



People with individual needs,
living the lives they choose

Grove Road Statement of Purpose

48 Grove Road
Walthamstow
London E17 9BN

Tel: 020 8509 9875
www.outlookcare.org.uk

grove road

“People with individual
needs, living the lives
they choose.”

Outlook Care
Unit 6, Shelduck House
Woodbrook Crescent
Radford Way
Billericay
Essex CM12 0EQ

Tel: 01277 633 163
Fax: 01277 657 172
Email: referrals@outlookcare.org.uk
Web: www.outlookcare.org.uk

Version 1 - March 2009

Registered provider	4
Registered manager	5
Outlook Care	6
Quality assurance	6
Environment	6
Our Vision and Values	7
Objectives	8
Grove Road	9
Accommodation and facilities	9
Care and support provided	10
Admission criteria	10
Grove Road staff	11
Grove Road structure	11
Service user involvement	12
Person Centred Planning	12
Meetings, forums and management committee	12
Surveys	13
Social inclusion, hobbies and interests	13
Visits	13
Spiritual and cultural needs	13
Policies and procedures	14
Complaints, compliments and comments	14
Fire and emergency procedure	14
Contact information	15

registered provider

Penny Taylor FCMI, Chief Executive

Unit 6, Shelduck House
Woodbrook Crescent
Radford Way
Billericay
Essex CM12 0EQ

Penny joined Outlook Care as Chief Executive in 1999. After working in the care and housing sector for over 30 years, with over 16 years at Director level, Penny has a deep understanding of the issues around supported living and care and a proven track record in the management of complex organisations.

Penny is also a member of the Outlook Care Board



Evelyn Morelos Madrid Manager

48 Grove Road
Walthamstow
London E17 9BN

Evelyn has worked in care since 1974, initially as a nurse at Leytonstone House where she ran a clinic for the patients with learning disabilities. This role taught her to effectively liaise with a variety of professionals to ensure patients received appropriate care from other healthcare professionals such as chiropodists, dentists, ophthalmologists and consultant psychiatrists.

After 11 years, her natural interest in care, and her organisational skills led to her supporting people to transfer into the community. In 1991 she moved from Leytonstone House to manage a small residential home in Leytonstone, before moving to Walthamstow in 2008 to manage a larger service.

Evelyn has an NVQ Level 2,3 and 4 in Care and holds the Home Managers Award.

She currently supports a number of elderly people in the community on a voluntary basis, and her interests include interior design, healthy eating, gardening and walking. She uses these skills and interests to provide a homely environment and promote a healthy lifestyle for all at Grove Road.

“Maximising independence and enabling people to have choice and control over their lives is the cornerstone of our work.”

About us

Outlook Care is a not for profit organisation that provides care and support to people with a learning disability, those with mental health needs and older people.

The organisation, which was established in 1989, operates over 40 schemes in eight local authority areas across north and east London and Essex, and includes residential and nursing care, supported living, domiciliary care and housing management.

We are passionate about what we do and firmly believe that by investing in the future of our services and involving, listening and responding to the people who use them, we will ensure that Outlook Care remains a successful, financially sound and responsible organisation.

Maximising independence and enabling people to have choice and control over their lives is the cornerstone of our work. Our staff are trained in values and person centred approaches enabling our vision to become a reality for people who use our services. We are actively responding to the White Paper, 'Our Health, Our Care, Our Say' by developing our services to meet the needs of people with Individual Budgets.



Quality assurance

Staff at Outlook Care are offered training and development opportunities in order to meet the needs of service users. We hold the Investors In People award which demonstrates our commitment and achievement in developing our staff to deliver our Business Plan and its objectives.

Outlook Care has also held the ISO 9001:2000 quality award since 1995 and is assessed externally each year against the standards of this award.

The Outlook Care internal quality assurance system - the Continuous Improvement Programme (CIP) – embraces the requirements of the ISO 9001:2000 and also ensures robust systems are in place to assure the quality of our services.

Environment

At Outlook Care we recognise that our operations have an effect on the local, regional and global environment, and ensure that good environmental management is an integral and fundamental part of our business strategy.

To help us minimise our impact on the environment we have devised and implemented an Environmental Management System across the organisation, and have achieved ISO14001:2004 certification.

“We provide a service that is responsive and relevant to the needs of individuals from all communities.”

Our Vision

People with individual needs, living the lives they choose.

Our Values

- Respect and support the rights of people to be involved in decisions that affect their lives.
- Welcome diversity and ensure fairness across all aspects of our work.
- Value the people who use our services and their contribution to communities.
- Recognise the important contribution our staff and partners make in the delivery of our services.
- Be honest, open and accountable in all that we do.
- Ensure our high standards are maintained whilst providing cost effective, value for money services.
- Ensure that we are economically viable, environmentally sound and socially responsible.
- Aim for excellence and encourage a culture of innovation, expertise and continuous improvement.



objectives

“We provide a flexible, outcome focused and service that meets every individual’s needs.”

At Grove Road we:

- provide a safe, clean and secure environment and for care to be delivered using a person centred approach. This is demonstrated by promoting; autonomy, attainment, citizenship, individuality, diversity, wellbeing and inclusion;
- treat service users with consideration and respect;
- promote a high quality of life for service users;
- encourage a culture of innovation, expertise and continuous improvement;
- provide a flexible, outcome focused, person centred service that will meet individual’s needs and aspirations;
- work in partnership with service users, families, friends, health and social care professionals to deliver an excellent service
- provide an environment in which service users feel safe and relatives and carers have peace of mind – we do this through staff training, awareness sessions for service users and robust procedures.
- set achievable goals and promote positive outcomes for service users and staff;
- ensure that the principles of equality apply to every service user and member of staff by adhering to the equal opportunities policy of the organisation;
- provide a service that is responsive and relevant to the needs of each individual, regardless of gender or gender identity, race, including ethnic origin, colour, nationality and national origin, religion or belief, disability, age or sexual orientation.



A comfortable, semi-detached home in Waltham Forest, Grove Road is a registered care home which provides high quality services to adults with a learning disability.

Grove Road is within easy reach of Walthamstow Market, the bustling Bakers Arms area, local shops, public transport links and places of worship.

Accommodation and facilities

Grove Road comfortably accommodates five people in single occupancy bedrooms. This attractive and comfortable home also has a large living room, contemporary kitchen, a laundry room and separate dining room featuring French windows that open onto a patio area.

The home operates a no smoking policy for communal areas. However, if a service user wishes to smoke, they can use the garden or their own bedroom providing any identified risks have been minimised, and the room complies with smoking regulations.

Whenever staff at Grove Road support people with their personal care, dignity and respect is paramount and the privacy of service users is maintained.



“Support is based on a personalised care plan and detailed assessment.”

Care and support provided

Support provided at Grove Road is based on a personalised care plan and detailed assessment that staff carry out with each service user in the comfort of their own home.

Service users are involved in their own care, support and development and key workers are selected based on individual needs. Part of our ethos at Grove Road is a belief that service users should be supported to try new things safely. To ensure this we have a comprehensive risk management procedure.

Staff at Grove Road provide the following range of services:

- assistance with personal care;
- assistance with the preparation of meals;
- assistance with grocery shopping. Service users can also plan other shopping trips with key workers;
- assistance with the care of personal rooms and communal areas;
- support to access services in the local community such as adult education, sports and leisure activities and religious services. The arrangements for these activities are noted in the service user's plans and daily activities book;
- activities within the house, including beauty evenings, sensory sessions music and games;

- support and assistance to ensure service users keep in contact with relatives, friends and representatives;
- individual and group meetings;
- social and seasonal events such as parties to celebrate important festivals, trips to the theatre and celebration of birth days after discussion with the individual;
- service users' forums which take place every other month.

Nursing care and emergency admission is not provided at Grove Road.

Staff at Grove Road work closely with learning disabilities teams within the NHS and Social Services to enable service users access any specialist support they need, such as physiotherapy, speech therapy or chiropody.

Every service user has an individual care plan which details how staff will support them. Service users are involved in their own care, support and development. Key workers are selected based on individual needs.

Admission criteria

Service users at Grove Road are fully mobile men and women between the ages of 18 and 65 on admission, with learning disabilities and complex verbal, sensory and visual impairments.



Grove Road staff

Staff at Grove Road are fully trained support workers who have completed training in:

- First Aid;
- Health and Safety;
- manual handling;
- fire training;
- food and hygiene;
- safeguarding adults;
- person centred planning;
- equality and diversity awareness;
- Mental Capacity legislation;
- safe administration of medication.

Staff have access to additional training and development in areas such as management, autism, health action planning, positive approaches to behaviour management and epilepsy. At least 80% of staff hold current NVQ qualifications.

Grove Road structure

The staff team at Grove Road includes a Manager, Deputy Manager and six Support Workers who have extensive experience within learning disability services.

There are always two members of staff on shift during the day, one waking night staff and a two tier on call system to ensure effective management support at all times.

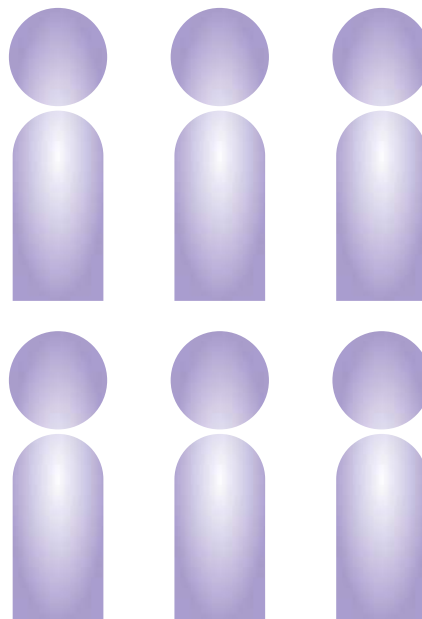
The team provide 24 hour residential support and care.



Home Manager



Deputy Home Manager



Support Workers

service user involvement

Person Centred Planning

All service users have a person centred plan which ensures that each individual is at the centre of everything we do. These plans identify the person's needs, wishes, dreams and aspirations.

All staff have training in person centred approaches and our dedicated Person Centred Planning Facilitators are offered more intense training to inject passion, motivation and enthusiasm to keep this approach alive.

Staff at Grove Road ensure that service users are given opportunities to participate in activities which reflect their individual needs and limitations, them a sense of achievement, fulfilment, choice, dignity and respect.

Meetings, forums and management committee

Service users have individual meetings with their key workers on a monthly basis.

Outlook Care has a formal structure in place for involving service users in the planning and delivery of services. The service user committee is chaired by the Director of Operations and a service user. Membership of this group includes two Board Members, the Head of Quality, care staff and service user representatives from local forums.

The committee formally report to the Board highlighting key achievements and provide responses to key consultation documents. All service users have the opportunity of joining the local forums which feed into the committee.

Service users have produced standards against which they will measure the quality of services and report to Outlook Care Board of management.



service user involvement

“Staff support service users to cook, clean, and to choose décor and furnishings for their home.”

Social inclusion, hobbies and interests

We believe that service users should have the opportunity to experience a range of activities in the wider community and in their own home. Staff support service users, when necessary, to cook, clean, and to choose décor and furnishings for their home.

Service users are also supported to take advantage of opportunities on offer in their local community: many visit local cafes, pubs, cinemas, the local community centre, libraries, gyms and swimming pools, as well as local colleges where they can take advantage of the range of social and educational opportunities on offer.

At Grove Road, we are incredibly proud that the activities our service users get involved in are as diverse as they are!

Surveys

A survey of everyone who has had contact with Outlook Care services takes place annually, with the findings fed back into our quality assurance system.

Visits

Grove Road has open visiting arrangements dependent on the needs, wishes and activities of each service user.

Spiritual and cultural needs

Service users at Grove Road are supported to enable them to meet their cultural and spiritual needs.

Staff have equality and diversity training to raise their awareness and to ensure they do not impose their beliefs and values on others. Cultural and spiritual needs are identified and facilitated through the person centred planning process.



policies and procedures

“We will treat all complaints seriously and respond in an appropriate and timely manner.”

Complaints, compliments and comments

At Outlook Care we recognise that all comments, including complaints, are a valuable form of feedback about our services.

We want to provide the best possible service and will therefore treat all complaints seriously and respond in an appropriate and timely manner. We will ensure that any lessons learned from comments received are fed back into our procedures.

Outlook Care will ensure that everyone using or wishing to use its services, relatives, advocates, other professionals or members of the public are fully aware of how to make a complaint or compliment.

We have produced an accessible leaflet 'We Are Listening' which explains how you can complain, and an accompanying DVD which features service users and details how and when to complain. Each of our schemes has copies of the DVD and leaflet.

Where a complaint involves other organisations or agencies as well as Outlook Care, we will co-operate fully in seeking to resolve the complaint.

When Outlook Care receives a complaint which is the responsibility of another service provider, the complaint will be forwarded to the appropriate officer within that organisation provided that the complainant wishes this to be done.

Both the complainant and the organisation concerned will then be formally advised in writing.

Fire and emergency procedure

Fire exits, doors and alarms are checked on a weekly basis, with a vigorous check of all equipment quarterly.

All fire exits are clearly marked and quarterly fire drills take place at Grove Road to ensure service users aware of what action to take in the event of a fire. All service users are encouraged to become actively involved in fire drills.

We also have in place detailed emergency plans to ensure the safety of our service users.



contact information

Get in touch

If you would like this document in another format, or would like more information on Outlook Care policies and procedures, please contact Communications on 01277 637 528 or at communications@outlookcare.org.uk

Outlook Care

Outlook Care
Unit 6, Shelduck House
Woodbrook Crescent
Radford Way
Billericay
Essex CM12 0EQ

Tel: 01277 633 163
Fax: 01277 657 172
Email: referrals@outlookcare.org.uk
Web: www.outlookcare.org.uk

Care Quality Commission (CQC)

4th Floor
Caledonia House
223 Pentonville Road
London
N1 9NG

Tel: 020 7239 0330
Fax: 020 7239 0309
Email: enquiries.london@cqc.org.uk

Local learning disability team

Community Learning Disability Team
30 Coleridge Road
Walthamstow
E17 6QU

Tel: 020 8521 0337



**“People with individual needs,
living the lives they choose”**
