

# STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION

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This document is Part Two of the Statement of Purpose. The information in this document is completed by the Manager and accompanies the [STATEMENT OF PURPOSE - PART ONE](#).

A copy of this document will be made available on request. Managers of registered services will also ensure that the relevant regulator and service users or their representatives are notified of any material changes to the Statement of Purpose within 28 days.

## COOMBE HOUSE 16/01/2024

### 1 AIMS OF COOMBE HOUSE

The service will provide appropriate quality care and/or support to individuals with Learning Disability who are assessed as requiring this input to enable them to live as independently as possible in their own community.

### 2 FACILITIES AND SERVICES

#### 2.1 Service Management

The person carrying out the business of the service is Amanda Gray, Praxis Care, Director of Care and development (ROI) supported by Regional Director Lisa McIvor.

The person managing the service at a local level is Emma White, Coombe House 54 Broomfield Road, Kidderminster, Worcestershire DY11 5PH, who is responsible to Salma Jussab, Head of Operations, based at: Unit 1, Chipstead Road, Erdington, Birmingham, B23 5 HB.

## **2.2 Management Qualification and Experience**

The relevant qualification and experience of the person carrying out the business of the service are as follows:

Amanda holds a B.A. Honours Applied Social Studies (Disability) and Diploma in Business (Marketing).

The relevant qualifications and experience of Emma White are as follows:-

First Level Registered Nurse, Learning Disabilities, Dip HE, Diploma in Professional Practice - Palliative Care and Registered Managers Award.

The relevant qualifications and experience of Salma Jussab are as follows: NVQ Level 4 Registered Manager's award, NNEB and is a Mental Health First Aider

## **STAFF**

The staffing structure of the service and the relevant qualifications and experience of the staff groups are as follows:

X1 Full time Registered Nurse Manager  
X1 30 hpw Deputy Nurse Manager  
160 hpw Qualified Nurse/Team Leader  
439.5 hpw Support Worker  
30 hpw Activity Coordinator  
35 hpw Support Worker/Driver  
64 hpw Cook  
63 hpw Domestic  
30 hpw Administrator

A person centred approach to service user needs is implemented and each service user will have a named Nurse and a key worker. Staff are available 24 hours a day and a Qualified Nurse is on duty at all times supported by a team of support workers, there are 3 shifts a day.

## **2.3 Operational Partnerships**

The service operates as a partnership between Praxis Care, Worcestershire County Council, CHC and Citizen Housing. Praxis Care takes full responsibility for all aspects of the service. The licence agreement and

Support Agreement outline the roles and responsibilities of all parties concerned.

Each service user is provided with the appropriate agreements(s) which outline the roles and responsibilities of all parties concerned.

Further information on the service can be found in the Service Users Handbook.

## **2.4 Accommodation**

Coombe House provides accommodation for nursing and personal care and the treatment of disease or injury.

## **2.5 Referral Criteria**

- The person will be 18 years old at the time of referral
- The person should be able to show a residency history in the Worcestershire location.
- The person should meet the criteria as defined by Worcestershire County Council and Continuing Health Care (CHC).
- The person will show a range of both Nursing and Personal Care needs appropriate with the level on offer in the service
- The person will be agreeable to the referral being made and, where possible, will have had an opportunity to view the services offered at Coombe House.

## **2.6 Referral Process**

Referrals will only be accepted from members of Worcestershire County Council (WCC), Community Learning Disability Team (CLDT), CHC and the acute sector. Referral agents from outside the geographical area should, in the first instance, contact: WCC/CHC

Referrals should meet the following criteria: Adults over 18yrs of age who have a learning disability and complex health needs who require nursing care.

- Coombe House do not accept emergency admissions.

## **2.7 Receiving a Service**

Potential service users will have his/her needs thoroughly assessed before being accepted to the service; this is intended to provide each service user with the best possible information on which to make an informed choice about his/her future.

## **2.8 Service User Plan of Care**

Praxis Care works with service users, and his/her friends, relatives or representatives (if appropriate) to draw up a written plan of the support the organisation will aim to provide. The plan sets out the service user's nursing needs and support, risks that need management, support/care provided and desired outcomes.

At least every 3 months each service user's plan is reviewed. There is a formal review process at 6 months after first placement and at least annually thereafter. An emergency review can be convened at any time. From time to time further assessments of the service user's needs are required to ensure that the support provided by the organisation is relevant to helping the service user achieve his/her full potential.

Every service user keeps a copy of his/her own Nursing Care Plan and is encouraged to participate as fully as possible in the support planning process.

## **2.9 The Range of Support/Care**

The service endeavours to meet the following needs:

### **2.9.1 Housing Support**

N/A

### **2.9.2 Care Tasks**

- Administering medications / Clinical procedures
- Health care
- Specific rehabilitation tasks
- Supervision of people at night - time
- Personal and Nursing Care

- Emotional Support
- Dementia Care
- Palliative and End of Life Care

### **2.9.3 Social Activities, Hobbies and Leisure Interests**

Praxis Care will try to make it possible for service users to live his/her life as fully as possible. In particular, it will do the following:-

1. As part of the moving-in/commencement of service process, potential service users will be encouraged to share as much information as possible about his/her social, cultural and leisure interests.
2. Service users will be helped to continue to enjoy a range of individual and group activities and interests, both inside and outside the accommodation, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. In group living settings, all service users are entitled to use the dining room, the communal lounges, other sitting and circulating areas, and the grounds of the scheme but those who wish, may remain in his/her own rooms. Service users are encouraged to personalise their rooms with small items of furniture and other possessions, and individual preferences in matters of decoration and furnishings are encouraged.
3. In partnership with service users, social and leisure activities will be designed to form the basis of the communal content of the life of the scheme/service. Friendships among service users will be facilitated and it is hoped that service users will enjoy being part of a community, but there is no compulsion on a service user to join in any of the communal social activities.
4. With the full and inclusive involvement of service users, local councillors, members of parliament, representatives of voluntary organisations, students, school children and others will be encouraged to visit schemes/services.
5. Recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some service users will wish to take certain risks despite or even because of his/her disability. Praxis Care does not aim to provide a totally risk-free environment though care will be taken to ensure that service users are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, a thorough risk assessment will be carried out with that individual, involving relatives, friend or representative, if desired and Praxis Care will agree and record action which will appropriately balance the

- factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties.
6. For the benefit of all service users and staff, the communal areas of the accommodation are designated as non-smoking. Service users may smoke in designated smoking areas only.
  7. There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.

#### **2.9.4 Consulting Service Users about the Way the Service Operates**

Praxis Care aims to give service users opportunities to participate in all aspects of life in the accommodation/service. In particular, service users are regularly consulted both individually and corporately about the way the accommodation/service is run.

The organisation's objective is always to make the process of managing and running the service as transparent as possible, and to ensure that the service has an open, positive and inclusive atmosphere.

Service Users will have the care/support he/she receives reviewed at least annually. Regular service users meetings are held and input is sought on matters relating to the everyday running of the scheme.

Satisfaction surveys are carried out at least annually with actions completed in response to feedback. Praxis Care staff are always keen to hear from Service Users and representatives. Heads of Operations will endeavour to make contact with service users and, where appropriate their representative on a monthly basis as part of the organisation's monitoring processes.

#### **2.9.5 Fire Precautions, Emergency Procedures and Safe Working Practices**

All service users are made aware of the action to be taken in the event of a fire or other emergency, and copies of the service's fire safety policy and procedures are available on request. Regular fire drills are conducted, where appropriate, and information is displayed through the building to guide all persons in the event of a fire. All staff have training in First Aid in the event of an emergency. The service conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

Fire Systems and equipment is maintained and managed by Citizen Housing, Hereford and Worcestershire Fire & Rescue service inspect Coombe House to ensure full compliance.

### **2.9.6 Arrangements for Religious Observances**

Service users who wish to practise their faith will be given every possible support to do so. In particular, Praxis Care will do the following:

- Make contact with any local place of worship on a service user's behalf, if requested. The organisation can usually arrange for a minister or a member of the relevant organisation to visit a service user.
- Take particular care to try to meet the needs of service users from minority faiths. These should be discussed with the manager the service commences.

### **2.9.7 Relatives, Friends and Representatives**

- Service users are given every possible help to maintain and retain the links with families and friends.
- If a service user wishes, their friends and relatives are welcome to visit at a time convenient to the service user and to become involved in daily routines and activities.
- If a service user wishes to be represented in any dealings with the accommodation/service by a nominated friend, relative, professional person or advocate, Praxis Care will respect their wishes and offer all necessary facilities.

### **2.10 Ending the Service & Moving On**

Service users may leave Praxis Care services for several reasons. They may no longer require the service, the service may no longer meet their needs, or the service may only be provided for a period of time. Irrespective of the reason for the service ending, the move will be planned and managed with the service user in their best interests.