

People with individual needs,
living the lives they choose



Veronica Close Statement of Purpose

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veronica close

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

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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



Susan Carillo Manager

86 – 88 Veronica Close
Harold Hill
Romford RM3 8JW

Sue has worked in care for over 17 years, and has extensive experience in working in a range of settings, including a post as night care officer for older people, working with Crossroads, an organisation which supports carers in the community, and working with children with special needs in a respite care unit

Since joining veronica Close in 2006, Sue has implemented several changes and has works in close partnership with outside agencies, other professionals, families and friends. She is also Chair of the Service User Forum.

Sue has completed a wide range of training courses including NVQ Level 4 and the Registered Managers Award.

“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 Veronica Close we:

- provide a flexible, outcome focused and service that meets every individual’s needs and aspirations;
- enable service users to be active citizens within their local community, for example by facilitating visits to the local shops, restaurants, cinema, bowling alley, swimming or by taking part in activities such as music and art therapy;
- facilitate communication by developing pictorial skill teach boards;
- ensure that we are meet all the standards required by CSCI;
- support service users with household projects in order to promote independence, such as gardening, art work, passive exercise to music one to one with life skills, shopping, cleaning and washing;
- support the service users to identify activities and events that they want to take part in;
- support service users at the Service User Forums and conduct the monthly advocacy meetings;
- care for the environment;
- treat service users with consideration and respect;
- 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, spacious home in Harold Hill, Veronica Close is a registered care home which provides high quality services to adults with a learning disability.

Veronica Close is within easy reach of local shops, public transport links, day centres and places of worship.

Accommodation and facilities

Veronica Close comprises of two connected properties which comfortably accommodate 10 people in single occupancy bedrooms.

Both 86 and 88 Veronica Close have a large communal living room, a spacious kitchen, quiet room, bathroom with toilet and separate toilet.

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 Veronica Close 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 Veronica Close 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 Veronica Close 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 Veronica Close 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;

- support and assistance to ensure service users keep in contact with relatives, friends and representatives;
- clubs;
- 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;
- Service Users Committee meetings.

Nursing care and emergency admission is not provided at Veronica Close.

Admission criteria

Veronica Close provides accommodation and support in a registered care setting to men and women between the ages of 18 and 65 on admission.



Veronica Close staff

Staff at Veronica Close 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.

Staff also have access to additional training and development in areas such as management, autism, health action planning, positive approaches to behaviour management and epilepsy.

More than 50% of staff hold a current NVQ qualification and all staff have also had training in physical intervention (PBM), challenging behaviour and are currently undertaking Makaton training.



Home Manager

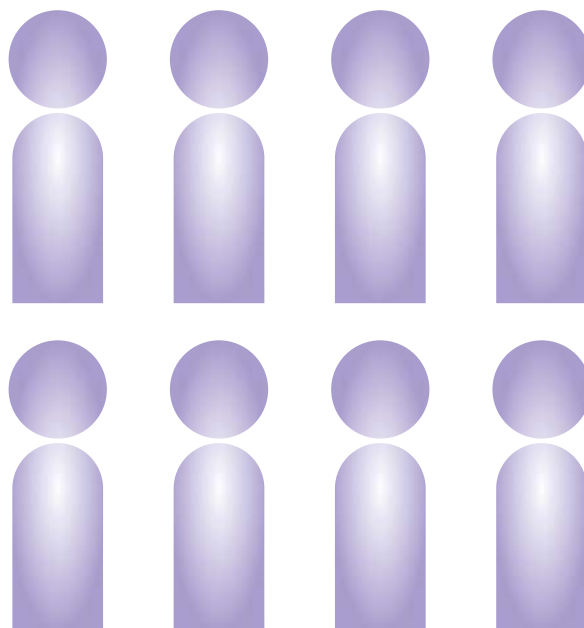


Deputy Home Manager

Veronica Close structure

The staff team at Veronica Close includes a Manager, Deputy Manager and eight 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 sleep in on call system to ensure effective management support at all times.



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 Veronica Close 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 Veronica Close, 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

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

Spiritual and cultural needs

Service users at Veronica Close 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 Veronica Close 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

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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

Barking & Dagenham Community
Learning Disability Team
St Georges Centre
Unit 2
St Georges Road
Dagenham
Essex RM9 5AJ

Tel: 020 8227 5493 or
020 8594 8356



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