



Willow Lodge Supported Accommodation

Statement of Purpose

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This Statement of Purpose will be reviewed on an annual basis or sooner should a review be required due to any changes. Willow Lodge Supported Accommodation reserves the right to amend this statement, following consultation, where appropriate.

Date of last review: February 2020

Date of next review: February 2021

Version: 1

1 Purpose of this document

This document summarises basic information about Willow Lodge supported accommodation, a semi-independent provider in Surrey. The document is intended as a resource for service users, health and social care professionals or service user relatives or friends. The intention is to enable all stakeholders to make an informed choice as to whether Willow Lodge supported accommodation 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 Willow Lodge Tenants Handbook.

1.1 Purpose of service

The Willow Lodge supported accommodation project is designed to accommodate between one and four young people. The living groups are deliberately kept small in order to adhere to our policy of providing tailor-made packages of support for each service user. Each service user has their own self-contained studio's that they are encouraged to decorate and furnish in accordance with their own tastes. We retain the services of both a health and safety consultant and a fire protection specialist agency, both of whom are instrumental in the preparation of our emergency procedures and policies and procedures relating to health and safety issues.

We can accommodate young people of all genders aged between 16 and 25 who are, subject to risk management criteria, and we are equipped to support service users with mild to moderate learning and mild physical disabilities, who are at risk of, or are currently within a cycle of, offending behaviour. We also support young people suffering from mild mental health problems and issues. It is only through our commitment to recognising each referred service users, first and foremost, as individuals, and our capacity to tailor-make the package of support to specific needs, that we are able to support such an eclectic range of individual needs. This may be in group or one-to-one settings.

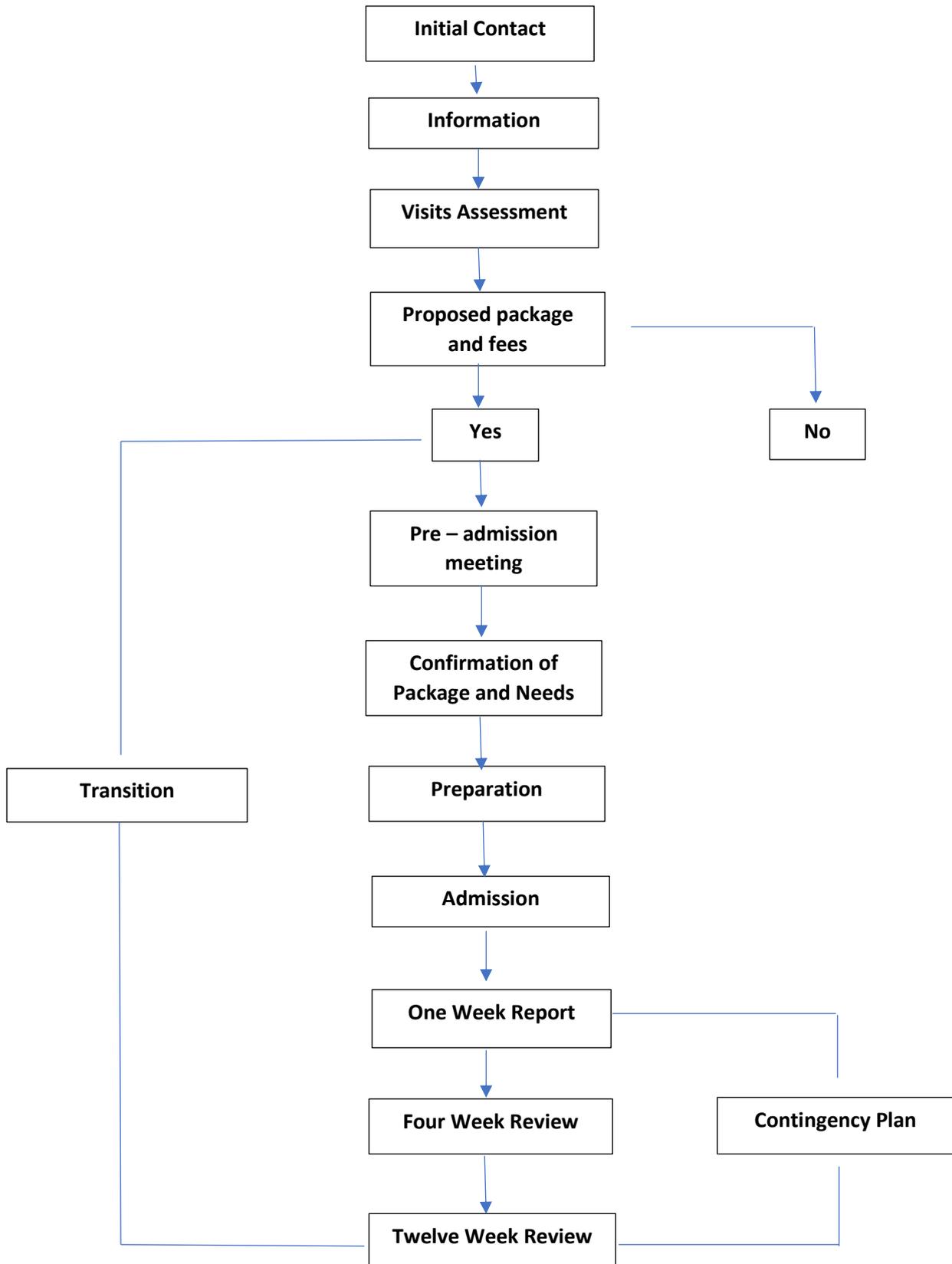
Willow Lodge is a service that values each service user (individual) by recognizing their potential and human rights in the way our service is delivered to them. At Willow Lodge we offer high quality support for looked after young people & care leavers age 16 – 21 years old, (can be extended past 21 to 25 if required). Willow lodge will be staffed 24/7 and the level and quality of support is continuously improved by employing, maintaining and improving a high-quality workforce as well as the appointment of a dedicated staff training and development manager. Standards and training are based on health and social care standards which came into effect in April 2018 which are set by the Human Resources Department in Cameron & Cooper Limited.

1.2 Service Admission Criteria

Prior to the commencement of a service provision, it is imperative that the following information is available, as requested on our referral form and pre-placement assessment

- If the young person has a learning difficulty, mental health issues and needs general support
- The age of the young person, 16 years old or over
- A referral and young person self- assessment form has been completed and returned.
- If the young person has had a relevant assessment, including a full risk assessment and a Pathway plan has been produced and attached to referral form
- Level of risk individual can present to other service users and staff
- A written or other suitable explanation will be provided to the user, carer and manager etc. if a service request is declined.

2 The diagram below, illustrates the process of admission into our service:



3 Principals of Service Delivery

At Willow Lodge we believe that the rights of the service users are vital, and their wishes and objectives should inform and shape the service delivery. Therefore, our purpose is based on the principle of “treat others the way you want to be treated & speak to people the way you want to be spoken to & respect will always be earned when it is given.” Whilst recognising that all service users have potential to control the support and services they receive. This includes the underlying principle of service delivery by a highly skilled, experienced and dedicated staff team.

To ensure that we are fit for purpose, the work of the staff team is consistently monitored and supervised. We examine our operations constantly to ensure that we are effectively 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.

Our objective is to provide smooth transition from care to full independence, aiding them in acquiring the skills necessary to live successfully within an independent setting. Willow Lodge promotes safety, community integration, self-determination, health and economical well – being.

We aim to equip our young people with the knowledge, life 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 young people will learn, knowing that each task they undertake will be applicable in the real world and will secure their ability to make use of their attributes and opportunities as they enter adulthood.

In addition, at Willow Lodge, service users are provided with individual consultation with support, key working where openly can discuss/ process their emotions or work through the crisis. At Willow Lodge we believe in partnership working therefore, all service users will be linked with various external agencies e.c job centre or mental health workers. They also, will be supported to make informed decisions that reflects individual choices and preferences to ensure they receive the greatest positive outcome possible. Furthermore, each service user will receive committed and regular input from their support/ keyworker which will help, encourage and support them on their path of developing and maintaining their adult life independently. At Willow Lodge all service users receive full respect, empathy, compassion and consideration from staff members and are treated as equal young adult citizens. Staff respect service user’s wishes on how they want to be addressed. Service users are also encouraged to participate in regular meetings with their key worker to review care and plan of their support to ensure their current needs are met. We also consider future aspirations and any unmet needs.

3.1 Confidentiality

When dealing with a service user’s personal information, whether in the form of knowledge and/or that kept on file, confidentiality is of paramount importance. Divulging confidential information can have a very detrimental effect on a service user and any incidents or complaints will be dealt with by the manager.

3.2 Complaints and Compliments

We recognise and support the right of all service users to complain about the service, if necessary. There are no restrictions upon issues for complaint and we guarantee that no reprisal will be taken against anyone who complains. As detailed in our Complaints and Compliments Policy, our complaints procedure allows for both informal and formal resolution of complaints and all service users are supported to follow the procedure when making a complaint. The stages and process of

making a complaint, as detailed in our policy, give the complainant ample opportunity and information to discuss the matter with members of the team, including the manager and the expected response times and methods. Ultimately, should the complainant remain dissatisfied, they can take their matter to the Director of Cameron and Cooper Limited Company who is the person responsible for the monitoring of our service, whose decision we will accept and implement. A written record of all complaints will be kept, including all outcomes. It is always encouraging when someone is motivated enough to compliment a member of staff and the service. We openly welcome all compliments received and ensure they are passed on and recorded, as outlined in our policy.

4 Health Care

Part of the care planning process will be to ensure that all service users are registered and are supported to utilise the services and benefits of relevant health care facilities, according to their needs and wishes. The manager will make sure that all service users are adequately supported to register with a G.P. who understands their needs. Service users will be supported and accompanied, if necessary, to access all specialist services such as opticians, dentists etc. depending on the service user's specific needs.

4.1 Move on Tenancies

We can assist our service users in finding suitable accommodation, serviced by landlords with a greater understanding of the type of service user that will be supported. To minimize any interruptions in their living arrangements, we can also support the service user in all matters regarding their tenancy, including agreements, inventories and deposits etc.

4.2 Quality Management

The quality of our service will depend on the quality of the management and abilities of the staff and manager. We attempt to maintain high standards throughout the service delivery and our various policies and procedures provide appropriate, accurate and up to date guidance on how to operate in conjunction with relevant legislation. To do this we intend to:

- Understand service users' needs
- Provide suitable staff and environments
- Promote best care values
- Train and motivate staff constantly review policies, procedures and service delivery
- Monitor care/ pathway plans, seek feed- back and respond accordingly

5. Supporting Education & Careers

As unique supported accommodation, Willow Lodge offers to their service users the opportunity to start or continue their education at a specialist educational setting, The Beech House School, which is linked with The Beech House & Willow Lodge provision. Both services are within 20 minutes walking distance or 8 minutes by public transport.

The Beech House School, as an independent school is not required to follow the National Curriculum. Therefore, the school offers 'broad and balanced' curriculum where education is centred around support and caters to the needs of service user's future. School is designed for children and young people with complex social, emotional and behavioural difficulties, it offers individualised programmes of education tailored to the individual needs of each person. As a school they also

follow the AQA Skills Level 1-2 schemes which would be offered to our service users as a part of their semi – independent pathway.

Willow Lodge, can also assist the residents with applications for jobs, colleges and apprenticeships, will help with CV and interview preparation; and help where possible on guidance for career choices and higher education. Willow Lodge has links with the local colleges, so can utilise these connections to get the right support and choices for the service users.

Willow Lodge also, helps service users to expand their horizons by supporting them to look at various opportunities for unique apprenticeship training or job experience. Because we are unique, we ensure our support is tailored to suit individual needs.

6. Therapy & Staff Support

At Willow Lodge each service user will be encouraged to attend regular therapy sessions with our highly experience therapist who comes to close by Beech House, on a weekly basis to engage with all service users. In addition, our staff are required to complete training on ‘Understanding on Working Therapeutically with Children & Young People’ as a part of their training induction process.

We offer therapeutic and professional support to our service users where they are taught how to cope with the pressures and demands of day - to – day living. Our primary task is to enable them to be more integrated individuals who succeed in living independently and become valued and valuable members of their community.

Service users who are placed with us generally present as being emotionally unintegrated or with fragile integration, who may find it difficult to emotionally regulate, and containing or controlling their own conflicted feelings.

Our therapeutic practice assists children and young people achieve equilibrium, enjoy their adulthood, and manage the change needed to move forward in their lives.

By providing carefully thought through individualised programmes of therapeutic care, informed by ongoing assessment of need, within the residential group milieu, we begin to form vital and appropriate relationships and attachments, begin the process of repair and restitution, assess and meet the service users complex needs, and provide them with the means of finding the missing pieces in the jigsaw puzzle of their lives.