



Our Statement of Purpose

Introduction

Our Statement of Purpose is written to comply with **Outcome 15: Statement of Purpose** of the Care Quality Commission's *Guidance about Compliance: Essential Standards of Quality and Safety*. This requires a care service provider to produce and keep under review a statement that describes:

- its values, aims and objectives
- the services it provides to meet the needs of the people who use or might use the service
- information about the organisation, including the full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, e-mail addresses
- the legal or registration status of the service provider, e.g. a care home with or without nursing designed to provide care and accommodation for older people, people with dementia, etc.
- the locations providing the organisation's registered services.

Information about The Vicarage

Adult Healthcare Selby Ltd (The Vicarage) is a service owned by James William Reader. Lorraine Thackray is the registered manager, they can both be contacted at The Vicarage Care Home, 23 Church Avenue, Selby, YO8 3PG
CQC Provider ID 1-4232760927

Regulated Activity: Care Home without Nursing for Adults 18-65

The Vicarage operates in a single location at formally Abbey House, Selby. James and Lorraine opened the service in 2017. The Vicarage is a three storey house on split levels which makes it unsuitable for people who use a wheelchair or have limited mobility. The house offers two large communal lounge, large kitchen area, separate utility/laundry and office. Service users have single or double occupancy bedrooms which are furnished to suit individual choice; alternatively service users are able to bring their own furniture subject to meeting fire and safety

requirements. All rooms are en-suite toilet and wash basin, with additional rooms also en-suite shower. The service is set in the heart of Selby, a busy market town, overlooked by the historic Abbey.

The person officially registered to manage the care service is Lorraine Thackray.

Contact details for the local council and Care Quality Commission:
North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD, 01609 780780
CQC, Citygate, Gallowgate Newcastle upon Tyne NE1 4PA phone 03000 616161

Values and Principles of The Vicarage

The following statements reflect the values, principles and general aims of our services.

- To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.
- To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users, their friends and relatives and other professionals.
- To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the services user's maximum participation in the community.
- To meet assessed needs. Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the service provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.
- To provide quality services. We are fully committed to providing high quality services and to continuous improvement in the level of the care we offer.
- To employ a quality workforce.

Rights

We place the rights of people who use our services at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our residents in the following ways.

- Giving help in intimate situations as discreetly as possible.
- Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home for residents to be alone or with selected others.
- Providing locks on residents' storage space, bedrooms and other rooms in which residents need at times to be uninterrupted.
- Guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information the home holds about residents.

Dignity

We try to preserve respect for those who use our services in the following ways.

- Treating each resident as a valued individual.

- Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public.
- Offering a range of activities which enables each resident to express themselves as a unique individual.
- Tackling the stigma from which our residents may suffer.
- Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

Independence

We are aware that people who use our services have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our service users' remaining opportunities to think and act without reference to another person in the following ways.

- Providing as tactfully as possible human or technical assistance when it is needed.
- Maximising the abilities our residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping residents take reasonable and fully thought-out risks.
- Promoting possibilities for residents to establish and retain contacts beyond the home.
- Using any form of restraint on residents only in situations of urgency when it is essential for their own safety or the safety of others.
- Encouraging residents to access and contribute to the records of their own care.

Security

We aim to provide an environment and structure of support which responds to the need for security in the following ways.

- Offering assistance with tasks and in situations that would otherwise be perilous for residents.
- Protecting residents from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by residents.
- Creating an atmosphere in the home which residents experience as open, positive and inclusive.

Civil rights

Having disabilities and living in a residential care home can act to deprive people who use our services of their rights as citizens. We therefore work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways.

- Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options.
- Preserving for residents full and equal access to all elements of the National Health Service.
- Helping residents to claim all appropriate welfare benefits and social services.
- Assisting residents' access to public services such as libraries, further education and lifelong learning.
- Facilitating residents in contributing to society through employment, volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Choice

We aim to help our service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways.

- Providing meals which enable residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- Offering residents access to a wide range of leisure activities from which to choose.
- Enabling residents to manage their own time and not be dictated to by set communal timetables.

- Avoiding, wherever possible, treating residents as a homogeneous group.
- Respecting individual, unusual or eccentric behaviour in residents.
- Retaining maximum flexibility in the routines of the daily life of the home.

Fulfilment

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways.

- Informing ourselves, as fully, as each resident wishes about their individual histories and characteristics.
- Providing access to a range of leisure and recreational activities to suit the tastes and abilities of all residents, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- Respecting our residents' religious, ethnic and cultural diversity.
- Helping our residents to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.
- Attempting always to listen and attend promptly to any resident's desire to communicate at whatever level.

Diversity

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this by:

- positively communicating to our service users that their diverse backgrounds enhance the life of the home
- respecting and providing for the ethnic, cultural and religious practices of service users
- zero tolerance towards negatively discriminatory behaviour by staff and others
- accommodating individual differences without censure
- helping service users to celebrate events, anniversaries and festivals that are important to them.

Safeguarding

We aim to make the safeguarding of our service users an utmost priority and seek to comply with all legal requirements in our safeguarding practices. We therefore work closely with the local safeguarding adults board over any issues relating to the safety of its service users from any kind of harm and the Care Quality Commission where involved.

Quality Care

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

Choice of home

We recognise that every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following.

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide.
- Give each resident a contract or a statement of terms and conditions specifying the details of the relationship.
- Ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.

- Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

Personal and health care

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following.

- Produce with each resident, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- Establish and carry out careful procedures for the administration of residents' medicines.
- Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of service users, we will do the following.

- Aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs.
- Help residents to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

Concerns, complaints and protection

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems we will do the following.

- Provide and, when necessary, operate a simple, clear and accessible complaints procedure.
- Take all necessary action to protect residents' legal rights.
- Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

The environment

The physical environment of the home is designed for residents' convenience and comfort. In particular, we will do the following.

- Maintain the buildings and grounds in a safe condition.
- Make detailed arrangements for the communal areas of the home to be safe and comfortable.
- Supply toilet, washing and shower facilities suitable for the residents for whom we care.
- Arrange for specialist equipment, if necessary, to be available to maximise residents' independence.
- Provide individual accommodation to a high standard.
- See that residents have safe, comfortable bedrooms, with their own possessions around them.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Staffing

We are aware that our staff will always play a very important role in service users' welfare. To maximise this contribution, we will do the following.

- Employ staff in sufficient numbers and with the relevant mix of skills to meet service users' needs.
- Provide at all times an appropriate number of staff with qualifications in health and social care as required.
- Observe recruitment policies and practices which both respect equal opportunities and protect service users' safety and welfare.
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

Management and administration

We know that the leadership of the service is critical to all its operations. To provide leadership of the quality required, we will do the following.

- Always engage as registered manager a person who is qualified, competent and experienced for the task.
- Aim for a management approach that creates an open, positive and inclusive atmosphere throughout the business.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard service users' interests.
- Offer residents appropriate assistance in the management of their personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its residents.
- Ensure that the health, safety and welfare of service users and staff are promoted and protected.

The Underpinning Elements

A series of themes both cut across and underpin the aims we have relating to the rights of residents and quality care.

Focus on service users

We want everything we do in the home to be driven by the needs, abilities and aspirations of our residents, not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain resident-led.

Fitness for purpose

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.

Comprehensiveness

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our residents.

Meeting assessed needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident.

Quality services

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

Facilities and Services of the Home

The management's qualifications and experience

James Reader and Lorraine Thackray are owners/managers of The Vicarage, Selby. Lorraine holds an NVQ 4 in Health and Social Care and James Reader holds a level 5 Registered Manager Award.

James and Lorraine have both completed Provider Manager Safeguarding Adult training. Additional training includes courses relating to the Mental Capacity Act, Autism, Challenging Needs, Communication, Mental Health and Learning Disability, Care Planning and Risk Assessment, Fire Warden and First Aid at Work.

James started working in the care sector in 2012. He has experience working with adults who have had physical disabilities, mental health issues and/or a learning disability.

Lorraine started work in the care sector in 1983 and as a registered manager since 2008. She has worked with a number of different people over the years ranging from children with emotional and behavioural problems within a school setting, adults with physical disabilities, mental health issues and/or learning disabilities.

James and Lorraine have worked together since 2016.

The Vicarage staff

We employ a small team of competent and qualified staff as necessary. All staff are subject to a relevant Criminal Records Bureau (CRB) or Disclosure and Barring Service (DBS) check.

All staff will receive induction training and have an individual training and development assessment and profile. Staff will have clear roles and responsibilities which will benefit our service users.

The organisational structure at The Vicarage

The home is managed by James and Lorraine. Arrangements for staff recruitment, training and supervision accord with the relevant government guidance and with good personnel practice.

Service users accommodated

The Vicarage is a small four placement home, we provide a friendly, homely atmosphere.

The Vicarage is a care home for adults, of either gender, aged 18-65 with a learning disability.

The range of needs met

The Vicarage aims to provide 1:1 support for able bodied individuals with a learning disability who may have associated health and welfare needs. This may include behaviour that challenges staff and may lead to safe holding to prevent self-harm and harm to other people. We cannot provide placements for people who need full physical restraint. We have a wealth of experience in providing care for people with autism and recognise the importance of providing a structured consistent approach.

Residents requiring nursing care

We do not offer nursing care.

Admissions

Under government regulations, potential residents must have their needs thoroughly assessed before entering a home; this is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the service user that this particular home is suitable for them.

For potential residents who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the service user's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Care Quality Commission guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and move in on a trial basis. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

If, exceptionally, an emergency admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

Social activities, hobbies and leisure interests

We try to make it possible for our residents to live their lives as fully as possible. In particular, we do the following.

- We aim as part of the assessment process to encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
- We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. Residents are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
- We are a stones throw away from Selby Town center, including the market, local library, banks, high street shops, food establishments, train station, bus station, college and much more.
- We recognise that food and drink play an important part in the social life of the home. Mealtimes are flexible and arranged around individuals, their daily activities and personal choice. We prefer to prepare food together and to eat as a group where we can take our time to enjoy a good diet of healthy food and discuss the current day's events and take time to discuss and plan ahead for the future. Three full meals are provided each day, there is a regularly changed menu for lunch and the evening meal, residents are always offered a choice at meals, we cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan, and care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.
- We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home. Naturally we respect the views of service users about whom they want to see or not to see.
- We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or representative, and 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, in the light of experience.
- For the benefit of all residents and staff The Vicarage has a no smoking policy within the house and all company vehicles'. Smoking is permitted outside in a designated area.

- Fees do not include social activities, these are the responsibility of the individual but the home will support residents to access any concessions that may be available to them.

Consultation with residents and their representatives

We try to consult users as fully as possible about all aspects of the operation of the home and the care provided. In particular, we can arrange for feedback on the services provided such as anonymous user satisfaction questionnaires, individual and group discussions, evidence from records and life plans, the opportunities for service user involvement in the formulation and revision of policies and procedures, and other written documents as appropriate.

Fire precautions, associated emergency procedures and safe working practices

All residents are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety policy and procedures are available on request. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

Arrangements for religious observances

Residents who wish to practise their religion will be given every possible help and facility. In particular we will do the following.

- We will try to arrange transport for residents to any local place of worship if required.
- If asked to we will make contact with any local place of worship on a service user's behalf.
- Particular care will be taken to try to meet the needs of residents from minority faiths. These should be discussed with the manager before admission.

Relatives, friends and representatives

- Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.
- If a resident wishes, their friends and relatives are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities.
- If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.
- Advocacy services can be arranged through North Yorkshire Advocacy which is a registered charity that provides free independent help and support to people with a learning disability.

Concerns and complaints

The management and staff of the home aim to listen to and act on the views and concerns of residents and their representatives and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to build on our successes, but we can also learn from comments which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or they are not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager of the home that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally following company policy.

Service user plan of care

At the time of a new resident's admission to the home, we work with the service user, and their relative or representative if appropriate, to draw up a written plan of the care we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

We regularly review each person's plan together, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the person's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process.

Rooms in the home

The home has four bedrooms for residents. The residents' private rooms exceed the size set out by the National Minimum Standards. There are two communal lounges, a kitchen/dining room, laundry, office and staff sleeping accommodation.

Therapeutic techniques

The use of outside therapists' services may be required this will only be done in consultation with the service user and other health professionals.

Privacy and dignity

The home places a high value on respecting the privacy and dignity of the people who live here. The detailed measures we take are set out, at the beginning of this document, in the paragraphs headed respectively Privacy and Dignity.

Review of this Document

We keep this document under regular review and would welcome comments from service users and others.

**CQC will be notified of any changes to this Statement of Purpose within 28 days.
James Reader 02/02/2020**