example, a service user with a history of challenging behaviour would on referral have the following done.*

- A Functional Behaviour Analysis – What conditions lead to challenging behaviours? What is being rewarded by the behaviour? The analysis may indicate the following:
- Lack of skilled staff may be a trigger for challenging behaviours.
- Lack of appropriate activities may be another trigger for challenging behaviour.
- Proactive strategies would be devised to enhance the individual's quality of life. This would include:
- Physical environment strategies – Ensure all staff are appropriately trained to support the service user.
- Interpersonal environment strategies – 1:1 staffing for part of the day.
- Programmatic environment strategies – Reviewing the activities programme for the service user and engaging with the service user in a meaningful way.
- Reactive Strategies (to be used when challenging behaviours occurs)
- Staff to withdraw from the individual where this leads to de-escalation of the behaviour.
- The service user likes singing and can be encouraged to sing which can replace the challenging behaviour, particularly to the individual's favourite piece of music.

Summary of Active Support

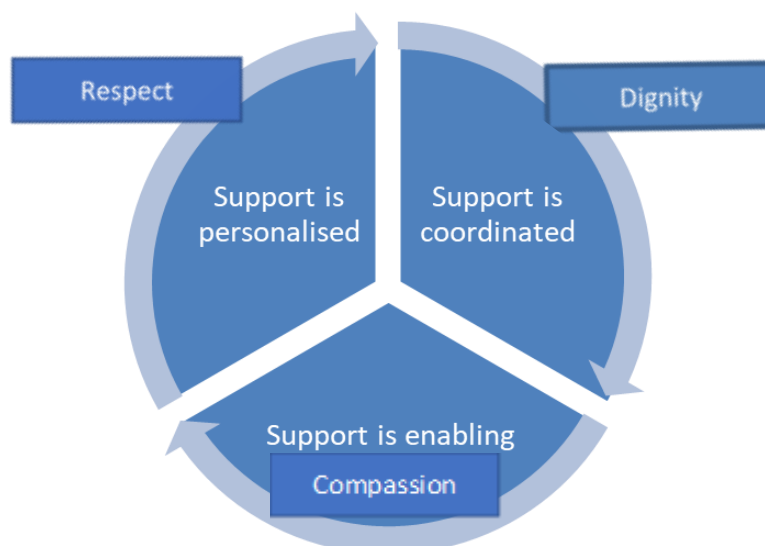


Each client has a copy of their support plans and is encouraged to participate as fully as individually possible in the planning process. A client or their representative can request a review at any time if they feel their support plan is not appropriate.

Person Centred Service

The organisation tailors its services to support the needs of each client in a unique way for each individual. For example, what is important to one person in their health care support may be unnecessary, or even undesirable, to another. It may also change over time, as the individual's needs change

The six principles of support and care underpins the organisation's approach.



The service plans relevant outcomes by: -

1. Understanding what is important to the person.
2. Planning the service an individual will receive with them.
3. Identifying and planning with them the support that will enable them to achieve their goals.

The organisation will incorporate the increasing body of evidence that recognise that the more people are involved in their care and support, the better the outcomes and quality of support.

Examples of this could be –

- a) Support a client with a long-term condition associated with a learning disability.
- b) When an individual play a more pivotal role in directing and shaping their support, the outcomes can be much better and relevant.
- c) Individuals who have more knowledge, skills and confidence can be supported to become more independent employing their skills. They are more likely to engage in positive behaviours around their support.
- d) A Person-Centred approach has benefits for staff supporting the individual. As progress is made with better outcomes, staff morale is also boosted to look at greater magnitudes of achievement.
- e) Support that is Person-Centred also represents better value for money because it ensures that our services are built on the needs and preferences of the people that use them rather than what is convenient to provide.
- f) Recognise that there may be a need for information to be presented in a format that is suitable for the service users mode of communication including easy read, PECS, the use of British sign language and other appropriate methods using symbols and illustrations.

Outcome measures used by the staff team are validated as reliable and evidence based. Outcomes are measured using recognised tools and targets set at review meetings and according to the changing needs of the service user.

Some tools that are available to the organisation are: -

- Personalised goals
- WHO quality of life and emotional well-being scale
- Life Skills Inventory Assessment Tool

The following are some of the areas where specific person-centred outcomes would be measured for service users: -

- Are always treated with dignity and respect
- Are encouraged to enjoy a full range of social relationships
- Have privacy and property respected
- Are free from unnecessary intrusion
- Can make informed choices, while recognising the rights of others to do the same
- Are given information so that they are aware of the range of choices available to them
- Feel safe and secure in all aspects of life, including health and well-being but not to be over-protected
- Are free from exploitation and abuse
- Are encouraged to achieve all they can
- Are supported to make full use of the resources that are available to them
- Are encouraged to live an independent life, rich in purpose, meaning and personal fulfilment

Outcomes are evidence based and measured at two levels:

1. **Outcomes for individuals** – The views and experiences of those who are engaged and/or residing in the supported living service.
2. **Service Outcomes & Performance Indicators** – whether the organisation has:

- a. delivered the service and support according to the requirements of the specification.
- b. can demonstrate improvements in the quality and effectiveness of the services.
- c. has provided and enabled staff to be competent and feel supported to undertake the roles asked of them.

Outcomes and Performance Indicator Measurements

A simple performance matrix is used to measure outcomes. Example:-

What are the outcomes we want?	How will this be achieved?	How will this be evidenced?	Performance indicators
Individual feels happy and healthy	Individuals are provided with information appropriate to them that promotes a healthy lifestyle.	Positive feedback from individuals as part of regular client survey which asks questions on improved/sustained independence, health and wellbeing.	Client survey results.

Medicines Management

Our purpose is to ensure the safe handling of medication within the service. All individuals will have a choice to take or refuse medicines. A risk assessment will be done to determine if clients can self-administer medicines.

If staff are administering medicines, medication will not be administered without the consent of the individual. Where possible, the person should clearly provide informed consent, which should be recorded in the individual's support plan. If this is not possible, but there is a change that the person can give consent, then the person should be given support to be able to make an informed decision.

- All staff administering medicines MUST have medication training and a record of training and updates must be kept for each member of staff.
- All medicines are be stored in a lockable medicines cabinet in a lockable room. Controlled drugs must be stored in a separate lockable cabinet. This could be inside the main drug cupboard. The keys to the controlled drugs cabinet will be kept separately on the person leading a staff shift.
- A record of medicines administered will be kept on a Medicines Administration Record (MAR)

What can our Clients Expect?

The Supportive Living Service places the rights of the clients at the forefront, and seek to advance those rights in all aspects of the environment and the service provided. All clients are provided with an agreement that describes their rights and responsibilities to the service provider and the responsibility of the Supported Living Service to the client. The Client/Service User Guide describes what individuals can expect from Footsteps Care Outreach and what the service expects the of the clients, including acceptable behaviour. This guide can be made available in accessible formats for all

service users, as required.

Engagement with the Community

Engagement in Local Community, Social Activities, Hobbies & Interest

The service ensures that all clients live their lives as fully as possible by doing the following:

- Encouraging clients to continue to enjoy as wide a range of individual and group activities and interests as possible, both inside and outside the service, by continuing with existing hobbies, pursuits and relationships and to explore new experiences.
- Giving clients the opportunity, if they wish, to participate in group trips and activities organised by the service. (on some occasions there may be a contributory charge for trips and activities. Where this applies, details will be made clear to clients.)
- Recognising that food and drink is an important part of social life and ensuring that meals are pleasant and unhurried occasions also providing opportunities for social interaction. Individuals are encouraged to participate in community meals with fellow clients. Clients are encouraged and supported to complete an individual weekly meal planner. The service supports clients with special dietary requirements, as advised by a specialist and agreed in the individual's support plan.

Environment

The physical environment of the property is designed for the client's convenience, comfort and safety:

- The buildings and grounds are maintained in a safe condition. Toilet, washing and bathing facilities are suitable for all clients.
- Any specialist equipment for individuals is identified and actioned.
- Clients have safe, comfortable bedrooms with their own possessions around them.
- The premises are kept clean, hygienic and free from unpleasant odours with systems in place to control the spread of infection.
- Individual clients take responsibility for their own bedroom with the appropriate support.
- CCTV external and internal to ensure that only authorised individuals are in the building.

Fire Precautions

Fire Precautions, Associated Emergency Procedures and Safe Working Practices.

All clients are made aware of the action to be taken in the event of a fire or other emergency.

The service will conform to all guidance on promoting and protecting the health, safety and welfare of the clients and staff.

The Service will complete an annual Fire Risk Assessment for the building. Each client will have a Personal Emergency Evacuation Plan. Staff will be familiar with this plan to ensure effective actions during emergency evacuation.

Fulfilment

The service supports clients to realise personal aspirations and abilities in all aspects of their lives by:

- Listening to the clients 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 clients.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every client

Relatives, Friends and Representatives

All clients 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 client wishes to be represented in any dealings with the service by a nominated friend, relative, professional person or advocate, The Supportive Living Service will respect their wishes and facilitate this.

Religious Observance

Clients who wish to practice their religion are given support to do so. The service will:

- Make contact with any local place of worship on a client's behalf and arrange transport if required.
- In the communal area of the properties, The Service will for example celebrate Christmas festival, however if a client wishes to celebrate another cultural festival such as Chinese New Year then other clients can choose to participate.
- Strive to meet the needs of a particular client(s) of different faiths and religions. These will be discussed with the service manager prior to admission.

Client Responsibilities

Cleaning

Clients are responsible for the cleaning of their own bedrooms/en suite bathrooms with appropriate support. Staff will undertake a weekly health and safety check with each client 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 clients via House Meetings and 1:1 Key Work Sessions.

It is the client's responsibility (with appropriate staff input) to ensure that clients complete any task given to them. Clients are also responsible for washing and ironing items they need.

Cooking

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

House/Floor Rules

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

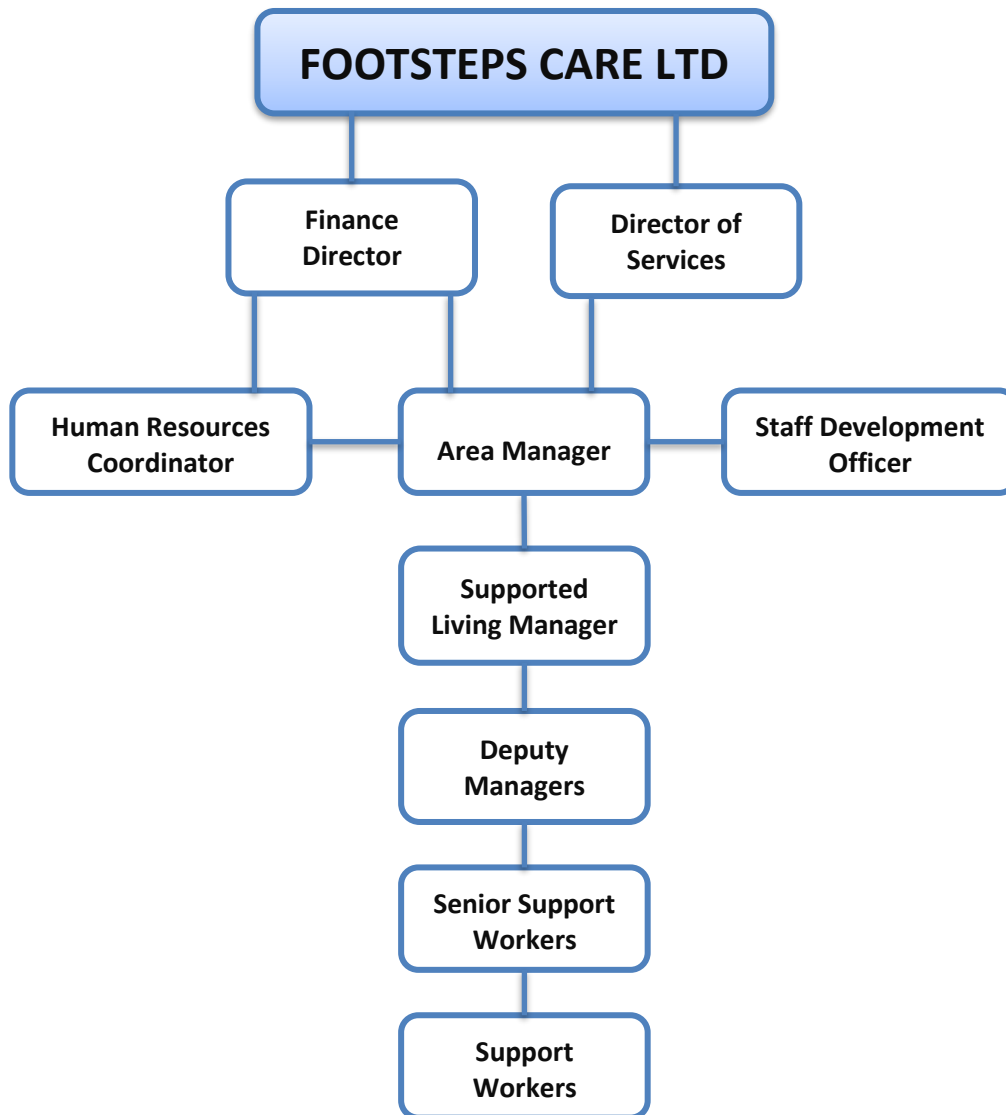
Repairs

Clients 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 Footsteps Support Maintenance Procedure. General wear and tear of communal areas is the responsibility of Footsteps Support. However, clients are responsible for paying for any damages or breakages that they have caused. This is a condition of the tenancy/placement agreement.

Security

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

Service Structure



The Supporting Living Service complies with The Health & Social Care Act 2008 in relation to recruitment practice and aims to provide suitably qualified and competent staff in all its operations. The service does not deliver residential care.

Qualifications and Training

All employees will 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/QCF/RQF qualification.

Training needs are reviewed regularly during monthly supervision sessions, and annual appraisals reflect on both the individual learning goals and the needs of the service.

Contractual and Personal Issues

Client/Tenancy Agreements

All of our clients are provided with either a Client or Tenancy Agreement which includes information such as:

- Description of the premises
- Breakdown of applicable charges
- Obligations of the client
- Obligations of the service provider

Information regarding the service, and client rights and expectations is provided to the client and those involved in their support by the Client/Service User Guide.

Confidentiality

The service ensures that information held about clients is kept confidential at all times in accordance with the General Data Protection Regulations (GDPR).

There are exceptions to this rule in extreme cases where personal data relating to a client'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 client 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.

Policies and Procedures

All aspects of running and managing our service are recorded in a comprehensive set of policy documents. These policies ensure that we meet the requirements of running a Supportive Living service and are reviewed regularly to ensure they are kept up to date. Copies of our Policy Manual are held at the Footsteps Care Outreach Office in Leyton, London and at each property.

Views and Comments

Consultation

The service would like everything we do in each property to be driven by the needs and preferences of the clients and not by what staff, management or other groups 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 client led.

In particular clients are regularly consulted both individually and corporately about the way the service is run. Every month there is a House Meeting where clients are able to make staff

aware of their feelings and viewpoints. All clients will be encouraged to take part in six monthly surveys where feedback regarding the service is sought, suggestions received and actions taken.

Footsteps Care Outreach objective is to make the process of running and managing the service as transparent as possible and to ensure that the service has an open, positive and inclusive atmosphere.

Gifts and Gratuities

Our aim is to provide a high-quality service and ensure that our clients receive the best possible support. There is no need for anyone to offer gifts, tips or gratuities to staff and none of these can be accepted. Further information can be found in the Gifts Policy.

Complaints and Compliments

Despite everything we do to provide a safe environment, we know that clients and others involved in their support 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 client's legal rights.

The service is committed to achieving the stated aims and objectives and welcomes all comments of clients and their representatives using the following procedures:

Complaints Procedure

This policy covers complaints about The Supportive Living Service by Clients/Tenants of the service and others involved in their case. Staff wishing to make a complaint should refer to the Company's Grievance Policy and procedures.

Initially a complaint should be discussed with the support worker on duty (except in alleged abuse) and a complaints form filled in. The support worker should speak to the complainant and note the details of the complaint on a Complaints Form.

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

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

Supported Living Manager
Jay Dewage
Footsteps Care Outreach
515-519 Green Lan
Goodmayes, Ilford
IG3 9RH
Email: jay.dewage@footstepscare.net

All complaints should receive a written acknowledgement within seven working days of receipt of the complaint.

Complaints received by the Manager will be investigated and a response given within 21 days.

Any member of staff involved in a complaint will be fully informed of any allegations at the outset and will be removed from duty without delay while the investigation is taking place.

Where an investigation is still in progress, 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.

If the complainant requires support or advice in making a complaint they are free to contact a solicitor or advocacy service. Information on 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.

Contact Details

If you require further information about the Supported Living Service, or would like to make a referral, please contact:

Anslim Narinesingh
Service Director
Tel: Mobile 07590 290074
Office: 01780 458121
Email: anslim@footstepscare.net / anslim@anslim.net

Michael Ward
Finance Director
Tel: Mobile 07989 884850
Office: 01895 832026
Email: michael@footstepscare.net

Last Updated: 01/2024