

PARADISE INDEPENDENT LIVING



STATEMENT OF PURPOSE

Purpose of this Document

This document summarises basic information about Paradise Independent Living (**PIL**) services and organisation. It is intended as a resource for service users, their relatives and health and social care professionals. The intention is to enable all stakeholders to make an informed choice as to whether our organisation can meet potential service user's needs.

It includes material that is a requirement of the Health and Social Care Act 2008. It should be read in conjunction with our Service User's Guide.

Our Mission

We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount and their wishes and aspirations should inform and shape service delivery. Therefore our mission is based on the principle of "treating others, the same as one would like to be treated", whilst recognising that all service users have potential to control the services they receive. This encompasses the underlying principle of service delivery by a highly skilled and dedicated staff team.

Aim

We aim to equip our clients with the knowledge, skills and ability, to take as full control of their lives as possible; thereby enabling them to feel more fulfilled in life through the range of opportunities offered to them.

Our Objective is to:

- Tackle some of the problems faced by vulnerable adults with special needs, leaving residential care or hospitals and transferring to supported living services
- Increase vulnerable adults awareness of their right to direct payments or individualised budget
- Assist our clients to develop their own individualised support plan in full consultation with family, friends and care professionals
- Provide services to clients in or outside their own home at a time and in a way that is agreed by them
- To enable vulnerable adults to develop their confidence and maintain their dignity, by retaining control of the care and support services they receive
- Empower our clients by enabling them to choose their support workers
- Involve users of our services in the recruitment and selection of support staff
- Provide opportunities to choose from the range of recreational, educational and employment opportunities that are available in the community
- To actively provide access to appropriate health and social care services
- Offer a range of quality housing solutions to homeless and vulnerable people
- To provide experienced and committed staff that have the appropriate expertise and training to provide a holistic service to adults with a range of complex needs

- To promote a culture of continual learning within the staff team and foster continual improvement in service delivery
- To operate accordingly within the relevant legislative framework and policy guidance
- To establish and maintain effective lines of communication and joint working relationships with referring agencies and relevant health and social care teams.

Nature of Service

We are whole-heartedly committed to providing top quality services by continuous improvement in the level of the care and support we offer. This is achieved by employing and maintaining a quality workforce as well as the appointment of a dedicated staff training and development manager. Standards and training for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation.

To ensure that we are fit for our purpose, the work of the staff team is consistently monitored and supervised. We examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives. We therefore welcome feedback from all stakeholders (i.e. service users, staff, care professionals, carers, family members and friends) on all aspects of our operation.

Needs and Risk Assessments

Before we provide services, we ensure that a potential service user's needs, preferences and risks are thoroughly assessed. We aim to ensure that the care and support that PIL provides, meets the assessed needs of each service user. We ensure that needs and risks are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements. From the outset of the referral process, we seek to consult all relevant parties in the needs and risk assessment process.

User Focussed Services

To focus on service users personal aspirations, we aim to provide care and support in ways which have positive outcomes for service users and promote their active participation. To this end, PIL operates a charter of rights for people who receive our care and support services.

Charter of Rights

The aim of good quality care and support services must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following values underpin our work with service users:

Dignity The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs.

Privacy An individual's right to privacy involves being free from intrusion or unwelcome attention.

Choice consists of the opportunity to select independently from a range of options.

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others.

Security , In providing services to vulnerable adults and people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care of the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary.

Civil rights, Irrespective of disability, race, or religion, gender, age, sexuality, a person is entitled to live as full a life as possible within the community, making choices and participating in ordinary life activities.

Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other.

Diversity Britain's social care services are used by people from a wide diversity of ethnic and cultural backgrounds. We make particular efforts to reach out to vulnerable people who might have been deterred from approaching organisations which appear not to relate to their special needs and aspirations. We can demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services.

Principles of Service Delivery

PILL values each service user as an individual and recognize their potential and human rights by the way our services are provided to them. The following principles are fundamental to our organisation's work with our service users.

Relationships with Staff

Service users receive full commitment from support workers, to help and support them to develop and maintain a more independent lifestyle.

Service users receive full consideration and respect by all staff members and are treated as full and equal adult citizens.

Staff respects service user's wishes on how they want to be addressed.

Service users are supported to participate in regular meetings with their key worker to review care and support plans and to ensure present needs are met. We also take into account future aspirations and any unmet needs.

Possessions and Privacy

Service users have the right to personal privacy and autonomy in relation to their home.

Service users should feel able to entertain personal visitors, families, and friends, without the interference or intrusion of staff.

Service user's personal possessions must be respected and not used by others without permission.

Meals

Service users are given real opportunities and advice to have meals that reflect their choice. If they choose, they are involved in all aspect of the planning and preparation of meals. Service users have the freedom of choice of the timing of their meals although staff can advise them accordingly.

Community Involvement

PIL's care and support services encourage and support people in their use of community facilities. We help service users develop relationships in the direction of the person's choice and culture.

Service users have the opportunity to use a wide range of facilities. PIL encourages participation in hobbies and leisure interests which are available in the community. Such facilities may involve social or cultural activities both collectively or pursued as an individual. Effort is made to ensure that such facilities do not compound any sense of stigma.

Service users are supported to use services offered by external services in the community. These may include counselling, advocacy, befriending or family mediation. The keyworker will take responsibility for sign posting to appropriate services

Service users are also given the choice to pursue employment and educational opportunities in order to build their confidence and respect in themselves and the wider community.

Service users have the right to opt-out of any activity if they change their mind. All staff respects such right.

Health Care

Service users are helped to find information on health care practioners or their medication if they request it. Service users will be encouraged to take on personal responsibility for their own health care and medication.

Service User Consultation

PIL considers 'participation' to be a vital part of a service user's inclusion in decision making. Service users are encouraged to become empowered by taking advantage of consultation and support mechanisms in place. For instance, meetings with managers or supervisors, advocacy support and/or assistance from external agencies.

All staff members know where the Policies and Procedures are kept within the office for reference. Tenants are actively encouraged to effect changes in policies and procedures for the improvement of service delivery.

The Services the organisation provides

Our services focus on helping service users to develop and maintain as much independence and control as possible, whilst experiencing an improvement in their quality of life. The services are delivered by trained and experienced support workers. Services can be provided 24hr a day 365 days a year. The sorts of tasks undertaken and services provided include;

Life Skills Training:

Help with Understanding nutrition

Assistance to prepare meals

Assistance with preparing shopping list, going shopping

Assistance with budgeting for food, bills, clothing, recreation etc

Escorting to appointments and shopping

Help with cleaning home and making bed

Laundering & clothing and bedding etc

Mending, sewing and ironing clothing

Prompting and supervision with personal hygiene

Assistance with benefits/bills

Accessing welfare benefits

Filling out forms etc

Ensuring rent and other bills, debts etc are paid

Opening up bank account

Accessing professional help & liaison with other agencies

Accessing training, education & employment opportunities

Accessing recreational facilities

Accessing specialist counselling services

Registering with GPs, Dentist, and Opticians etc.

Arranging and attending appointments

Liaising with social worker, doctors, chemist etc

Health & Safety Advise on:

Health & safety in the kitchen and home

Operating & maintaining kitchen equipment safely

Advise on fire safety

Food hygiene and storage:

Arranging for repairs & servicing of personal equipment etc

Reporting repairs and maintenance issues to landlord

Other support

Monitoring and supervising the use of medication through prompting

Arranging prescriptions and medication collection from chemist

Dealing with emotional difficulties (informal counselling)

Befriending & chatting with users/guest

Assisting with organizing social events

Assisting with religious and cultural observances

Assistance with maintaining contact with family and friends

Escorting on trips and holidays

The above list is not exhaustive. Other areas may be introduced and/or the existing tasks itemised may be revised or withdrawn in accordance with future developments. A contract for our services can include any combination of the above tasks as identified in an individual's needs assessment and care plan.

No contract will include:

Nursing procedures

Support workers collecting money from bank or post office

Manual handling

Feeding, bathing or toileting

Gardening, decoration or repairs to property

Geographical area covered.

We currently have supported living accommodation and domiciliary care services within the London borough of Enfield. We accept referrals from all local authorities, nationwide.

Client Group

On the initial referral services users must be 18 years and above. They may have one or more of the following disabilities:

Mental health problems

Physical disabilities

Sensory impairment

Brain injury

Learning disabilities

Aspergers syndrome Condition

Registered Provider

The person registered with the Care Quality Commission as the registered provider for Paradise Independent Living Ltd is: Mrs Sherron Parris, 39 Ingleton Road, Edmonton N.18 2RS

Sherron has worked for over twenty three years in the field of health and social care. She has extensive experience of working in the statutory and voluntary sector, planning and developing community services for vulnerable people with a variety of needs. These have included day care provisions, family mediation service, residential care homes and a crisis service. She also has experience sitting at board level in the NHS and on multi-agency committees. During the past sixteen years, she has worked in the private sector, setting up residential care homes and supported living schemes. She is currently the Director of Paradise Independent Living Ltd and a Mental Health Act Manager for a NHS Trust.

Registered Manager

The person registered with the Care Quality Commission as the registered manager for Paradise Independent Living Ltd is: Claudette Russell, 39 Ingleton Road, Edmonton N18 2RS

Claudette has over ten years experience working with people who have Mental Health problems, Learning and Physical Disabilities, Autism, Brain Injury, Drug /Alcohol Abuse. She has worked for Ashbourne Health Care, CareTech Community Services, and Craegmoor/Priory.

Management Qualifications and Training

The Directors, Managerial and Administrative staff have all undergone extensive training for their respective roles. They continue to build on their knowledge and experience by keeping up to date through ongoing training. Below is a sample of the range of training undertaken:

QUALIFICATIONS & TRAINING UNDERTAKEN

Registered Managers Award NVQ L4	Business Management
NVQ L 4 Health & Social Care	Successful Supervisory Management
BA (Hon.) Accounting & Finance	Management & Leadership Skills
BA in Social Work	Staff Supervision and Appraisal
Diploma in Management	Recruitment & Selection
Project Management	Diploma in Safety Management Policy & Procedures.

The organisation's Support Workers

We recognise that for most service users the most important people in our organisation are the Support Workers with whom service users will have regular contact. We take great care in recruiting, training and supervising our staff.

A culture of professionalism is fostered in the organisation, hence all staff work towards personal and career development. We therefore assist staff to identify their training needs and provide the resources to enable them to meet these. Hence staff are supported to undertake higher education studies. Our staff have a wide range of qualifications and have undergone extensive training. Below is a sample of the range of studies and training that staff has undertaken or are currently taking.

QUALIFICATIONS & TRAINING UNDERTAKEN

Diploma of Higher Education in Nursing Studies	First Aid
BSC (Hon.) Social Work	Mental Health Awareness
Mental Capacity Act	Safeguarding
BA Youth Justice	Health & Safety
Access to Social Work	Discipline Grievances
Poor Performance Management	Infection control
Introduction to Aspergers Syndrome Condition	Crisis Management
Health & Social Care/Auxiliary Nursing	NVQ Level 2 Mental Health Care
Equal Opportunities and Diversity	Medication handling
Nutrition	Benefits Awareness
Mental Health	Manual handling
substance misuse	Food Hygiene
Community Care & Support GNVQ Intermediate	Understanding Brain Injury

Complaints and Compliments

Paradise Independent Living welcomes feedback on its services, especially from service users, their carers and health or social care professionals. Whether these are compliments, complaints or suggestions, we view these as useful indicators to assist us in improving our services or working relationships.

Service users or their representative, should feel free to let the Support Workers working with them know any comments they wish to make. If they prefer to take up the matter with someone else in the organisation or if they feel their complaint is not being taken seriously or acted on, they can ask to be put in touch with a manager.

If a service user wishes their dissatisfaction to be dealt with more formally they should take the steps outlined in the attached complaints procedure. For your convenience, there are the compliments and complaints forms at the back of the 'Service User Guide'. This can be completed and handed in an envelope to the Support Worker, or you can post it direct to our offices.

If anyone feels that Paradise Independent Living has not dealt with a complaint to their satisfaction, they have the right to complain to the Care Quality Commission, which regulates our service.

Revisions of this Document

PILL reviews all of its policy documents from time to time and is always seeking improvements. We therefore welcome any comments on the contents of this Statement of Purpose. (March 2013)

PARADISE INDEPENDENT LIVING

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