

AR24 - Statement of Purpose



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

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Description of Our Services

Welcome

able2achieve are registered to provide the regulated activity of personal care. Personal care consists of offering personal care for people who are unable to perform these tasks independently due to disability, mental health needs or other diagnosed conditions. Our personal care services are delivered directly to learners, in their own homes, and at the time when care is required.

The following services are provided:

Supported living service (SLS) and Domiciliary care service (DCC)

The following regulated activities apply to services provided by able2achieve Ltd:

Personal Care

able2achieve Ltd provides services for the following individuals:

Adults with learning disabilities, autism spectrum disorders, acquired brain injuries, and people with a mental health diagnoses and adults who are over 65.

We provide independent living training, supporting learners in their community, and day support in our Active Lives and work preparation areas – cafés, bakery and shop.

Learner care plans are reviewed on an individual basis, based on assessed needs as well as regulatory and contractual requirements.

Partners in a partnership

Director, CEO & Nominated Individual:

Name: Marika Elliott

Address: able2achieve Ltd, 25 Princes Street Yeovil, Somerset BA20 1EN

Email: marikaelliott@able2achieve.org.uk

Business Phone: 07788316819

Marika has over 40 years of experience in the care sector. Her background includes experience of working in private nursing homes as a home manager, in an adult training centre supporting individuals with learning and physical disabilities, and in charity as a unit manager with Barnardo's, where she worked in a specialised school for children with disabilities and terminal illnesses. She has worked in council and court roles, including holding a position as a Guardian within CAFCASS. After completing her social work degree at Nottingham University in 1996, Marika worked with both Nottingham and Devon local authorities as a social worker and social work manager.

Marika joined the senior management team in 2013, overseeing the company operations and manages the Deputy Directors and Registered Managers. She is registered with Social Work England.

Qualifications:

Level 5 Leadership and Management

Certification in Level 7 Leadership and Management

Diploma in Social Work Social Worker and Higher Education

Diploma BA Social Work Studies

Certificate in Counselling

Child Care Award

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L3 Mental Health First Aider

Executive Chair & Finance Director:

Name: Dr Stephane Merry

Address: able2achieve Ltd, 25 Princes Street Yeovil, Somerset BA20 1EN

Email: stephanemerry@able2achieve.org.uk

Business Phone: 01935 429430

Stephane joined the able2achieve (a2a) team as Executive Chair, Finance Director and co-owner in 2023. Prior to this, he managed Contronics Ltd, a company of a similar size to a2a, which provided lab monitoring services to hospitals and transfusion centres. Stephane's career has primarily focussed on the pharmaceutical industry and Life Science investments.

Throughout his career, Stephane has invested in numerous healthcare service companies and has extensively studied dozens of businesses in specialist home care and supported living. His particular interest in psychiatry aligns well with a2a's values in this area, making it a natural fit with his ethos. Stephane is also a Veterinary Pathologist and holds an MBA from INSEAD.

Aims and objectives

able2achieve Limited aims to provide high-quality and innovative services for adults with a primary diagnosis of learning disability whose needs can be met within a community setting. able2achieve offers support to adults 18-65+, offering flexible support packages ranging from 1 to 24 hours. Our support is individually assessed to ensure the delivery of bespoke care packages for each individual.

able2achieve promotes community involvement, inclusion, and equality, encouraging positive risk-taking to empower our learners. Recognizing that many individuals may have more than one diagnosis, we also provide support for those with mental health needs, autism, ADHD, acquired brain injuries, dementia, physical disabilities, sensory impairments, and adults transitioning into independent living. Our services are designed to respect diversity and equality, fostering independence and opportunities both now and in the future. As a flexible, needs-led service, able2achieve is responsive to each individual's unique needs and preferences.

We pride ourselves on having the ability to offer support to those with behavioural management and/or complex health needs. able2achieve achieve this by recruiting experienced staff teams, delivering high quality training and working in partnership with external professionals, including mental health services, Speech and Language Therapists (SALT), Occupational Therapists (OT), social workers, psychologists, and other specialists. This ensures we create bespoke, needs-based care plans for each individual in the service.

Our objectives are:

Achievement of realistic, relevant, and agreed goals, the celebration of diversity and achievement, and ensuring each person we support is in control of their life and included in their care plans as much as possible.

Our mission is:

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

Philosophy of Care:

able2achieve's philosophy centres on the promotion of our values which focus on supporting each individual learner, ensuring each person is at the heart of their personal plan and taking an

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active role in shaping the service they receive.

We are committed to supporting each of our learners to fulfil their own aspirations, empower them to make decisions and personal plans when possible and appropriate. able2achieve has drawn upon the fundamental core values of support to shape and develop our service. These values are the basis for the provision of individual support services.

Our Core Values are:

- **Respect:** the dignity and individuality of each learner by supporting their unique needs and aspirations, enabling the learner to make their own decisions, and take responsibility for their actions.
- **Opportunity:** to provide developmental opportunities for new skills and knowledge, allowing them to take control of all aspects of daily life, from planning to decision-making.
- **Choice:** to offer lifestyle choices, including a range of occupational and recreational activities, maintaining an independent lifestyle, and fostering social integration in the community.

About the location

25 Princes Street Yeovil
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The staff allocated to support individuals in their own homes will be appointed to match their skills with individual needs.

Staff Profile:

The operations managers and the registered managers will work closely with each learner and their support team to ensure high quality support. Support staff are assigned based on an individually assessed care package, determined by the allocated social worker and with the individual's agreement. Staff operate on a rota system that ensures the service appropriately staffed with the necessary skills and personnel, including on weekends and public holidays.

New employees complete a robust and comprehensive week-long training programme. All staff are inducted to a high standard by managers. They complete shadow shifts, online and in-person training, and competency assessments. Each staff member has an assigned manager and receives regular supervision, participates in team meetings, reviews, and collaborates in multidisciplinary settings.

New support workers are required to complete the Care Certificate within 6 months of employment to pass probation and be offered additional professional development. Development opportunities include, Level 2 Safe Handling Medication, Level 2 or Level 3 NVQ in Health and Social Care. All employees receive training appropriate to their work, as well as mandatory training in Safeguarding People at Risk, Mental Capacity Act and Deprivation of Liberty and Safe Handling Medication.

Staff are recruited using the following values-based recruitment:

Being People-Centred – learners are at the centre of all decisions
Delivering Results – Progression
Effective Communication – with learners and others

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Working Together – with colleagues, learners, managers and stakeholders

Privacy and Dignity:

We are committed to respecting each learner's privacy and dignity. All learners have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. Staff members at able2achieve Ltd are guests in the learner's home and will only enter the property or specific rooms within it with the learner's express consent. We respect each learner's right to make private phone calls without being overheard or observed by staff.

Records are created, used, and stored to ensure privacy, with adherence to legislative controls such as the Data Protection Act. Learner'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 are available to the learner's support worker and family as per the learner's wishes.

Learner dignity is of prime importance to us, and all staff receive dedicated training on this principle.

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. We assure all learners that no-one will be victimised for making a complaint and encourage them to instigate the complaints procedure whenever they feel necessary. We do not wish to limit complaints to major issues; instead, we promote open communication through our "Rupert Card" and accommodation meetings.

All learners have access to Microsoft Teams where they can contact anyone within the management and senior management teams. It is our policy that all matters disturbing or upsetting to learners should be reported, recorded, and corrective action taken. Only in this way can we effectively work towards 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.

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

Learners and their representatives have the right to escalate complaints to authorities outside of able2achieve Ltd. For learners funded in whole or in part by Social Services or the NHS, complaints may first be directed to those entities. For privately funded clients, a variety of local advocacy services are available, and they are ready to assist you in addressing your complaint. In the case of serious issues, it is imperative to contact the Care Quality Commission (CQC).

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Details of Registered Managers

Registered Provider name: able2achieve Limited
Registered Address:25 Princes Street, Yeovil, Somerset BA20 1EN
CQC provider ID: 148430541

Registered Managers and Deputy Directors:

Name: Mrs Emily Knights

Locations Managed and address: able2achieve Ltd, 25 Princes Street Yeovil, Somerset BA20 1EN
Regulated Activity: Personal Care
Business Telephone: 07435540722
Business Email: emilyknights@able2achieve.org.uk

Emily has over 12 years of experience supporting individuals with learning disabilities and mental health needs. She has worked in charitable organisations, including The Hub, and in the employment sector in partnership with PLUS, before joining able2achieve (a2a) as an Operations Manager in 2020. Emily became a Registered Manager in June 2022 and has since completed various CPD courses.

Emily holds a degree in Health and Social Care Management, with a focus on addressing gaps in sexual health provision for adults with learning disabilities. She now leads able2achieve in areas such as sexual health, care planning, mental health, and communication. Additionally, Emily is trained in systematic instruction, a teaching approach that emphasises task demonstration and progress tracking.

Qualifications:

Care Certificate
BSc Hons Health and Social Care Management
Systematic Instruction Training
Level 3 Mental Health First Aid
Level 3 Emergency First Aid at Work
Help to Grow: Management Course
Autism awareness
Advanced Epilepsy Train the Trainer
Budgeting for Non-Finance managers
MCA and DOLs ELFH module
Self-neglect awareness

Name: Miss Jane Strawbridge

Locations managed and address: able2achieve Ltd, 25 Princes Street, Yeovil, Somerset, BA20 1EN
Business Telephone: 07741272793

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Business Email: janestrawbridge@able2achieve.org.uk

Jane has over seven years of experience in Adult Social Care, supporting individuals with learning disabilities and other diagnosis's'. She began her career as a support worker and progressed to Operations Manager before then becoming a Registered Manager. Jane's areas of expertise include the Mental Capacity Act and Safeguarding.

She achieved distinctions in both her Level 4 and Level 5 Leadership and Management qualifications in Adult Care. Jane is currently collaborating with Skills for Care to become an ambassador for the Care Workforce Pathway and serves as a mentor to another Registered Manager in the UK.

Qualifications:

Care Certificate

Managers Induction Standards

Level 3 Diploma in Adult Care

Level 3 Emergency First Aid at Work

Level 3 Mental Health First Aid

Level 4 Diploma in Leadership for Adult Care – Distinction

Level 5 in Leadership and Management in Adult Care – Distinction

Digital Champion

PROACT SCIP-UK positive behaviour planning and challenging behaviour

Mental Capacity Act e-learning SCIE

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