



# MountsView Homes

**MOUNTSVIEW HOMES LTD**

**Statement of Purpose**

**Supported Living Service**

**Personalisation, Prevention, Rehabilitation and  
Recovery**

<b>Legal Entity:</b>	<b>Organisation</b>
<b>Provider's name:</b>	<b>Mountsview Homes Ltd</b>

<b>Business address:</b>	<b>47 Desmond Street</b>  <b>New Cross</b>  <b>London</b>  <b>SE14 6JA</b>
<b>Business email:</b>	<b>info@mountsviewhomes.co.uk</b>
<b>Consent to email:</b>	<b>We agree to receive notices and other documents from CQC via this email address</b>
<b>Business contact</b>	<b>Jane Lakop Atori</b>  <b>Jane.atori@mountsviewhomes.co.uk</b>  <b>07912 483054</b>
<b>Registered Manager</b>	<b>Jane Lakop Atori</b>  <b>Jane.atori@mountsviewhomes.co.uk</b>  <b>07912 483054</b>

<b>Gender:</b>	<b>Male/Female</b>
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<b>Service user band:</b>	<b>18-65</b> <b>16-18</b>
<b>Service user type</b>	<b>Learning disability</b> <b>Mental Health</b> <b>Autism</b> <b>Sensory Impairment</b> <b>Dementia</b>
<b>Regulated Activity</b>	<b>Personal Care</b>
<b>Service Types</b>	<b>Supported Living Service</b>
<b>Care and Support Service Given</b>	<b>Service users care plans are reviewed on an individual basis according to assessed needs, but at least once a month.</b>

## **INTRODUCTION**

Mountsview Homes Ltd provides Supported Living Services for citizens who are living with mental

illness and learning disabilities, autism, dementia and sensory impairment, who require care and housing support, but do not need to be in inpatient care. At Mountsview Homes Ltd all service users have separate tenancy agreements and Service User care agreements. We recognise that vulnerable citizens can find it challenging to live alone, to manage day to day tasks and often, experience difficulty in finding and keeping a home.

We provide safe and effective care and support for citizens in their own homes. Our service provides support for citizens who are living in the community, who might be experiencing an escalation in symptoms to avoid hospitalisation and/or for Service Users leaving hospital who need support at home.

Our ambition is to empower Service Users with long-term mental health conditions to receive specialist care and support. We also encourage self- management and independence by preventing crisis escalation, improving access to other services, accelerating treatment provision, and providing effective care planning.

Mountsview Homes Ltd would like to be a resource providing available support to:

- People still living in long-stay hospitals.
- People living in large group residential care homes.
- People living in the family home, with carers aged over 70.
- People living on NHS residential campuses.

### **Our Mission**

To provide exceptional support that will help people on their path to independence.

### **Our Vision**

Be reliable, honest and have a person-centred approach, focusing on the elements of care, support and treatment that matter most to the individual, their family and carers. By collaborating with external agencies and the community we are committed to delivering a service that is tailored to the individual's need.

### **Our Aim:**

- To focus on providing high quality services to those who have experienced Mental health problems.
- To have a highly trained and motivated workforce to support and develop the skills people need to manage their mental health and well-being.
- To provide a safe secure living space enabling people to flourish.
- Have clear policies and procedures in place to ensure there is a consistent approach to deliver quality support.
- To have a tailored range of services to meet individual needs.
- Provide 24 hours, 7 days a week, all year-round service.
- To develop a sustainable, profitable, long-term business
- Create projects and services in line with users' requirements and fully involve them.
- Work closely with organisations, partners to get things right first time and work hard to rectify mistakes.

Our aim is to provide quality care and support to:

<b>Enable</b>	People to live longer and healthier lives and require less support from social care and health budgets:
<b>Prevent</b>	People from becoming ill or dependent.
<b>Rehabilitate</b>	Supporting people to recover from illness or dependency which is amenable to effective treatment.
<b>Care</b>	Ensuring people who have long term conditions or dependency receive effective, quality care and support with dignity.

### **Our Objectives:**

- To provide good quality Person-Centered care and excellent signposting support
- To promote Service User involvement and choice in their plans of care
- To be an employer of choice in our local area.
- To promote equality and diversity in the way our services are delivered.
- To be committed to working in partnership with all those who assist us in achieving our objectives
- To help service users to progress along a planned pathway to a more independent lifestyle.
- To be a sustainable community business.

### **We will achieve our aims and objectives by:**

- Providing safe and effective Person-Centred support.
- Enabling service users to build a meaningful independent life in a community setting.
- Ensure great care has been taken to assess referrals in particular, any emergency referrals; to ensure the correct balance/matching within the existing group of service user is maintained.
- Working with each service user using the organisations assessment, care planning and review system to achieve positive outcomes for each individual.
- Support each service user to develop his/her interests, hobbies and aspirations
- Support service user in relation to acquiring vocational experience or academic qualifications at school/college, that would enable him/her to continue his/her education or undertake a career of his/her choice.
- Assist each service user, to maintain and establish positive relationships with his/her family.
- Educate each service user on matters concerning health awareness.
- Empower each service user, to participate in group programmes at Mountsview Homes Ltd in order to enhance their self-esteem and social skills.
- Working in partnership with Placing Authorities and significant others to develop programmes / plans with each service user.

At Mountsview Homes Ltd we support all aspects of daily life to develop the skills required to live more independently. This includes:

- Personal care
- Shopping healthy to promote wellbeing
- Benefit of Physical health and exercise

- Taking medication
- Employment and further education
- Participating in community-based activities
- Paying bills and budgeting
- Maintaining their tenancies
- Support with benefits
- Maintaining contact with friends and family
- Personal Centred Support Plan
- Risk Assessments
- Support to make Decisions
- Support with preferred method of Communication
- Fluid and Nutrition
- Support to manage the Home
- Manual handling
- Spiritual and cultural support
- Nighttime and sleep support
- Accessing the community
- Traveling and driving support
- Support to manage finances
- Emotional support
- Positive behaviour support

## **Why this service?**

Our service was set up in response to the needs in the London Borough of Lewisham area Market Position Statement analysis of the care and support market in London Borough of Lewisham which is supported by a robust Evidence Base that brings together data from a variety of sources including the Joint Strategic Needs Assessment, commissioning strategies, and market and customer surveys.

We have also listened to local feedback from our Police teams in relation to the impact of the rise of mental health related phone calls and threats of suicide in the London Borough of Lewisham area on the resources within the police force.

Additionally, we have listened to reports from our local authority in relation to an unprecedented increase in the number of people with reported severe mental health difficulties, which has been as an indirect result due to the impact of the Covid 19 pandemic on the community and the issues that has arisen during the period of lockdown, such as isolation, substance use, domestic violence and homelessness.

Mountsview Homes Ltd also aims to address concerns in relation to the stark inequalities in accessing services and recovery rates in the black and minority ethnic communities.

We want to create a market which thrives on excellence and provides good quality services where people can achieve better outcomes, safely and independently in their communities.

## **Service user rights.**

We place the rights of service users at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

## **Our Person-centred care service:**

Our promise is to ensure that our care is delivered with each individual service user.

- To provide high-quality, 24-hour, support and supervision for service users in their own homes.
- To support service users maintain their own tenancy agreements.
- All service users will have copies of easy read tenancy agreements.
- To listen to each service user and develop an understanding of their individual needs.
- To help each service user to build and maintain positive relationships.
- To provide continuity, stability, and consistency of support and relationships.
- To reduce emotional and psychological distress and provide intervention support for those with mental health/self-harming and challenging behaviours.
- To minimise risk of self-harm and harm to others through effective risk assessment and risk management.
- To provide positive and rewarding daily life experiences, with opportunities to have fun and enjoy life.
- Where appropriate, to re-build and maintain relationships with family members and friends.
- To develop age-appropriate self-care skills, including money management, shopping, cooking, use of public transport, and community living and social skills.
- To encourage and enable each service user to find and use relevant educational and vocational training opportunities.
- To offer and arrange, as appropriate, individual therapeutic work to address identified psychological and family relationship difficulties, mental health difficulties, and to improve service user and social functioning.
- To encourage choice and control regarding how health and care needs are met.
- To work together with each service user in partnership with their parents or carers, the placing authority, and any other significant service user in their lives. This includes promoting and facilitating contact between adults, parents, carers, siblings and any other significant service user.
- To promote access to care and support from mainstream services and access to specialist health, social care and medical support.
- Direct access to translation services for those needing support with English language
- Providing regular monitoring and evaluation reports against the targets and outcomes set.
- Key work sessions / one to one discussion readily linked back to care planning targets and outcomes.

## **HOW WE SUPPORT SERVICE USERS WITH SENSORY IMPAIRMENT**

We understand the importance of providing holistic, person centred support to individuals who experience sensory impairments and aim to ensure the environment, staff knowledge and experience is adequate to meet the individual needs of each person.

By providing an environment that is safe and equipped with the appropriate adjustments such as even flooring, objects of reference placed around the building to allow the individual to navigate their

environment and be as independent as possible and that there is appropriate signage and communication aids in place such as braille, pictures cards, audio technology, BSL and deafblind manual.

We ensure that all documentation is provided in an appropriate format to ensure the individual is able to participate in their care planning and decision-making processes. In addition, training is available to staff to enable them to communicate effectively eg deaf blind manual, BSL or Makaton etc. Our aim is to ensure the individuals feel safe, comfortable and willing to engage in the support provided by the service and that together we are able to progress and develop skills in regards to their independence.

### **Organise and provide structure:**

Provide clear and consistent visual schedules, calendars, consistent routines, etc. so that the person knows what is coming next.

Inform the service users of transitions and changes:

We recognise that changes can be extremely unsettling, especially when they are unexpected. We have schedules and use countdown timers and give advance notice and warnings about upcoming changes, etc.

### **Use visual supports:**

We use pictures, text, video modelling and other visuals for visual learners. Provide safe places within the home, calming room or corner, and/or objects or activities that help to calm (e.g. bean bag) provide opportunities to regroup and can be helpful in teaching self-control. Remove or dampen distracting or disturbing stimuli:

Replace flickering fluorescent lights, use headphones to help block noise, avoid high traffic times, etc.

### **Pair staff appropriately for challenging activities or times:**

Some people are more calming than others in certain situations. If going to the store with a particular staff member we will focus on that and celebrate successes.

Consider structural changes to the property.

Changes will assist to increase independence or reduce the risks when outbursts occur. Adaptations will be made to include a range of potential changes that can be made to reduce property damage, improve safety, and increase choice and independence.

## **HOW WE SUPPORT SERVICE USERS WITH DEMENTIA**

We create dementia friendly environments. The physical environment can work well – or make some big problems – for people living with dementia. Assistive technology, developing dementia-friendly communities, understanding risk – all these issues play an important part in supporting people living with dementia.

### **Kitchen and dining areas**

Eating and drinking are always important, but a person with dementia may lose their appetite and their ability to care for themselves in this way. The design of a kitchen can help a person with dementia to find and use what they need. If the kitchen and dining areas are recognisable, for example, with a clear lay-out and appealing cooking smells, this stimulates the appetite and



encourages people to do as much as possible for themselves.

## **Bedrooms**

The bedroom is a private, cosy and safe place which promotes a good night's sleep. People with dementia may need help with finding and recognising their bedroom. Design and technology can help to improve arrangements for sleeping for people with dementia.

### **Toilets and bathrooms**

It is important to make the toilet or bathroom a safe and easy place for a person with dementia to use. The right design can help a person with dementia to maintain their independence and dignity over personal care. Going to the toilet or having a bath or shower should be, if not enjoyable, at least stress-free.

## **Gardens**

A garden offers fresh air, exercise and exposure to sunlight which is vital for wellbeing. People with dementia generally will be less likely to become agitated and distressed if they can have regular access to fresh air and exercise and a quiet space away from others as needed. The garden can be a safe and secure environment if designed properly.

## **Lighting**

Good lighting is important for people with dementia as it can help them make sense of their environment. Make the best use possible of natural daylight. Technology will help with managing variations in sunlight and artificial light.

## **Assisted technology**

Assisted Technology will be used in a variety of ways to help people with dementia in their daily living. Finding individual solutions for each person with dementia will help them maintain their independence for as long as possible.

### **Creating a relaxing environment**

Having dementia is very stressful and exhausting. All the problems of dementia, including agitation, sleeplessness, wandering and aggression, are made worse by stress. Stress can be reduced with environmental changes. Each person with dementia is different, so we find solutions that best suit the individual aimed to draw on all the senses and avoid overstimulation.

## **Noise levels**

Of all the senses, hearing is the one that has the most significant impact on people with dementia in terms of quality of life. Noise that is acceptable to care staff may be distressing and disorientating for a person with dementia. We will reduce noise levels by careful design, using noise absorbing materials, and the thoughtful use of decor and furnishings. We will improve communication with people with dementia by being more attentive to the impact of noise during the day and night.

### **Independence**

We are aware that our service users have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our service users'

remaining opportunities to think and act without reference to another person in the following ways.

1. Providing as tactfully as possible human or technical assistance when it is needed.
2. Maximising the abilities our service users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
3. Helping service users take reasonable and fully thought-out risks.
4. Promoting possibilities for service users to establish and retain contacts in the community.
5. Encouraging service users to access and contribute to the records of their own care

### **Personal and health care**

We draw on expert professional guidelines for the services we provide. In pursuit of the best possible care we will do the following.

1. Produce with each service user, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
2. Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
3. Establish and carry out careful procedures for the administration of residents' medicines.
4. Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care.
5. Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

### **Lifestyle**

It is clear that service users may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of service users, we will do the following.

1. Aim to provide a lifestyle for service users which satisfy their social, cultural, religious and recreational interests and needs.
2. Help residents to exercise choice and control over their lives.
3. Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

### **Therapeutic activities:**

Mountsview Homes Ltd has a policy of promoting the maintenance of service users normal social network and social activities. The service users support plan includes a facility for recording life history, social networks, contacts, and preferences for activities/hobbies in order that the service user is offered access to those networks and activities which are appropriate and desired.

### **Our Service User-Centred Approach to Planning**

Our service user-centred approach to care planning means that planning starts with the individual and takes account of their wishes and aspirations. service user-centred planning is a mechanism for

reflecting the needs and preferences of a service user with mental health needs and covers various aspects such as education, employment and leisure.

- Quality of life – service user who access care and support from Mountsview Homes Ltd would be treated with dignity and respect. Care and support will enable the service user to achieve their hopes, goals and aspirations. Our focus is on supporting people to live in their own home within the community, supported by local services.

- Support and interventions will always be provided in the least restrictive way possible, in line with 'Positive and Proactive Care.'

- Every service user should expect fair assessment and treatment integrated into their broader care and support pathway, with hospitals working closely with community mental health and other services, including those providing intensive community and/or forensic support.

- Every service user should expect support to focus on proactively encouraging independence and recovery. Our plan would be to minimise causes for admission to hospital, supported by a clear rationale of planned assessment and treatment with measurable outcomes.

## **BENEFITS TO THE COMMUNITY**

Mountsview Homes Ltd aims to make a valid contribution to our community.

- By supporting others to build self-esteem, confidence, independence, self-management, and interpersonal skills.
- Reduction in offending behaviour
- Reduction in self-harming behaviour
- Contributing to the economy by providing employment
- Less dependent on benefits
- Reduction of criminal justice intervention

**We will achieve this by having:**

### **Clear Governance Strategy and Structures:**

The Company Strategies for the delivery of care services are monitored at least quarterly and they are reviewed annually with service user and Carer Involvement.

### **Matching:**

Staff working closely with each service user to ensure they are appropriately matched to maximise the quality, continuity and purposefulness of contact time. Key workers will be allocated to each service user accordingly.

### **Purposeful Activities:**

A structured day ensuring that the service user attend all appointments, and that they participate in independent living skills, life skills and social skills. This may include attending college, or work.

**Progression and development system:**

The development strategies give service users clear boundaries and the opportunity to fulfil their maximum potential. Changing behaviour is accomplished in a firm but nurturing way.

**Thorough Care planning assessments:**

A highly detailed care planning system is operated based on a thorough pre- placement assessment. As much information as possible about each service user is gathered to ensure we understand why the placement is being proposed, what the care needs are likely to be, and the likely areas of challenge and work for staff. In this way, we can develop with the service user agreed targets and be more specific about the outcomes we want to achieve.

**Regular updates:**

We provide the placing authority with interim and full assessments of the progress being made based on the information gathered from the professional services provided throughout each service user's care.

**OUR PHILOSOPHY OF CARE:**

It is a belief of the organisation and staff working at Mountsview Homes Ltd that change is always possible. Each individual makes choices although not always with conscious awareness of themselves or of others. Any change in behaviour, thinking or feeling becomes the basis for wider changes to follow. All adults are therefore valued and are of value and are not written off or labelled because of their behaviour or mental ill health.

We value diversity and seek to enlighten those we work with to see this value also. It is essential that the environment our staff work in promotes change and that part of this is physical safety - so we are not tolerant of dangerous or threatening behaviour. It is confronted and worked on and we expect the full support of referring agencies in this.

We recognize that all adults are individuals, and that different approaches and models will be suitable or appropriate for each service user. This may be due to their emotional state, level of understanding, chronological age or even an approach that captures their imagination helping them to engage. We also understand that approaches may need to change over time as each service user grows and develops (both physically and emotionally).

The care staff at Mountsview Homes Ltd will work towards positively developing individual qualities, which will give each service user an opportunity for service user growth and development.

Mountsview Homes Ltd 'Principles of Good Adults Care' is based upon the key principles of privacy, dignity, self-fulfilment, independence, choice and rights. This is integral to our working practices.

**OUR ORGANISATIONAL CULTURE:**

There will be an open, blame-free culture for reporting incidents.

Staff will operate an open-door policy so that the adults feel free to talk to staff about any concerns.

## **INFORMATION ON PROPRIETOR AND PERSON IN CHARGE:**

### **Director:**

Jane Lakop Atori

Email: [jane.atori@mountsviewhomes.co.uk](mailto:jane.atori@mountsviewhomes.co.uk)

### **The Nominated Individual is:**

Jane Lakop Atori

Email: [jane.atori@monuntsviewhomes.co.uk](mailto:jane.atori@monuntsviewhomes.co.uk)

### **Registered Manager:**

Jane Lakop Atori

Email: [jane.atori@mountsviewhomes.co.uk](mailto:jane.atori@mountsviewhomes.co.uk)

## **The Nominated Individual and Registered Manager for Mountsview Homes Ltd: Jane Lakop Atori**

A dynamic, hardworking professional with extensive experience in financial services. Jane has over 13 years' experience leading and training a wide range of individuals, ensuring they meet the required level of knowledge to perform their day-to-day duties.

As a trainer she coached and supervised experienced and inexperienced staff, implementing creative learning sessions to influence and engage effectively.

Having worked in high pressure arduous situations has led to her having an outstanding level of self-discipline and the competence to conduct comprehensive risk assessments.

Jane took her interpersonal skills 2 years ago to her latest role as a Housing Manager working with vulnerable adults in sheltered accommodation. In this role she provides support by carrying out welfare checks, referring concerns and assisting with enquiries. She Liaises with various organisations/charities and authorities to help improve residents' involvement within the community and to support their physical/mental health.

Jane is not only responsible for the vulnerable residents but also the building, ensuring all health & safety, safeguarding and fire management concerns are reported immediately, and monitored as required.

As the Registered Manager and Nominated Individual, Jane has completed all essential training such as health and safety, first aid, challenging behaviour and specialised training that is needed to support those with Mental health. She is completing her NVQ level 5 Diploma in Leadership and Management for Health and Social Care.

Jane's experience and background will ensure compliance, governance, reporting and strategic decisions are made based on evaluation and evidence. Reports will be maintained, and staff, service users, commissioners, and partners will be consulted and influential in the Operations and Governance of the company.

The start-up team consists of hugely experienced healthcare professionals equipped with the internal and external knowledge surrounding the health care sector. A director with a very strong work ethic and desire to keep standards high.

## **Organisational structure:**



- Director
- Registered Manager
- Senior Healthcare Assistants
- Healthcare Assistants

All care staff will be key workers and have service users they will be responsible for.

Team leaders will also be:

- 1x RM/NI
- 1x Safeguarding Lead
- 1x Medication Champion
- 1x Advocate
- 1x Activity Coordinator

## Our Staffing Structure and Recruitment

There are sufficient skilled and flexible staff to accommodate the services' changing needs. We have a clear management structure that will work effectively to support staff and service users.

## THE KEY WORKER:

The key worker has a particular role to present Mountsview Homes Ltd ethos to each service user. To advocate on behalf of the service user to assist in the details of carrying out their care plan and to build a relationship through intensive interaction.

They are responsible for ensuring the service user is able to identify what health checks need to be carried out and when. Directions to places of religious worship are given and any observances are facilitated, and education requirements are met.

They will also assist, where appropriate, in obtaining resources for the service user to support their care plan.

The key worker prepares reports at the agreed level of frequency and attends all meetings pertinent to each service user. All key workers have a responsibility to keep the whole team fully up to speed in order to ensure each service user is fully supported.

## **THE TEAM APPROACH:**

It is recognised that it is vitally important that the team functions well together. That challenging behaviour is too much for service users to bear solely and that it is only through the staff group operating as an effective team that they can withstand the 'acting out' of the service users. The team holds regular meetings. This provides a powerful forum to provide feedback and discuss strategies linked with care planning, reviews and general updates.

The concept of a team incorporates those professionals, family members, carers and others that are involved in caring for individuals - which in turn increases the strength which can be found to work with difficult and challenging adults.

Staffing levels at Mountsview Homes Ltd will be based upon the individual assessed needs of each service user. Ideally the property will be staffed as detailed below:

7.00am-7.00pm (the manager working 9-5, 1 x senior and 1 x Healthcare Assistant) 7.00pm-7.00am (either 1 x senior and 1x support staff or 1 member of staff only as you have stated above).

We consistently recruit to ensure that we have sufficient numbers of skilled staff to meet the assessed needs of our service user. Our staffing rosters will allow flexibility in staffing numbers to activities of daily living, engagement and to meet the changing needs of our service user.

We recognise that any organisation is only as good as the people behind it. Each member of our team brings an unrivalled depth and breadth of experience to their role, gained from a lifetime dedicated to working in high-quality standard therapeutic care, united by their strong commitment to Mountsview Homes Ltd vision and values. Our team have the passion, knowledge and experience to inspire our service users' lives for the better. With such a wealth of skills, imagine what we could do for you or your loved one in the future.

## **STAFFING:**

All staff will undergo checking and clearance with the Disclosure and Barring Service (DBS) with the appropriate references taken up before they are offered employment. Mountsview Homes Ltd induction training begins before the applicant is placed to ensure that they have sufficient skills and knowledge to carry out their duties.

The staffing team offers a mixture of male and females who have skills to cater for the complex needs

of adults. All staff will have gone through an induction process; there is also further training carried out regularly to enhance the skills and knowledge of the staff to ensure that they are equipped to work with complex needs.

The staffing team ensures that the majority of the cultural, religious and linguistic backgrounds of the adults are catered for. Our staff work towards empowering each individual so that they will be able to live within the community with a sense of pride, sense of belonging and social responsibility.

All new staff will receive an induction followed by supervision every two (2) weeks for the first six (6) months of their employment from their Line Manager or other designated service user. Thereafter supervision will be held at least once a month; records of these meetings will be kept detailing agreed action and timescales. This will be in accordance with The Mountsview Homes Ltd supervision policy.

All staff will be appraised within the first six (6) months of their employment and annually thereafter. This is to assess with the member of staff their development during their probationary period and then each year thereafter. This will also identify how Mountsview Homes Ltd can support the staff member to reach their full potential.

Mountsview Homes Ltd supports further training and development of each individual care staff, and a number of staff will undertake the NVQ Level 3 in Health and Social Care. In addition to staff undertaking nationally recognised / professional qualifications in care, a rolling training programme is offered to all staff covering adult care practices in line with legislative and health & safety guidelines. It is essential for staff to attend training as each session is geared towards ensuring that staff are able to add value to the quality service provided for our customers.

All staff are trained via the in-house training programme which covers all aspects of care in relation to Supported Living and working with adults who display Challenging Behaviour and also go through a thorough induction process. This in turn enhances the care staff's overall development and career potential.

**All staff receive Mandatory training and additional specific training to meet specific training needs, including:**

- Safeguarding Children and Adults
- Equality and Diversity
- First Aid
- Radicalisation and extremism
- Report writing and recording
- Health and Safety Level 2
- Self-Harming behaviours
- General Data Protection
- Child Protection
- Safeguarding adults and young people with learning disabilities
- Substance and alcohol misuse
- Staff boundaries and safer caring
- Managing risk
- Understanding and mitigating gang related activity and 'County Lines'
- Cyber bullying, e-protection
- Child exploitation training; sexual, criminal,



financial and Modern Slavery

- Sexual health and personal health
- Confidentiality
- Self-Harm awareness
- Mental Health Awareness
- Emergency at work first aid
- Notification of Incidents
- Health promotion and hygiene (including Food Hygiene),
- Medication Handling
- Suicide Awareness and Prevention
- Fire Safety
- Challenging and Breakaway Training
- Autism,
- Person Centred Care,
- Positive Behaviour Support,
- Applied Behaviour Analysis,
- NAPPI (None Aggressive Psychological and Physical Intervention) • Care Certificate: Includes 18 areas of competency \* Care Act 2014 • Employment Legislation
- Health and Safety & Fire Safety & Risk Management \* Diploma in Health and Social Care
- TEACCH
- SPELL
- Applied Behaviour Analysis
- Positive Approaches to Challenging needs
- Epilepsy Mental Health and Learning disabilities
- Obsessive and Compulsive Disorder
- Safe Handling of Medication
- Equality & Diversity
- Advocacy
- Food Hygiene
- Manual Handling
- Communication
- Makaton
- Person Centred Planning / Essential Lifestyle Planning
- Healthy Eating & Nutrition
- Promoting Positive Lifestyle Choices
- Role of CQC and Fundamental Standards
- Relationships and Health
- Mental Health Capacity Act & DOLS
- Oliver McGowan training
- Supervision & Appraisal
- Complaints & Positive Representations & Customer Services \* Team working & Team Building
- Self injurious behaviour training
- Personality disorders
- PDA (Pathological Demand Avoidance Syndrome)

- Drug Administration,
- Manual Handling,
- MVA (Managing Violence and Aggression),
- Communication Systems for Individuals with Autism, Social Story, Pictorial Exchange and Talking Mats workshops,
- Epilepsy –emergency recovery medication administration,
- ODD- Oppositional Defiance Disorder,
- Promoting Sexuality,
- The Mental Health Act, Capacity to Consent and First Aid

## **ACCOMODATION:**

The Supported Living Service recognises that prospective service user receives care and support in their own home. To facilitate that choice, we do the following:

- Provide detailed information on the service which is published in the service user guide.
- Each service user has a Tenancy Agreement specifying the terms of their tenancy.
- Ensure that every service user has their needs thoroughly assessed before a decision on admission is made.
- Ensure the service user and all parties involved in their care are confident that the placement can meet the service user needs and aspirations.

## **REFERRALS:**

All enquiries about the service in general can be made to our offices where information can be sent, and discussions held with the manager. We would usually like the service user to be visited to begin our own assessment and to talk through with them their hopes and fears about the prospective care and support.

The staff team will work hours based on the needs of the service user however, 24-hour support is available.

During the referral process, the service user will review with their key worker the plans for their support package and expectations of them within the service. The key worker should already have had contact with the service user and will have explained the purpose of the service.

All efforts will be made to make referrals to Mountsview Homes Ltd as planned as possible. It is particularly important that the agencies work together to remain service user centred in planning referrals; however, we do in some situations consider emergency referrals.

A Care planning meeting should be arranged before or soon after the referral begins to ensure that a comprehensive care package is in place.

The service user will be able to review with the staff and their key worker the progress they have made and the steps they need to take to build on this success. This will mostly appear in the care planning system.

## **HEALTH PROMOTION:**

We will support service users to register with all local health services. This will be part of their living skills programme.

Health promotion is also undertaken by our care staff, ensuring that each service user has a better understanding of issues relating to their health care. This is achieved through individual and group discussions such as key work sessions, one to one discussion and service user meetings.

If it has been recognised that a service user has issues that could affect their health development, then individual referrals can be made to specialist agencies so that assessments and packages can be put in place that would support the service user to overcome their presenting problem and / or dependency. This will be done in partnership with their social worker.

## **SAFEGUARDING:**

Mountsview Homes Ltd recognises that an allegation of abuse made against a member of staff or peers may be made for a variety of reasons. It is imperative that those dealing with an allegation maintain an open mind and that investigations are thorough.

Mountsview Homes Ltd recognises that The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect. It is also recognised that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual's reputation, confidence and career. Therefore, those dealing with such allegations within the organisation will do so with sensitivity and will act in a careful, measured way.

## **RECEIVING AND ALLEGATION:**

A member of staff who receives an allegation about another member of staff should follow the guidelines for dealing with disclosure.

The allegation should be reported immediately to the Registered Manager, unless the Registered manager is to whom the allegation is made, in which case the report should be made to the Safeguarding lead. The Registered Manager or Safeguarding lead should:

- a) Obtain written details of the allegation from the service user which is signed and dated. The written details should be countersigned and dated by Registered Manager or Safeguarding lead;
- b) Record information about times, dates, locations and names of potential witnesses. Initial assessment by the Registered Manager or Safeguarding lead.

The Registered Manager or Safeguarding lead should make an initial assessment of the allegation, consulting with the relevant local social services department or agency as determined by local arrangements as appropriate.

Where the allegation is considered to be either a potential criminal act or indicates that the service user has suffered, is suffering or is likely to suffer significant harm, the matter should be reported immediately to the CQC and relevant Safeguarding Board.

The procedure in the event of any allegation of abuse or neglect:

- (a) Mountsview Homes Ltd will liaise and co-operate with the Local Authority Safeguarding team or make adult protection enquiries in relation to any adults placed within Mountsview Homes Ltd
- (b) Mountsview Homes Ltd will make a prompt referral to the Local Authority of any allegation of abuse or neglect affecting any service users placed within Mountsview Homes Ltd
- (c) Mountsview Homes Ltd will notify the Local Authority and CQC of the outcome.

## **SELF-HARMING BEHAVIOUR:**

Mountsview Homes Ltd recognises that service users with mental health conditions may cause harm to themselves. If it is suspected that a service user is causing harm to themselves, action must be taken in accordance with the adults Protection policy / procedure guidelines.

All staff must take self-harming behaviour seriously; staff are expected to recognise changes in each service users behaviour, which may lead to self-harm due to emotional and physical distress and identify with signs and indicators that a service user may be capable of causing harm to themselves. Each service user must be given as much support and reassurance as possible to try and protect them from causing any further harm to themselves. The welfare of each service user is of paramount importance.

## **LEISURE/SPORTING ACTIVITIES**

It has been recognised that hobbies / leisure / sporting activities play an integral part in the social and emotional development of adults. Each service user is given the opportunity to engage in activities of their choice. They are encouraged to identify with a hobby / leisure / sporting activity outside of our homes to take part in, such as swimming, football, netball, basketball, cricket, leisure centre etc.

Also, group activities (both indoor and outdoor) are arranged for Service User to take part in; this enables the staff to observe each Service User's social skills in a group situation both in and outside of our homes. The staff's observations are then evaluated, and the findings would then form part of their discharge plan.

## **ANTI-BULLYING:**

Mountsview Homes Ltd has an Anti-Bullying policy, which should be read in conjunction with the Safeguarding Policy. The staff at Mountsview Homes Ltd are aware that bullying can take place when service users live together in their own homes. The forms of bullying that can take place are verbal teasing, physical threats or attacks, theft or destruction of property, isolation and racism. The effects of bullying on service users can cause emotional difficulties and relationship problems and can lead to self-harm and actual suicide.

Staff will be supportive and vigilant about vulnerable adults needing to be protected, should the problem of bullying arise. The staff will discuss in an open and frank manner the issues of bullying with the individuals. Mountsview Homes Ltd will not tolerate bullying, and when staff are aware of this happening, the service user is given support and his/her wishes taken into consideration. The Social Worker of the service user and the perpetrator (if applicable) will be contacted and a meeting would be arranged to discuss a way forward. The disclosure will be dealt with sensitively and swiftly.

Mountsview Homes Ltd also recognises that in some instances 'the victim' often fear reprisals if they openly disclose to anyone that they are being bullied. Therefore, the staff at Mountsview Homes Ltd will receive training on how to identify behaviour, triggers and signs that could indicate that a service user is being bullied. In certain situations.

### **FIRE AND EMERGENCY PROCEDURE:**

All precautions are taken to ensure our service users are aware of the dangers of fire. Smoke detectors are fitted throughout the homes and there are fire extinguishers available upstairs and downstairs. Should any faults be discovered then they would be dealt with immediately. Mountsview Homes Ltd has one named officer but every member of staff is trained in carrying out the necessary checks and dealing with any potential problems.

The fire alarm system, smoke detectors and fire extinguishers are checked weekly and every month a fire drill is held. A qualified electrician for any faults checks the system annually. All service users are made aware of the procedure in case there is a fire and instructions are displayed throughout the house. These instructions include identifying the designated escape routes. Emergency fire procedures are reminded on a regular basis at each service user's meetings, especially after an admission.

### **EMERGENCY PROCEDURES:**

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. The service conforms to all guidance on promoting and protecting the health, safety and welfare of the tenants and staff.

### **RELIGIOUS OBSERVATIONS:**

Religion is very important to Mountsview Homes Ltd, and it is part of the referral process to have as much information about each service user including religion, culture and first language. Each service user is encouraged to regularly visit their designated place of worship locally and if need be a member of staff would escort each service user to facilitate this.

### **REPRESENTATION AND COMPLAINTS:**

When a service user chooses Mountsview Homes Ltd to provide their care, they are given a copy of the "Service User Guide" which has details of our Complaints Procedure as well as other useful information relating to Mountsview Homes Ltd. "The service user Guide" will be discussed with each service user to ensure that they have a full understanding of their care and support provider and their rights to complain.

### **EDUCATION AND TRAINING:**

Whilst not compulsory, at Mountsview Homes Ltd we encourage adults to attend education if they are not in employment. Colleges and / or careers advice centres in the area will be contacted soon after the placement begins at Mountsview Homes Ltd and an appointment would be made for the service user to attend a local college or training centre if their recovery facilitates this. Where appropriate, our service user will be encouraged to actively be seeking employment. The Registered Manager and the allocated

key worker will support this.

Aims of Top-Up Education: To provide each service user with a solid grounding in basic skills. To develop each service user's understanding of themselves and their surroundings. To stimulate the creative potential and enhance the cultural awareness of every service user. To extend each service user's general knowledge and practical abilities. To develop a sense of community, belonging and caring between and to each service user we work with.

## **CULTURE:**

Culture is viewed as being essential to the development of all service users. Our programme is designed to support these needs in a positive manner including service user visits in the local community, obtaining books, arranging discussions, encouraging service user to attend talks and identifying positive role models. Mountsview Homes Ltd acknowledges and supports the celebration of all cultures and religious observations. All service user are supported to celebrate cultural events both in their homes and within the wider community. This allows the service user to remain 'in touch' with their cultural values, which in turn ensures that they do not lose sight of their cultural heritage.

## **WORKING IN AN ANTI-DISCRIMINATORY PRACTICE:**

Mountsview Homes Ltd believes in empowering service users to enable them to make choices in their lives, based upon informed choices. This is achieved through using positive role models and respecting diversity and reaffirming the strengths of others in a positive and constructive manner. The staff's awareness of anti-discriminatory practices (equal opportunities) will be raised through training and support. Each service user is involved in their care including the creations of their care plan. The staff will ensure that each service user is made aware of their rights through discussions and information sharing both on an individual basis and in meetings.

## **LEISURE / SPORTING ACTIVITIES:**

It has been recognised that hobbies / leisure / sporting activities play an integral part in the social and emotional development. Each service user is given the opportunity to engage in activities of their choice. service users are encouraged to identify with a hobby / leisure / sporting activity outside of their home to take part in, such as swimming, football, netball, basketball, cricket, leisure centre etc. Also group activities (both indoor and outdoor) are arranged for service user to participate in if they wish.