

AR24 - Statement of Purpose



Statement of Purpose Able2achieve Ltd
23-25 Princes Street Yeovil
Somerset BA20 1EN
Tel: 01935 429430

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Able2achieve Ltd's Statements of Purpose AIMS & OBJECTIVES

It is the aim of able2achieve Limited to provide high quality and innovative services to adults with a learning disability as their primary diagnosis whose needs can be met within a community setting. We understand that many people may receive more than one diagnosis therefore we also offer support to those with mental health, acquired brain injury, early onset dementia and adults needing transition into independence. We pride ourselves on having the ability to offer support to those with behavioral management and/or complex health needs, we do this by recruiting experienced staff teams and delivering high quality training. All services are offered to each individual in a way that promotes independence and increases opportunity for now and in the future.

Our objectives are:

Achievement of realistic, relevant and agreed goals
Celebration of diversity and achievement
Each person we support is in control of their lives and included in their plans as much as possible.

Our mission is:

To enable personal achievement and progression by developing essential skills and self-confidence through learning, living and working.

Philosophy of Care:

able2achieve's philosophy aims to promote and reflect the values that focus upon the individual learner, ensuring that the person is at the center of their plan, and that they take the lead in the type of service they receive.

We will support each learner to fulfil their aspirations enabling them where appropriate to make their own plans and decisions. able2achieve has drawn upon the fundamental core values of support which underpin our service. These values are the basis for the provision of individual support services.

Our Core Values are:

Respect, Opportunity, Choice

Respect the dignity and individuality of each learner's needs and aspirations; by enabling the learner to make their own decisions and take responsibility for their actions.

Opportunity to develop new skills and knowledge, being in control of all aspects of daily life from planning to decision making.

Choice of occupational, recreational activities and lifestyle, maintaining an independent lifestyle and social integration in the community.

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A flexible and needs-led service, which is responsive to individual's needs and wishes. able2achieve offer support from 1 hour to 24-hour support, depending on the assessment of need. We also offer night wake and sleep-in services ensuring that the service is tailored to suit the need.

Welcome

Able 2 achieve are registered for the regulated activity of personal care. The regulated activity of personal care consists of the provision of personal care for people who are unable to provide it for themselves, because of old age, illness or disability, and **which is provided to them in the place where those people are living at the time when the care is provided.**

Support Objectives

Details of Registered Provider, Nominated Person and Registered Manage Registered Provider:
Name: able 2 achieve Limited

Address: 23-25 Princes Street Yeovil
Somerset BA20 1EN

Experience: Chief Executive Officer

Rupert Elliott; Over 30 years care experience which started shortly after college within a family residential home as managing director, followed by a career as an Army Officer. He became a Director of a private training provider until 1999 when he accepted a role as Principal for the largest of the Mencap specialist colleges; Lufton College. He spent nine years working for Mencap, leaving as Assistant Director responsible for Education & Employment nationally. He was a board member for Somerset Learning & Skills Council for seven years. In 2009 he worked for Craegmoor Healthcare as Director of Projects; Craegmoor was the largest corporate group providing for learning disabilities and mental health in the UK. In 2010 he set up able2achieve and in 2012 he formed able2achieve Trust.

Director - Living (Care) – Nominated Individual

Marika Elliott: Marika has worked within the care sector for over 40 years and has experience of working within the private nursing home sector (home manager), an Adult training center for the LA, the charitable sector (unit manager with Barnardo's). She trained as a social worker at Nottingham university and has worked within the public sector for both Nottingham and Devon L.A's as social worker and then snr team manager progressing into the family court arena, Marika worked with families within the Family Court system. Marika joined the senior management team in 2013 and manages the Registered and operations managers and their teams, who support learners in their own homes.

Director - Service learning and work

Tracy Chesters: Tracy has worked in administration and financial services within the education and care sector for over 24 years, initially within the private sector for a private training company. In 2000 Tracy was recruited into the specialist education sector at Lufton College (Mencap), Within the charity she was promoted to admin manager for a new qualification (Essential Skills Award) she has had the privilege of working with leading practioners within the sector and she extensively marketed the ESA award until adoption by City & Guilds and QCA ; leaving the charity as National Admin & Project Manager for the Employment and Education directorate of Mencap for a position at Somerset College managing the services of their LLDD division until joining able2achieve in 2012 in the senior management team

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Nominated Person:

Name: Marika Elliott

Address: Able2achieve Ltd, 23-25 Princes Street Yeovil
Somerset BA20 1EN

Qualifications: Level 5 Leadership and Management

Diploma in Social Work Social Worker and Higher Education Diploma

BA Social Work Studies

Certificate in Counselling

Ongoing court and child protection

Safeguarding training, Spears, Conflict resolution training and personal defense readiness Training,
Medication, Asperger's,

Level 3 Award in the awareness of the Mental Capacity Act 2005 Williams Syndrome.

CQC Compliance Workshop

New CQC inspections: Getting to grips with the Five key Questions

Epilepsy Training

Challenging Behavior

Child Care Award

Wellbeing amongst staff and service users

Registered Managers:

Name: Mr Steve Robinson

Address: Able2achieve Ltd, 23-25 Princes Street Yeovil
Somerset BA20 1EN

Steve Robinson has 30 years' experience in social care settings, including Senior Residential Manager with a school for primary aged children with complex needs, a Registered Manager within the Mencap Colleges with responsibility for care and support across four large campuses including safeguarding lead, and an Area Manager for Consensus. Steve has previously worked at able2achieve Ltd and rejoined the company as Operations Manager in December 2020, before becoming Registered Manager in May 2022.

Qualifications: Level 8 Vocational PHD Strategic Direction and Leadership

NVQ 5 Education and Learning

Post Graduate Diploma in Strategic Management

NVQ4 Registered Managers Award

Strategic Management Diploma (Equivalent to an MA)

NVQ5 Strategic Management

NVQ5 Operational Management

Executive Diploma in Management

NVQ4 Management of Learning and Development Provision

Certificate in Management

NVQ4 Management

D32/D33 Assessors Award

Cognitive Behavior Diploma Level 5 Distinction

BA Degree Health and Social Care

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Name; Emily Knights

Address: Able2achieve Ltd, 23-25 Princes Street Yeovil
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Emily Knight has worked in the Learning Disabilities and Mental Health Sector for over 10 years and has experience of working in the charitable sector for The Hub, the employment sector in partnership with PLUS before joining a2a as Operations Manager in 2020. Emily has a Degree in Health and Social Care Management where she focused on the gap in sexual health provision for adults with a learning disability. Emily has training in systematic instruction, a teaching tool which focuses on demonstrating tasks and tracking progress.

Qualifications:

Care Certificate

BSC Health and Social Care Management

Systematic Instruction Training

Staff Profile

The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimize travelling distances in order to support good time attendance. In addition to the direct support staff, the operations managers and the Registered Managers works per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays. New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our Care Workers are offered to achieve a RQF diploma. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

New carers will complete the Care Certificate within 12 weeks of employment and offered Levels 2 and 3 Diplomas within 2 years of appointment. All other employees receive the training appropriate to their work. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and action and a range of other areas.

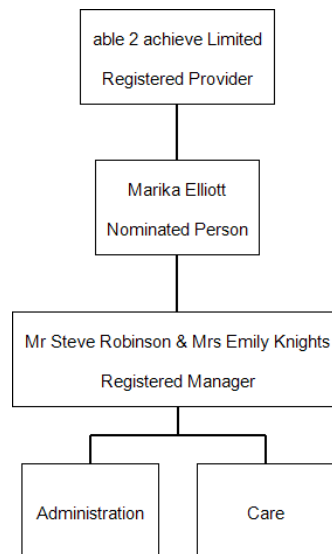
Staff are recruited using the following values based recruitment:

Being People Centered – learners are at the center of all decisions

Delivering Results – Progression

Communicating Effectively

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Organization of able2achieve ltd

Description of Our Services and Facilities Services Offered

The following services are provided at The Service's location:

Domiciliary care service Supported living service

The following regulated activities apply to services provided by The Service:

Personal Care

The Service provides services for the following bands of Service User:

Learning disabilities or autistic spectrum disorder Younger adults
Physical disability

The following support and Support Services are provided by The Service:

Autism Epilepsy
Head/Brain Injury Schizophrenia Speech Impairment Day Care
Independent Living Training

Service User Care Plans are reviewed on an individual basis, according to assessed need, and regulatory and contractual requirements.

Therapeutic Activities

able2achieve Ltd has a policy of promoting the maintenance of Service Users' normal social network and social activities. The Service User's Care Plan includes a facility for recording life history, social network and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

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Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of quality of Service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when quite minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being treated disrespectfully. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

All complaints will be taken seriously;

All complaints will be acted upon with fairness and impartiality;

You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;

If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint;

Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.

Service Users and their representatives may take their complaints to persons in authority outside the Agency. For Service Users funded all or in part by Social Services or the Primary support Trust, complaints may in the first instance be directed to them. For privately funded clients, a range of advocacy services are available locally and they will be pleased to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

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Addresses:

Director of Social Services: South Somerset - Community Team for Adults with Learning Disabilities PO BOX 5199 Council Offices Brympton Way Yeovil Somerset BA20 9FJ Phone:01935 463955	Care Quality Commission: Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, Tel: 03000 616161, Fax: 03000 616171
Local Primary support Trust: NHS Somerset CCG Wynford House, Lufton Way, Lufton, Yeovil, Somerset BA22 8HR	The Local Government and Social Care Ombudsman PO Box 4771, Coventry CV4 0EH, Tel: 0845 602 1983 or 024 7682 1960, Fax: 024 7682 0001, advice@lgo.org.uk

Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Somerset Advocacy
The Albemarle Centre Albemarle Road Taunton
Somerset TA1 1BA
Phone: 01823 322900
Fax: 01823 322901
Email: admin@somersetadvocacy.org.uk

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**Advocacy in Somerset,
Unit 3 Bowdens Business Centre Langport
Somerset TA10 0BP.
Tel: 01458 253053.**

**Total Advocacy
51 Staplegrove Road Taunton
Somerset TA1 1DG
Phone: 01823 339 494
Fax: 01823 339 492
E-mail TotalAdvocacy@a4e.co.uk**

Arrangements for your voting rights can be made through the: South Somerset District Council

**Electoral Registration Officer Council Offices
Brympton Way Yeovil
BA20 2HT 01935 462462
elections@southsomerset.gov.uk Other documents**

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on admission and subsequently published on the notice board in The Service, and copies are available from the manager at any time.

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Complaints Form

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):

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Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Service Users' privacy:

All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of the agency are guests in the Service User's home.

Staff will enter a Service User's property and rooms within the property only with express consent.

Staff of the agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.

Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the support of the Service User.

Records will be made available to the Service User's principal Support Worker and family according to the wishes of the Service User.

Service User's dignity

Your dignity is a matter of prime importance to us, and all staff receive training in this area.

You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.

Staff are trained to be sensitive to your feelings when in company.

The agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of disability or illness.

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Key Lines of Enquiry Table

Key Line of Enquiry	Supporting
C1 - How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?	✓
C2 - How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?	✓
C3 - How are people's privacy, dignity and independence respected and promoted?	✓
E1 - Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	✓
E2 - How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?	✓
E3 - How are people supported to eat and drink enough to maintain a balanced diet?	✓
E4 - How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?	✓
R1 - How do people receive personalised care that is responsive to their needs?	✓
R2 - How are people's concerns and complaints listened and responded to and used to improve the quality of care?	✓
R3 - How people are supported at the end of their life to have a comfortable, dignified and pain free death?	✓
S1 - How do systems, processes and practices keep people safe and safeguarded from abuse?	✓
W1 - Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?	✓
W3 - How are the people who use the service, the public and staff engaged and involved?	✓
W4 - How does the service continuously learn, improve, innovate and ensure sustainability?	✓

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.