

Statement of Purpose

Celtic Dawn



412 Llangyfelach Rd – Brynhyfryd – Swansea - SA5 9LH
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Care Without Compromise

Celtic Care (Swansea) LTD, is a new company totally committed to providing residential care services of the highest standard, providing care without compromise

Celtic Dawn is a residential home for young adults between 18 and 64 years of age, with learning disabilities and complex needs.

The quality care that we provide is driven by our managers and staff group, who provide a blend of experience, qualifications and commitment. Above all, meeting the needs of our service users is paramount.

Directions

1. Leave M4 at Junction 46, start out on main roundabout then take Swansea Rd, Llangyfelach - B4489
2. Go through traffic lights (Chapel ahead on right hand side), continue straight on, drive past "The Eagle" public house on your left and service station on your right.
3. Continue straight on down hill on Llangyfelach Rd until you reach traffic lights at Brynhyfryd square and proceed straight across.
4. After approx. 200 yards you will see a library on your left. You can park here as our home is opposite.

About Celtic Dawn

Celtic Care Ltd, and therefore, Celtic Dawn was established to provide a high standard of care for younger adults who have a learning disability and who may also have secondary care needs. Long Term Nursing Care will not be provided at the Home. However, should short term District Nursing input be required, this will be provided, in agreement with Care Managers, the individual, and the Care Standard Inspectorate for Wales, it will subsequently be accessed through the individuals General Practitioner. All appointments regarding the Health and Welfare of the service users will be kept and staff will accompany the individual concerned if required.

The home is not suitable for wheelchair users.

The aim of the Home is ensure that all service users have a warm, comfortable, clean, safe and welcoming Home where their wishes and aspirations are recognised and catered for. We aim to enable individuals within our care to have an 'ordinary' life within the community. We will achieve this by encouraging and working with our service users to be fully integrated into the community in which they live and to take part in its activities according to their needs, abilities and interests. All our staff will be trained and supervised with a view to their achieving such positive outcomes for the service users.

The Home will accommodate two female/ male service users between the ages of 18 and 64 years.

The Home is set in Swansea in the locality of Brynhyfryd and is registered for two individuals. It offers a large dwelling in a terraced property close to all local amenities. There are two bedrooms for service users both fully en-suite, a staff room/office, dining room, lounge, kitchen/diner, utility room and downstairs shower-room. There is a private rear garden that has a patio area and a large lawn area at ground level.

Lounge area: 4.2m x 7m

Dining Area: 3.8m x 4.1

Kitchen: 4.5m x 3.93.

Utility: 1.48m x 2.45m

Downstairs Shower-room: 1.47 x 2.34m

Bedroom 1: 4.6m x 2.72m ex En Suite (Inc. bath and shower):

Bedroom 2: 4.3m x 3.9m ex En Suite (inc. shower unit);

Staff room/office: 2.54m x 2.32m

The Home has been furnished and decorated to a high standard and the service users shall be encouraged to personalise their own rooms to their taste. All rooms meet the size and facilities recommendations of National Minimum Standards 38.12. In that there are six electrical sockets, the room is furnished accordingly, and there are T.V and telephone points in both service users bedrooms. Both bedrooms are en-suite. One has a bath and shower while the other has a shower unit in the en-suite. Both are tiled accordingly.

All bedroom doors have turnbuckle type locks and service users will be offered a key to their room where there is a lockable drawer to ensure the safety of their personal items, there is also a safe at the Home for the use of service users who seek reassurance that their items/monies etc are safe. The Manager will have a key to the individuals room for use in emergency situations only, unless otherwise agreed prior to entry. Records will be held of all valuables placed by the service user for safe keeping by the Home.

Soft furnishings have been chosen in plain natural/neutral colours initially to allow service users to choose their own colours etc when they are resident at the Home.

The kitchen has been fitted to a very high standard. There is an integrated dishwasher, double oven and grill, and fridge- freezer. There is a gas hob. The home has separate hand washing facilities in the kitchen. Seating and a table have been provided to enable service users to take part in cooking/preparation if they chose to do so. (Risk Assessments will be undertaken where needed) otherwise the staff at the Home will do this for them.

Meals and mealtimes will be down to individual choices and agreements within the Home. It is expected that as the service users bond these will become fairly domestic in manner. However where there is a need for specialist input with regard to diets this will be sought. All cutlery and crockery is provided at the Home.

The utility room at the Home that has a washing machine and self-condensing tumble dryer. Facilities to air and iron clothes etc is also available and service users will be encouraged and enabled to undertake their own laundry should they choose, (Risk Assessments will be undertaken where needed) otherwise the staff at the Home will do this for them. There are separate cupboards in this room for individuals clothing to be kept prior to going back to the Individuals bedroom for storing.

Environmental Health have been invited to visit the Home but declined given the size and nature of the business. Despite this the Home are committed to high standards of hygiene, for this purpose a daily/weekly cleaning rota and maintenance programme will be implemented. (The latter will also be addressed within the Annual Development Plan for the Home.) The staff will ensure that the Home is kept free from offensive odours through implementing good housekeeping routines and also ensuring waste is disposed of appropriately. Where there is a need for clinical waste disposal appropriate arrangements will be made for this and a Duty of Care Certificate held.

To assist in ensuring the privacy and dignity Staff will knock, wait for a reply and only enter service users rooms after having sought and been given approval. However there may be occasion when it will be necessary for staff to enter the individuals' room in the case of an emergency or in order to keep up the standard of hygiene/cleanliness. In case of the latter it is envisaged that the service user will participate, to an extent, in this activity as part of their agreed daily living skills plan. Service users meetings will be held monthly, and records/action plans resulting from these held. The service users are welcome to have a representative present at these meetings should they choose. The proprietor/or his representative will also be present occasionally or be available at the request of the individual to discuss issues in private if required.

Admission to the Home will be through a referral from Care Managers and individuals needs will have been assessed accordingly. The Manager of the Home will visit the individual service user at their residence, with a staff member to introduce themselves and carry out an assessment of how the Home will meet the individuals' needs, this will cover a range of health and social needs and both assessments will be collated into a Care Plan that is agreed with the Service User and their Care Manager. This will ensure the care provided is tailored to the individuals' needs and wishes. The Care Manager will review this documentation, as statutorily required, on an annual basis or as needs dictate, i.e. if there is a change to the needs of the individual. The staff at the Home will review this Care Plan bi-monthly and where needs dictate as before. Service Users and their representative will be encouraged to participate in this area. All information will be treated confidentially.

Pets at the Home will need to be discussed with the Manager prior to arrival . This will be totally dependent on circumstances and the pet at the time.

The individual will have the opportunity to visit and 'test drive' the Home prior to any permanent agreements being made. Such visits can include overnight stays and the opportunity to have a meal etc. The Home welcomes the individual's family or a friend to join them for such visits.

All placements will be subject to a three months trial period, post agreements. This will assist in ensuring appropriate placements are made and that the individuals concerned can relate to each other and live together where their needs are met appropriately.

If we feel the home is not suitable for a particular person we will always give the reasons why and offer advice on how to look for help elsewhere.

Celtic Care Ltd will not make emergency admissions.

Fees will be calculated on an individual needs basis but will be shown on the Contract of Service Provision with details of what fees cover.

Service User Participation

The Service Users will be encouraged to assist in ensuring that the Care and running of the Home is as they require. Bi-monthly meetings with the service users and their representative, if they choose will be undertaken and records held. An action Plan will be also be drawn up and implemented as appropriate.

Staffing

The Home will always be staffed with a minimum of two staff at wakeful times with a wakeful member of staff during the night. However staffing levels are subject to change depending on the assessment of needs, we will therefore staff the Home accordingly in line with Care Home (Wales) Regulations 2002 and Regulation 18.

Staff will be trained to meet the service users needs and to recognise when those needs have changed. Appropriate action will be taken accordingly.

The Proprietor/ Responsible Individual is Mr Geoffrey Parry. Mr Parry is a local businessman with many years experience in business matters. He is fully committed to the Home and the Service Provision.

The Manager of the Home is Mrs Christine Grant who has vast experience with this service user group and holds NVQ 4 in Care Management. Christine also holds other relevant qualifications as listed below:

- 7 GCSE's
- NVQ Levels 2,3,and 4 in Care Management.
- First Line Management
- POVA 3
- Management of Aggression
- Complaints Management
- Risk Assessment
- C.O.S.S.H.
- Fire Awareness
- Health and Safety
- Motivation, Leadership and Delegation
- Care Planning
- Assertiveness Management
- Boots MDS Training

Staff Training

The staff at the Home will be trained to NVQ level 2 in Care as a minimum. It is intended that all staff progress their training as they and the company wish. Potential staff who do not wish to train will not be employed at the Home as the company view training as a vital issue and paramount to the quality of the service provided.

Staff will also receive training in behaviour management. Restraint will only ever be used in extreme circumstances. Where there may be a need for such practice this would have been discussed and agreed with the service user, their representative and Care Manager at the initial assessment meeting, and reviewed as appropriate. De-escalation techniques will be used where appropriate. Issues relating to behaviour management would be incorporated in to the individuals Care Plan and, as such, it is expected that any such management would be resolved prior to the need for restraint.

Clinical Support.

At Celtic Care (Swansea) Ltd, we believe that all individuals should live as normal a life as possible and that medication should not be used to enable staff to manage individuals. Therefore we have employed the Services of a local Clinical Psychologist and his team to support and train staff to manage individuals with systems in place to recognize when more support is required in order to maintain a safe environment for all concerned. The overall purpose of The Consultancy Service is to work with staff at all levels within the company to contribute to the development and delivery of quality social care that meets the needs of service users and carers.

It will help staff in a number of ways;

- Consultancy at all levels across the company
- Team consultancy
- Individual consultancy
- Service reviews
- Conflict resolution
- Coaching at all levels of the company for individuals and teams
- Development programmes for staff and service users.

This service is provided by Mr. Tony Waters and his team who are renowned for their success, in this field in the service area.

Leisure and Recreation

Recreation and leisure are important issues to Celtic Care (Swansea) Ltd. The company is committed to ensuring service users are enabled to attend religious services of their choice. Staff will receive training in issues in relation to religion/cultural needs as appropriate.

The service users will be encouraged to maintain existing interests and explore new hobbies/activities while resident with us. Such activities will include enrolment at a local college to encourage lifelong learning, visits to museums, libraries and theatres, shopping trips and bowling or trips to the cinema and local public houses will be offered and implemented as part of the individuals activity plan. These can be done on an individual basis or with friends if wished. The fulfilment of service users aspirations and developing individuals' skills are important and every effort will be made to assist and encourage this.

Fire Safety

The Home has been equipped with a LD 2 fire - detection and emergency lighting system. All doors at the Home meet the required fire safety standard. (higher standard than usual for a Home of this size). All staff will receive training in this area from the Fire and Rescue Authority. Appropriate drills and tests will be undertaken to ensure the safety of all individuals within the Home.

Complaints/Concerns/Comments

If the service user, staff, family friends or placing authority have any issues or concerns regarding the service provided at the Home they can speak to any member of staff, the manager or proprietor at any time. Alternatively they can write to the Home or proprietor. All such comments/complaints will be addressed as a matter of urgency. The Manager will respond within 48 hours, either by phone or face-to-face contact. The issues will be discussed on every occasion with the proprietor and appropriate steps to resolve issues raised or suggestions made within 28 days of receipt. If the response does not meet with approval then the individual can seek further discussion/resolution through the proprietor. The Individual can also contact the placing Authority or the Care and Social Services Inspectorate Wales as detailed in the Complaints Procedure (attached), at any time.

Celtic Care (Swansea) Ltd, are committed to providing a high standard of quality individualised care to Service Users, we aim to work with service users, Care and Social Services Inspectorate Wales, placing authorities and friends and family to ensure such.





