

SERVICE SPECIFICATION

ELITE CAREPLUS LTD

DANIEL'S LODGE

457 WEST BARNES LANE

NEW MALDEN

KT3 6BA

PROPERTY SIZE & TYPE: 5/4 BEDROOM PART FURNISHED HOUSE

The Placement

Daniel's Lodge is 24/7 fully accessible Tudor style semi-detached house that has been adapted to suit all the residents' needs. Four large bedrooms, one small single room, two spacious lounges with easy access to large rear and front gardens. Fully accessible kitchen with breakfast/dining area, there is Wi-fi and Sky TV facilities throughout the house enabling residents to access the internet at any time.

The unit is in the heart of the community and a short walk from New Malden High Street and mainline railway station. The location of the unit allows fast access to local shops, banks, pubs, restaurants, supermarkets, college, library together with easy bus, train travel to nearby Kingston, Richmond, and the surrounding localities.

Everyone who moves into Daniel's Lodge also makes the move into the local community. Our staff are well trained, energetic, qualified, experienced in supporting residents with challenging behaviour, learning disability, autistic spectrum, physical disability, mental health and sensory impairment.

Our service is flexible, person-centred support enabling residents to get the most out of everyday life.

All residents are allocated an individual support worker who provides exclusive 1:1 support for everyday needs as well as help to investigate and set up adult education or vocation classes, voluntary work, arranging shopping trips, attend leisure activities, medical appointments, holidays etc



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To promote a culture of continual learning within the staff team and foster continual improvement in service delivery

- To operate accordingly within the relevant legislative framework and policy guidance
- To establish and maintain effective lines of communication and joint working relationships with referring agencies and relevant health and social care teams.

Tenancy /Rent

The weekly rent rate at Daniel's Lodge (placement) is **£250.00**. The Service charge for the year 2023/2024 is **£50.40**. The current service charge for 2024/2025 is **£75.00**. This increment is influenced by inflation.

Nature of Service

We are whole-heartedly committed to providing top quality services by continuous improvement in the level of the care and support we offer. This is achieved by employing and maintaining a quality workforce as well as the appointment of a dedicated staff training and development manager. Standards and training for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation. To ensure that we are fit for our purpose, the work of the staff team is consistently monitored and supervised. We examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives.

We therefore welcome feedback from all stakeholders (i.e. service users, staff, care professionals, carers, family members and friends) on all aspects of our operation. Needs and Risk Assessments before we provide services, we ensure that a potential service user's needs, preferences and risks are thoroughly assessed.

We aim to ensure that the care and support that Elite CarePlus provides, meets the assessed needs of each service user. We ensure that needs and risks are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements. From the outset of the referral process, we seek to consult all relevant parties in the needs and risk assessment process.

We focus on service users' personal aspirations, we aim to provide care and support in ways which have positive outcomes for service users and promote their active participation. To this end, Elite CarePlus operates a charter of rights for people who

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receive our care and support services. Charter of Rights The aim of good quality care and support services must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings.

The following values underpin our work with service users:

Dignity: The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs.

Privacy: An individual's right to privacy involves being free from intrusion or unwelcome attention. Choice consists of the opportunity to select independently from a range of options.

Independence: means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others.

Security: In providing services to vulnerable adults and people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care of the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required.

This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary.

Civil rights: Irrespective of disability, race, or religion, gender, age, sexuality, a person is entitled to live as full a life as possible within the community, making choices and participating in ordinary life activities.

Fulfilment: has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other.

Diversity: Britain's social care services are used by people from a wide diversity of ethnic and cultural backgrounds. We make particular efforts to reach out to vulnerable people who might have been deterred from approaching organisations which appear not to relate to their special needs and aspirations.

We can demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services.

Principles of Service Delivery

Elite CarePlus value each service user as an individual and recognize their potential and human rights by the way our services are provided to them. The following principles are fundamental to our organisation's work with our service users.

Relationships with Staff Service users receive full commitment from support workers, to help and support them to develop and maintain a more independent lifestyle. Service users receive full consideration and respect by all staff members and are treated as full and equal adult citizens.

Staff respects service user's wishes on how they want to be addressed. Service users are supported to participate in regular meetings with their key worker to review care and support plans and to ensure present needs are met. We also take into account future aspirations and any unmet needs.

Possessions and Privacy Service users have the right to personal privacy and autonomy in relation to their home. Service users should feel able to entertain personal visitors, families, and friends, without the interference or intrusion of staff. Service user's personal possessions must be respected and not used by others without permission.

Meals Service users are given real opportunities and advice to have meals that reflect their choice. If they choose, they are involved in all aspect of the planning and preparation of meals. Service users have the freedom of choice of the timing of their meals although staff can advise them accordingly. Community Involvement ECP's care and support services encourage and support people in their use of community facilities. We help service users develop relationships in the direction of the person's choice and culture. Service users have the opportunity to use a wide range of facilities.

We will encourage participation in hobbies and leisure interests which are available in the community. Such facilities may involve social or cultural activities both collectively or pursued as an individual. Effort is made to ensure that such facilities do

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not compound any sense of stigma. Service users are supported to use services offered by external services in the community. These may include counselling, advocacy, befriending or family mediation. The keyworker will take responsibility for sign posting to appropriate services. Service users are also given the choice to pursue employment and educational opportunities in order to build their confidence and respect in themselves and the wider community. Service users have the right to opt-out of any activity if they change their mind.

All staff respects such right. Service users are helped to find information on health care practitioners or their medication if they request it.

Service users will be encouraged to take on personal responsibility for their own health care and medication.

Service User Consultation – we will consider 'participation' to be a vital part of a service user's inclusion in decision making. Service users are encouraged to become empowered by taking advantage of consultation and support mechanisms in place. For instance, meetings with managers or supervisors, advocacy support and/or assistance from external agencies. All staff members know where the Policies and Procedures are kept within the office for reference.

Tenants are actively encouraged to effect changes in policies and procedures for the improvement of service delivery. The Services the organisation provides. Our services focus on helping service users to develop and maintain as much independence and control as possible, whilst experiencing an improvement in their quality of life. The services are delivered by trained and experienced support workers. Services can be provided 24/7 365 days a year.

Provision of Services

Life Skills Training: Help with understanding nutrition.

- a. Assistance to prepare meals
- b. Assistance with preparing shopping list, going shopping.
- c. Assistance with budgeting for food, bills, clothing, recreation etc.
- d. Escorting to appointments.
- e. Cleaning home and making bed.
- f. Laundering & clothing and bedding etc
- g. Mending, sewing and ironing clothing.
- h. Prompting and supervision with personal hygiene.

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- i. Assistance with benefits/bills - accessing welfare benefits. Filling out forms etc
- j. Ensuring rent and other bills, debts etc are paid.
- k. Opening up bank account.
- l. Accessing professional help & liaison with other agencies.
- m. Accessing training, education & employment opportunities Accessing recreational facilities.
- n. Accessing specialist counselling services
- o. Registering with GPs, Dentist, and Opticians etc.
- p. Arranging and attending medical appointments Liaising with social worker, doctors, chemist etc.
- q. Health & Safety Advise - Health & safety in the kitchen and home.
- r. Operating & maintaining kitchen equipment safely.
- s. Advise on fire safety Food hygiene and storage: Arranging for repairs & servicing of personal equipment etc.
- t. Reporting repairs and maintenance issues to landlord.
- u. Other support monitoring and supervising the use of medication through prompting Arranging prescriptions and medication collection from chemist.
- v. Dealing with emotional difficulties (informal counselling), Befriending & chatting with users/guest.
- w. Assisting with organizing social events, assisting with religious and cultural observances Assistance with maintaining contact with family and friends.
- x. Escorting on trips and holidays.

The above list is not exhaustive. Other areas may be introduced and/or the existing tasks itemised may be revised or withdrawn in accordance with future developments.

A contract for our services can include any combination of the above tasks as identified in an individual's needs assessment and care plan.

We accept referrals from all local authorities, nationwide. Client Group on the initial referral services users must be 18 years and above. They may have one or more of the following disabilities: Mental health problems Physical disabilities Sensory impairment Brain injury Learning disabilities Aspergers syndrome Condition

Management

Registered Provider - the person registered with the Care Quality Commission as the registered provider for Elite CarePlus Ltd is Miss Lillian Kyei, Lillian has worked for over nine years in the field of health and social care. She has extensive experience of working in the statutory and voluntary sector, planning and developing community services for vulnerable people with a variety of needs. These have included day care provisions, family mediation service, residential care homes and a crisis service.

She is currently the Director of Elite CarePlus Ltd and a Registered Manager The person registered with the Care Quality Commission as the registered manager for Elite CarePlus Ltd.

Darren Etherington is the Deputy Manager with over nine years' experience working with people who have Mental Health problems, Learning and Physical Disabilities, Autism, Brain Injury, Drug /Alcohol Abuse.

Joanna Bouchama is the Placement Manager at Daniel's Lodge and she oversees all the activities of the placement. She is supported by other coordinators at the placement. Joanna has over 5years experience working in the care industry.

Management Qualifications and Training

The Directors, Managerial and Administrative staff have all undergone extensive training for their respective roles. They continue to build on their knowledge and experience by keeping up to date through ongoing training.

QUALIFICATIONS & TRAINING UNDERTAKEN

Registered Managers Award NVQ L5, MSc in Finance and Accounting, BA (Hons) in Business Administration, Health & Social Care Successful Supervisory Management BA (Hon.) Accounting & Finance.

ECP Staffing - We recognise that for most service users the most important people in our organisation are the Support Workers with whom service users will have regular contact. We take great care in recruiting, training and supervising our staff. A culture of professionalism is fostered in the organisation, hence all staff work towards personal and career development. We therefore assist staff to identify their training needs and provide the resources to enable them to meet these. Hence staff are supported to undertake higher education studies. Our staff have a wide range of qualifications and have undergone extensive training. Below is a sample of the range of studies and training that staff has undertaken or are currently taking.

Qualifications & Training

First Aid, Social Work, Mental Health Awareness, Mental Capacity Act, Safeguarding Health & Safety, Access to Social Work, Discipline Grievances, Poor Performance Management, Infection control, Introduction to Aspergers Syndrome Condition, Crisis Management, Equal Opportunities and Diversity, Medication handling, Nutrition, Benefits Awareness, Manual handling, Substance misuse, Food Hygiene, Community Care & Support, Understanding Brain Injury.

FRONT AND BACKVIEW | DANIEL'S LODGE



LOUNGE VIEW | DANIEL'S LODGE



KITCHEN VIEW | DANIEL'S LODGE



BEDROOM DOWNSTAIRS VIEW | DANIEL'S LODGE

This is reserved for people will mobility issue at the placement. This is closer to the lounge and the kitchen and has ease access to the entrance door



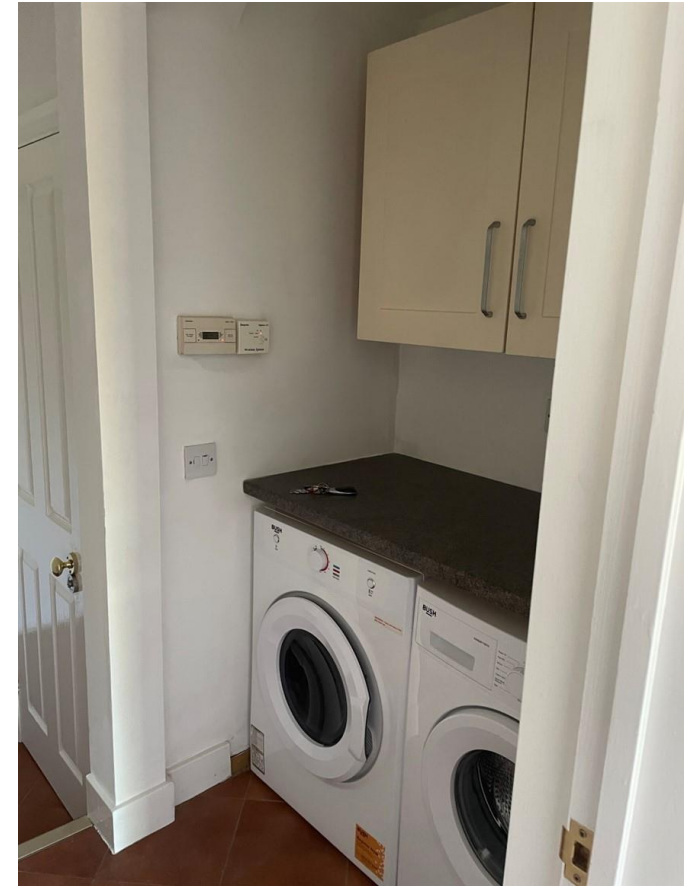
BEDROOM VIEW | DANIEL'S LODGE



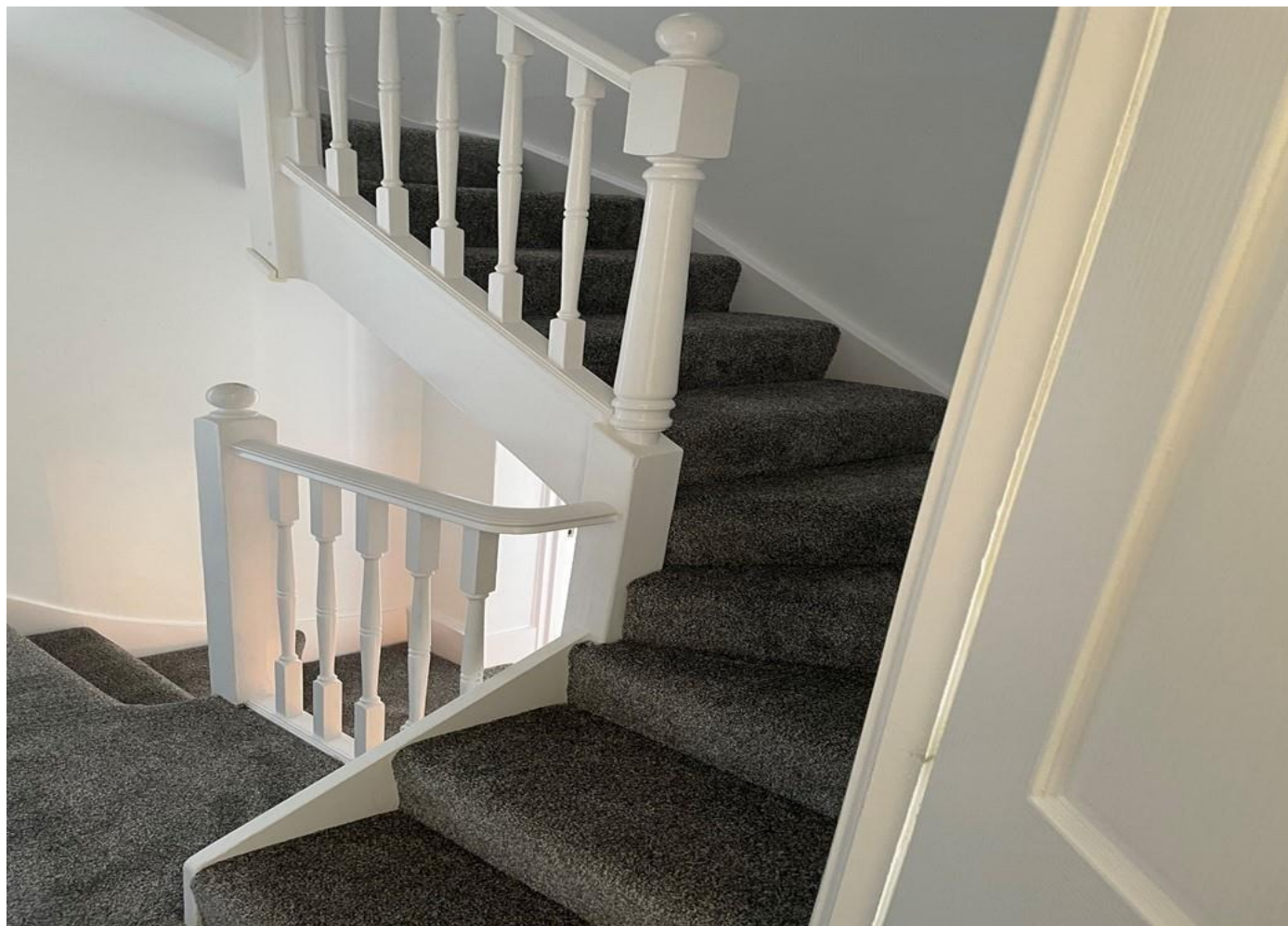
BATHROOM VIEW | DANIEL'S LODGE



LAUNDRY ROOM VIEW | DANIEL'S LODGE



STAIRCASE VIEW | DANIEL'S LODGE



PLAN VIEW | DANIEL'S LODGE

