



Statement of Purpose

Supported Living, Live-In and Home Care Service

October 2020

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Statement of Purpose

This Statement of Purpose outlines the support that Blue Sky Enabling (BSE) provides to our service users. This document provides a general overview of our company structure, the range of services provided and the policies and procedures adopted to provide our services safely.

The CEO & Registered Manager (CEO & RM) has overall responsibility for the service provision, with the direct management of each package of support managed by one of BSE's Care Managers.

BSE's Statement of Purpose is available at our offices and a copy is provided to all interested parties on request digitally.

In March 2020 Great Britain was affected by a global pandemic, Covid-19, that had the potential to affect people in different ways depending upon their age, diagnoses, underlying conditions, gender and ethnicity. At Blue Sky Enabling we have followed guidance from the government, PHE, DHSC, BMA and WCC, and we have involved service users, families, staff and professionals in best interest/open discussion processes in order to assess each individual's risks from Covid-19. We have then agreed on how to respond to the risks in a way that reflects each individual's living arrangements, support and behaviours.

BSE also carried out individual risk assessments for all our staff. We constantly review all the risk assessments and our response to Covid-19 in order to reflect changes in the pandemic and the current guidance. As much as possible, we have tried to minimise the impact on each person's support plan whilst creating an environment and working practises that are Covid safe for our service users and for our staff on shift.

BSE also carried out risk assessments for each member of office staff and put in place control measures to create covid-safe working environment in our offices following government guidance.

All of BSE's covid-safe practises were regularly reviewed and adjusted as guidance and circumstances changed and they remained in place as long as covid-19 remained a risk to BSE's service users and staff.

Supported Living, Live-In and Home Care Services

Blue Sky Enabling are a specialist provider of high quality flexible person-centred support:

Supported Living: service users are supported 24/7 to live in their own homes with a dedicated team of staff covering shifts of 24 hours at a time, with staff teams of at least 3 staff.

Live-In: service users are supported 24/7 to live in their own homes with a dedicated team of staff covering several days to 4 weeks at a time with day breaks, with staff teams of at least 2 people

Home Care: service users are supported in their own homes with day support based on their assessment of needs with minimum shifts of 2 hours at a time, with a dedicated staff of at least 1 staff

Principles, Aims & Objectives

Blue Sky Enabling is fully committed to Principles of Enablement: enabling people to live a life of their own choosing, in their own home, for the whole of their life, as included members of their community.

Enabling is working alongside people according to their needs and abilities, for as long as necessary, often over extended periods, to build their capacities, positive experiences and successful outcomes. BSE's focus is on improving service users' quality of life, enabling them to realise their goals, aspirations and wishes.

Our Principles, Aims and Objectives are underpinned by our Core Values:

- Building Trust,
- Developing Lives,
- Empowering People
- Inspiring Passion

In meeting our Principles, Aims and Objectives BSE commits to:

- Focus on people not conditions or tasks
- Ensure we are fit for purpose
- Meet assessed needs and enable service user participation in all areas of their service planning
- Foster good open communication with service users, their families and professionals
- Provide trained dedicated staff to establish continuity and reliability of support to directly enhance the quality service
- Create an inclusive, life-enhancing environment that values and protects service users' rights to privacy, dignity, respect, independence, choice, kindness and fulfillment.

Registered Provider

Blue Sky Enabling Limited

Alford House

Epsom Square

White Horse Business Park

Trowbridge

BA14 0XG

Website: www.blueskyenabling.org

Tel: 0800 456 1337

Email: enquiries@blueskyenabling.org

CQC Provider ID: 1-710588781

Relevant qualifications and experience of the Registered Provider:

Blue Sky Enabling Limited became the Registered Provider of BSE in June 2013 to provide support and care to adults with complex needs.

BSE supports people across the whole of Wiltshire as a registered specialist provider under Wiltshire CC's Good Lives Alliance (GLA) and their Help to Live at Home Alliance (HTLHA).

BSE has a proven track record of successfully supporting people with very complex needs and challenging behaviours where other agencies have failed. BSE's successful track record is founded on our focus on improving quality of life, enabling people to improve their mental and physical wellbeing, develop their skills, live active engaged lives, and doing things that they enjoy.

CEO & Registered Manager

Shelley Saxon

Regulated Activity: Personal Care

Contact Details*:

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Epsom Square

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BA14 0XG

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*In March 2020 England experienced a global pandemic, Covid-19. BSE provides a covid-safe working environment for its staff and office staff. However, under government guidance all office staff were advised to work from home where possible. As such, Shelley

is only available in the office on Mondays, but she is available for virtual meetings by telephone and various digital platforms.

Relevant qualifications and experience of CEO & Registered Manager:

Shelley has many years' experience as a CEO, registered manager and senior care manager, specialising in supporting adults with LD/ASD/MH and challenging behaviours.

Shelley has and maintains qualifications and training in the following: BA Hons, LLM, LMSC NVQ 4, C&G Education and Training Award Diploma level 3, PBMpro Trainer (originally funded by Avon & Wiltshire AWP) accredited by BILD and now includes Trauma Informed Support, PBS, Advanced Communication Skills, COVID-19, Basic Life Support, Autism & Communication, Autism & Sensory Experience, Autism Stress & Anxiety, Medication Management, Manual Handling Objects, Manual Handling People, Safeguarding Adults, Safeguarding Children, Fire Safety, Food Safety Level 2, Dignity & Respect, Diet & Nutrition, Person Centred Care, Health & Safety, Infection Prevention & Control, MCA & DoLS, Communication, Equality & Diversity, GDPR

Shelley is a member of the Registered Manager's Network and the Avon & Wiltshire PBS Network

Service Users

BSE focuses on supporting adults of all ages with:

- Learning Disabilities
- Autistic Spectrum Disorders
- Mental Health
- Complex Needs, including Challenging Behaviours,
- Physical/Sensory Impairments
- Dementia where this relates to our target group.

BSE recognises that at some time in our life we have all acted in ways that other people find challenging. For people with learning disabilities, autistic spectrum disorder and/or mental health issues acting in ways that other people find challenging have endured for a long time and may have been the only way they could get their needs met. Many may also have experience difficult and traumatic experiences that they find hard to process.

At BSE, all of our staff are trained in PBMPPro to understand and avoid or manage challenging behaviour effectively and to recognise how behaviours may be influenced by past trauma. This training is delivered in-house by Shelley Saxon, BSE's CEO & Registered Manager. BSE's Positive Behaviour Support Plans (PBSP) reflect our understanding of Trauma Informed Care and Support.

Working Collaboratively in Partnership

BSE works collaboratively in partnership with service users, staff, families and professionals through processes of best interest and open discussions on all aspects of each service user's care and support, so that collective understanding and agreements are reached.

Service User Involvement & Consultation

BSE supports each service user to be actively involved in the development and delivery of their care and support. We provide information to people in a way that they can understand, and our care managers regularly communicate with our service users in their preferred method, to see what is working well for them and where we can make improvements. Service users are also consulted on the selection of their staff team.

BSE acknowledges that people have different capacities to make decisions. Where someone has been assessed as lacking capacity under the Mental Capacity Act (MCA) to make a decision, BSE ensure that we establish and reflect the person's wishes as part of the best interest decision process. Where appropriate, BSE will work with social services to involve an independent advocate to ascertain and represent the person's wishes in the decision-making process.

Support Plans

BSE work dynamically alongside people using a range of person-centred planning tools to establish circles of support, maps of overall objectives and step by step pathways to achieving goals. These are used to create individualized Support Plans that develop and expand each person's positive experiences and capacities, and empower people to have an increasing sense of control and responsibility over their own lives.

Each person's support plan is broken down into 21 categories: Trust, Decision Making, Communication, My Home, Healthy Lifestyle: Physical, Healthy Lifestyle: Mental, Medication, Feelings & Behaviours, Personal Care & Presentation, Learning & Working, Healthy Relationships, Budgeting & Finance, Legal, Shopping, Cooking, Cleaning & Washing, Indoor Leisure, Outdoor Leisure, Religion, Managing Risk, Mobility. For each category we explore background, how the person consents to support, what's important to them, what they can do themselves, what support staff will provide, whether assistive technology may aid support, Objectives, Goals and Pathways, related risks.

Other support plans for each service user include some or all of the following: Staff Medication Administration Plan or a Service User Medication Self-Administration Plan, Diabetes Care Plan: Type 1 or Type 2, End of Life Plan, PBSP.

Privacy, Dignity & Confidentiality

BSE recognises that we are working in our service user's homes and staff always acknowledge this when they enter the property, waiting to be let in and greeting the service user.

Where we are providing support 24/7, at the onset we agree with each service user that their bedroom is their private space and staff may not enter without their permission, and the staff sleep-in room is the staff's safe space and they may not enter without the member of staff's permission. We also agree with the service user how shared spaces are to be used such as access to the kitchen and bathroom so that we respect the service user's wishes whilst providing staff with a safe working environment.

Where service user's require assistance with personal care, we promote the person's dignity, enabling them to do as much as they are able for themselves.

All staff do GDPR training and are assessed on their knowledge of confidentiality and data protection annually. Staff also do annual training on safeguarding so that they are aware on the appropriate limits of confidentiality if a service user discloses something to them that may indicate abuse; in these circumstances the staff will explain to the service user that they will need to disclose this information to the care manager and possibly others (safeguarding, the police etc) in order to keep the person safe.

Health & Safety Including Emergency Procedures

BSE has a comprehensive set of policies and procedures in place to meet all necessary safety regulations which meet statutory requirements. We have a robust system of reporting accidents and incidents. We have a Personal Emergency Escape Plan (PEEP) for every service user.

BSE recognise that everyone has a right to take some risks, but we are also aware that some people that we work with may have difficulty assessing the consequences of their decisions. Where we identify risks for a service user, we carry out a risk assessment and we work with them to put in place control measures to mitigate that risk to an acceptable level.

Fostering Relationships & Community Engagement

BSE actively encourages and supports our service users to maintain and develop healthy relationships with their family and others.

We are proactive in encouraging and supporting our service users to go out into the community and to engage in activities.

Maintaining Mental & Physical Wellbeing

Some service users have known physical and mental health conditions for which they are prescribed medication. BSE have clear policies and procedures on the management and administration of medication. We encourage service users to self-administer their medication where they are assessed as able to do this. All staff are trained in the administration of medication so that they are able to assist with this if the service user has been assessed as unable to self-administer their medication. The administration of medication is audited and reviewed weekly to ensure that this is done safely.

BSE staff monitor changes in service users' mental and physical health and wellbeing and we support them to contact and attend regular and occasional medical appointments as required; staff then record the outcome of all appointments for the care manager.

Supporting Social Activities, Hobbies, Leisure & Religious Interests

BSE encourages and supports each service user to engage in indoor and outdoor leisure activities that they enjoy, and we give them opportunities to explore new activities.

From October 2020 we are introducing a programme of virtual activities that we will be running monthly (such as bingo, quizzes etc) for all of our service users, staff and care managers in order to maintain a positive attitude and enhance social relationships. This was initially started during the covid pandemic, when community-based group activities were unavailable.

Quality Management

The quality of BSE's service is founded on the quality and cooperation of our whole management team who work together as one unit in accordance with our policies and procedures for the benefit of all of our service users. Our care managers work openly with their service users, their families, staff and professionals to structure each person's unique package of support designed to meet their specific needs; this is a dynamic process with support plans reviewed every 6-9 months or as and when needed if this is less than this. On-going progress and issues are discussed at weekly care management meetings so that we pool ideas and reach collective decision.

All staff are supported to complete and maintain their training to at least Care Certificate with additional specialist courses. Staff are also supported to undertake QCF training to level 3 and above if this is something they want to do.

BSE invites service users, family and staff to participate in our annual quality assurance process to identify what we have done well and where we can make improvements, and we then circulate our action plan for the following year based on these outcomes.

Welcoming Compliments & Complaints

BSE welcomes compliments and complaints from our service users, their families, staff and professionals. All compliments are recorded and the staff referenced, notified.

Care managers regularly have open communication with their service users and family members and they will always strive to resolve any issues promptly and informally as part of their care management process.

We recognise that it remains every service user's right to raise a formal complaint, and we have clear policies and procedures for dealing with formal complaints. To make this accessible to our service users, they have been given information in accessible formats to enable them to raise a complaint if necessary.