

Statement of Purpose



Gelli Aur Care Ltd

Meidrim

Carmarthenshire

SA33 5PS

Tel: - 01994 484773

REGISTERED PROVIDER

Gelli Aur Care Ltd

Telephone Number: 01994 484773
Fax Number: TBA
Email Address: hefyn@gelliaurcare.co.uk
lee@gelliaurcare.co.uk

REGISTRATION CATEGORY

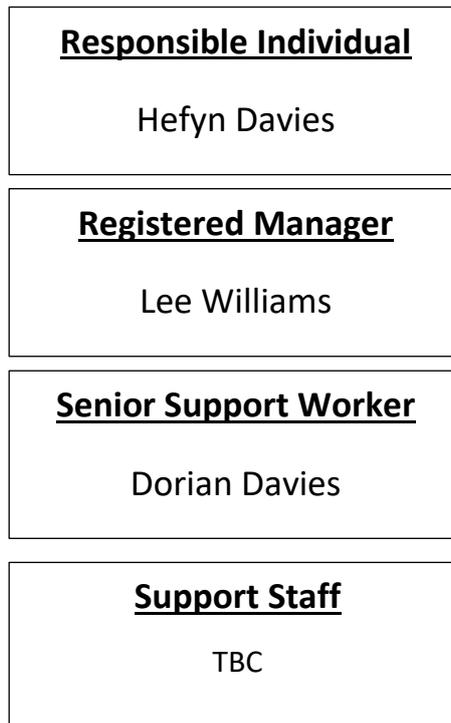
Gelli Aur Care is a purposely modified residential home, committed to providing specialist care for three service users, with learning disabilities and co-existing mental health issues. It is registered by the CSSIW for adults between 18-64 years.

It is situated within its own private grounds with spacious accommodation. The accommodation provides a well furnished sitting room, dining area, quiet area, and a separate TV/movie/gaming area, all of which have a welcoming and relaxed atmosphere. All areas within the home are furnished to a high standard and provide excellent facilities for service users.

Gelli Aur Care Ltd is owned by Hefyn and Pam Davies. A family owned business committed to supporting individuals with mental health issues and learning disabilities to live and fulfil their potential to the utmost.

Gelli Aur Care will not discriminate against those with a history of offending behaviours. Our bespoke service can provide residential care for adults who have challenged existing care provisions and have difficulty in finding suitable long or short term placements. Due to the layout of the property we are unable to cater for those with physical disabilities.

THE ORGANISATION STRUCTURE



Responsible Individual

Hefyn Davies

Hefyn is the owner of Gelli Aur Care Ltd, and currently works for Dyfed Powys Police. Hefyn has worked for the Police for over 16 years in the Carmarthenshire and Pembrokeshire areas. His local knowledge inspired Hefyn to set up a specialist care service in the area he knows best. Having visited numerous care facilities within his roles with Dyfed Powys Police and spoken at length to service users, and providers, Hefyn set up Gelli Aur Care Ltd in 2015. Hefyn will be the Responsible Individual for the company, and will ensure the care home is conducted so as –

- to promote and make proper provision for the health and welfare of service users
- to make proper provision for the care and where appropriate treatment, education and supervision of service users.

Registered Manager

Lee Williams

Lee Williams has 17 years' care experience, the last 9 being in residential care and 7 as Registered Manager. Lee holds an RMA (Registered Managers Award) level 4, Leadership and Management award, and currently undertaking an Advanced Management Diploma in Behaviour Management. In addition, Lee has worked as a behaviour specialist. Lee's experience is within the area of mental health secure services, forensic services, offending behaviours, behaviours that challenge and complex need individuals. Lee has experience of working with Children with emotional issues and transition care from children's services to adult services. In addition to his roles, Lee was invited to attend equality, diversity and rights committee

meetings held by Dyfed Powys Police, and acted as a Care Ambassador for Wales with the Care Council for Wales.

Senior Support Worker

Dorian Davies

Dorian has over 5 years' experience in the care sector. Having gained vital experience in his role as Support Worker, he has worked his way to achieving QCF level 3 in Health and Social Care. Dorian's main area of experience is working with adults with complex needs, mental health issues and learning disabilities. Dorian will soon commence his QCF level 5 in management.

Staffing levels are specifically designed to meet the needs of the individual service users and operational needs of the home. The team will undertake a specific tailored training programme, focusing on the needs of the service users. This will commence at the induction stage, and will ensure the team are well equipped to deal with the challenges, working in an intensive support service.

The training provided and sourced by Gelli Aur Care will enhance the knowledge of the team, this will enhance practice and ensure the highest level of care and support at all times. This knowledge attained by the team will give them confidence, ownership, empowerment to make decisions and provide a good sense of job satisfaction. All staff employed will have or be working towards QCF level 2 as a minimum.

Location

Gelli Aur care, is located near Meidrim. A rural village situated approximately three miles from the town of St Clears, approximately eight miles from the town of Carmarthen and 5 miles from the Pembrokeshire border. Ideally situated to explore numerous towns and villages. The property is situated in 25 acres of private farmland, with splendid views. On the land, there are many picturesque walks for people of all abilities.

There are a variety of local shops including two prize-winning traditional butchers and two craft centres, several pubs, restaurants and a Leisure Centre offering a wide variety of activities. In addition, there are a selection of book shops/libraries for those individuals seeking art and culture. A Performance Centre is close, where bands and shows are played regularly.

Gelli Aur Care is within easy travelling distance of the market town of Carmarthen. With its busy town centre, it has many shops, restaurants, a museum, leisure centre and cinema, and is one of the oldest towns in Wales. Carmarthen offers everything you would think of in a large town, there are drop in centres for those who wish to attend and clubs of all sorts from football, rugby, tennis, swimming. We have good links with the local rugby teams and Welsh Premier League teams, Haverfordwest and Carmarthen Town.

ACCOMODATION

Gelli Aur Care is a recently converted barn situated on private grounds of the former farm. All work has been carried out to the highest standard. Accommodation is provided in 3 bedrooms, 2 of which offer en suite facilities. All the rooms meet and exceed the National minimum standard as set out in legislation. The ground floor offers 2 large double bedrooms, finished to a high professional standard and decorated neutrally. The ground floor has a communal bathroom. We also offer a TV/Movie room, which will include the latest smart tech.

The first floor is large and spacious, with an open plan style kitchen and communal dining lounge area, with fantastic views over the Carmarthenshire countryside.

The first floor has another double bedroom with en suite facilities. There is a quiet area to the rear of the property, this can be used for reading, board games and meeting family members. In addition, information regarding bus time tables, advocacy, and support groups are easily available for service users.

For those Service users who smoke, there is a designated smoking area close to the main building. There will be a small bistro style table and chairs in this area. Smokers will need to adhere to the smoking policy at all times.

Gelli Aur Care benefits from over 25 acres of private land. There are numerous trails and walks surrounding the Care home which can be enjoyed. There is ample parking for staff and visitors. The home has a modern Fire Alarm System fitted, with "Fire Exit Notices" and "Fire Emergency Instruction Notices" displayed at strategic points throughout the home. As advised by the local Fire Authority a sprinkler system has been installed.

Staff are instructed during the induction training regarding the Fire Prevention/Drills Policy, this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Service Users are informed of the emergency procedure during admission.

A full fire drill is conducted 3 monthly which involves evacuation of the home.

All fire systems and alarms are tested weekly by staff at the home and annually by the local Fire Officer. Records are kept of all testing as part of the Proprietor/Managers responsibilities. A qualified fire extinguisher maintenance engineer checks all firefighting equipment annually.

All furniture, fixtures and fittings are made of fire-resistant or fire retardant fabrics and materials.

All key worker's will go through the fire procedure and will sign that they have understood the emergency procedure in the event of a fire.

Located opposite the Service is the staff office and communal staff area. This removes the sense of the residential service being a "care home" and a "place of work", focussing on safe storage records and confidentiality being removed from the service to allow the house to be a home.

The private garden is spacious, with well-kept lawns along the rear and sides of the building. There is a patio area with outside seating and BBQ facilities. Also to the side of Gelli Aur Care there is a designated smoking area, which provides an outdoor all-weather building compliant with UK legislation.

There will also be a plot of land available that can be used for gardening should Service User's wish to participate.

STAFF EXPERIENCE AND QUALIFICATIONS

There is a rigorous recruitment process for people who apply for employment opportunities with Gelli Aur Care.

All staff are provided with a robust two week induction programme focussed on the Care Council For Wales Social Care Induction Framework, with additional internal training supplemented by external courses to ensure we provide a skilled work force to meet the needs of the people living at Gelli Aur Care.

The company emphasises the importance of service users need for respect, dignity, privacy and autonomy. All staff are currently undertaking or have completed their NVQ or QCF qualifications awards. Gelli Aur Care are committed to providing high levels of training for the staff team, which currently states all staff must have a minimum of 5 paid training days per year. All staff will have a training and development programme, this training will commence on their first day, which forms part of the induction programme. The programme takes in to account the guidance as set out by the Care Council for Wales. An experienced care consultant will provide support to the Responsible Individual and the Manager on a regular basis. Supervision of the Manager will be provided by an external professional on a bi-monthly basis.

Staffing levels are reviewed on a regular basis in line with the assessed needs of the service users. In addition to the staff team, there will be a dedicated team of bank staff workers. These individuals have a vast amount of experience in providing support to adults with learning disabilities and co-existing mental health issues.

ADMISSION CRITERIA

Placement Process

Potential residents at Gelli Aur Care are approved following a comprehensive assessment of their needs and their compatibility with other existing residents. This comprehensive assessment ensures that the needs of any proposed individuals are consistent with Gelli Aur's registration category. All assessments of this type are conducted by designated staff who are suitably qualified and experienced to do so, which is of course in line with the Social Services & Well Being (Wales) Act 2014.

Potential residents are encouraged and invited to visit the home prior to placement. Trial periods are actively encouraged, emergency placements and arrangements can be facilitated if required on an individual basis.

Upon placement, Gelli Aur Care will develop detailed plans of care that may include specific interventions including communication, psychological and behavioural interventions. Such interventions are typically advised upon and guided by health professionals from the local Health and Social Care teams and our aim is to collaborate closely with those professionals in the delivery of any such interventions. We welcome and recognise the need for Multi-Disciplinary and Multi-Agency involvement for our residents. In addition to the individual concerned and their family or advocates, we will seek to include and ensure MDT's in the development of care plans and risk assessments which we will be reviewed both pro-actively and reactively on a regular basis.

AIMS

Gelli Aur Care is committed to supporting Service Users in leading as fulfilled a life as possible, in an environment which:

- Provides a safe, supporting and homely environment
- Provides an environment where service users are supported in realising their full potential
- Ensure that individual beliefs, lifestyle choices and cultural differences are respected
- Promote maximised independence and integration into the community

OBJECTIVES

The company's aims are achieved through care provision based on the following objectives:

- Services users are involved in all aspects of daily living, activities and lifestyle choices
- All service users have a personal keyworker with whom they can develop a professional relationship in order to access resources, advocacy and express any and all feelings
- A care planning system which will be based upon ongoing individual assessment of strengths, capability and needs
- Full support will be provided to all service users in order for them to establish and maintain relationships external to the home
- An environment which values diversity amongst its service users and staff groups eg. individuals with different racial, cultural, spiritual backgrounds and of varying age, sexual orientation and gender.

CONTACT WITH RELATIVES, FRIENDS & REPRESENTATIVES

Full support will be provided for service users to maintain existing relationships and establish new ones.

Service users will be supported to receive guests, where appropriate, either in their own room or in the home's communal areas. Staff support and supervision will be available at all times/as required. All property is the property of the individual, unless stated in the service user's specific risk assessment and support plan.

Service users are also encouraged to invite family or friends to their care review meetings. Arrangements can be made for service users to attend religious services of their choice.

SERVICE USERS INVOLVEMENT

Service Users are encouraged to participate in bi-monthly service users meetings and are provided with information on ideas, encouraged to take ownership of their home, be informed of company changes, legislative changes or improvements.

Service Users will be provided with annual quality questionnaires, information on complaint/compliment procedure or by just talking to staff or management, this information can be designed in a format most suitable to the service user requirements.

Service users will be encouraged to partake in their “goal” planning, this will give the service users a sense of achievement if they are able to plan, work towards and complete goals, these can be as small or elaborate as the individual requires.

Service users will have the availability to attend courses such as food hygiene, fire safety, health and safety and first aid. Service users wishing to attend religious ceremonies, will be supported to do so by the staff team at Gelli Aur Care.

PROVISION OF THERAPEUTIC TECHNIQUES

Service users can access therapeutic services in line with their care plan either in the community or within the home. Service users will be fully supported in this area.

SERVICE USER'S PRIVACY AND DIGNITY

Service users residing at Gelli Aur Care have rights as detailed in the service user rights Charter. All the team at Gelli Aur Care will be committed to working in ways that treat people with respect, provide person centred care and support, with the individuals' needs, preferences and aspirations at the forefront of the care. An ethos of person centred care upholds the dignity both of people using Gelli Aur Care and of the staff promoting good communication, this demonstrating respect and maintaining the individual's dignity. Adopt a recovery approach to mental health – in particular,

- help people sustain their personal identity and self-respect, which are both closely associated with the concept of dignity.
- Promote good communication – this demonstrates respect and maintains an individual's dignity. Good communication means enabling both professionals and service users to communicate. Professionals may be trained in the relevant attitudes and communication skills, but services users may need support with communication, particularly if they lack capacity.
- Adopt a human rights-based approach to mental health care – ensure that people's human rights are protected at a time when their capacity, autonomy, choice and control may be compromised under mental health legislation.
- Preserve autonomy, choice, control and independence – provide person-centred care and enable people to state their needs and preferences in advance of loss of capacity.
- Promote a positive organisational ethos – from the top, encourage an ethos of respect and dignity (Carter, 2009). Include taking a person-centred approach to care and a zero tolerance of abuse.
- Provide training, bi-monthly supervision and support – adopt measures to enable staff to examine their own attitudes and to feel supported in their role. This will encourage them to treat others with respect.
- Address environmental risks to dignity –ensure the provision of privacy in personal care and use of bathroom facilities, clean facilities, adequate space and appropriate staffing levels
- Promote good practice in safeguarding – focus on prevention and follow organisational and legislative procedures in response to abuse.

BEHAVIOUR MANAGEMENT AND USE OF PBM

Gelli Aur Care acknowledges there are a number of recognised procedures, which will normally be considered for a behaviour management plan. Any identified management strategy would be clearly and concisely documented in a specific support plan based on the key principles of Positive Behaviour Management which include.

- Values led
- Based on a functional analysis of behaviour
- Emphasis on ecological and antecedent intervention
- Proactive
- Reduction in challenging behaviour
- Focus on quality of life gains
- Long-term focus

- Avoids use of punitive responses

DEFINITION OF PHYSICAL INTERVENTION / RESTRAINT

“Direct physical contact between persons where reasonable force is positively applied against resistance, either to restrict movement or mobility or to disengage from harmful behaviour displayed by an individual”.

ALTERNATIVE STRATEGIES PROMOTED AT GELLI AUR CARE

Verbal de-escalation techniques

De-escalation is the existence of a set of verbal and non-verbal skills which if used selectively and appropriately may reduce the level of an aggressor’s hostility and the associated risks of assault/damage by calming anger and lowering the arousal state.

Non-verbal de-escalation techniques:

- Allow sufficient space
- Adopt a side-on stance
- Intermittent eye contact
- Be aware of effects the “fight or flight” response may have on your own body language

Diversion and positive reinforcement:

Any use of de-escalation skills must always be accurately documented in the service user’s daily diary.

Physical intervention is only to be used to prevent serious harm and is consistent with the promotion of an individual’s welfare

When would we use physical intervention?

- To take immediate control of a dangerous situation/harmful behaviour
- To end or reduce significantly the danger to the service user or others

SOCIAL ACTIVITIES

Service users will be supported in participating with in-house activities which can include but are not exclusive to:

- Cooking
- Gardening
- Painting
- Games
- craft work

External to the home service users will be supported and encouraged to take part in activities which will aid them in integrating into the community and build upon their existing skills set. These activities can include but are not exclusive to:

- cinema visits
- tennis
- swimming
- gym
- personal shopping
- outdoor pursuits
- attending suitable courses, vocational opportunities including supported work placements to achieve their personal goals.

Day trips and short break holidays can also be arranged for service users where suitable risk assessments are in place, full staff support will be available during all activities.

Service users can be supported to participate in any activity of their choice dependant on ability and capacity. In order to make informed decisions Gelli Aur care will contract with an experienced Duke Of Edinburgh instructor to facilitate all outdoor pursuits activities. Service users will have the opportunity to ascertain qualifications in this area if they so wish.

SERVICE USER'S CHARTER

Every service user living within Gelli Aur Care has rights as detailed in the Service User Charter. A service user requiring help to understand any part of the charter should be assisted by their key worker or any other staff member of their choice. Alternatively, service users at Gelli Aur Care can access an independent advocate to assist in this process.

COMPLAINTS

Our aim is that service users and advocates will be confident that their concerns and complaints are listened to and acted upon promptly and fairly. We want to explain how investigations will be carried out and the outcome communicated including access to appropriate interpretation and methods of communication.

The complaints procedure in this policy applies to external professionals and members of the public.

Gelli Aur Care is committed to providing a quality service so that everyone that uses its services has a positive experience. Consequently, we welcome complaints, comments and suggestions from service users and/or their advocates, we consider this an opportunity for us to learn, adapt and continually improve our services. To demonstrate this commitment, we have made it as easy as possible for a complaint a concern to be registered/made. We give an assurance that it will be taken seriously, dealt with in an open and honest approach and at the earliest opportunity. If a complaint is not directly from the service user, we are required to verify that the person making the complaint has explicit permission to speak on their behalf.

INFORMAL COMPLAINT

An 'informal complaint' is an oral complaint. Informal complaints should be dealt with immediately by the front-line staff member to whom the complaint is made. The following procedure should be followed if an informal complaint is received:

- 1.1 Clarify the service user/advocate that you have correctly understood their concern/complaint.
- 1.2 If the matter can be resolved by front line staff immediately to the satisfaction of the complainant and the company, then do so and go to step 1.6.
- 1.3 If the complaint cannot be resolved by front line staff immediately then refer it to the senior member of staff on duty.
- 1.4 The senior member of staff should make an assessment of the investigation carried out so far and carry out further investigations if necessary.
- 1.5 When the senior member of staff has concluded further investigation, or is satisfied that the original investigation was appropriate they should report the findings to the complainant. If it has now been resolved to the satisfaction of the complainant and company, go to step 1.6. If it is still unresolved then go to step 1.7.
- 1.6 The relevant manager should be informed and a record of the informal complaint kept and recorded in the care plan. This would be the end of the investigation.
- 1.7 If the complaint is still unresolved it should be referred to the relevant manager and should now be dealt with as a formal complaint. Please follow the 'Formal complaint procedure'.

FORMAL COMPLAINT

A 'Formal complaint' is a written complaint or an unresolved 'informal complaint' (see informal complaint procedure). Formal complaints should be dealt with by the appropriate Manager. The following procedure should be followed for a formal complaint:

- 1.1 Acknowledge the complaint in writing within 3 days of receipt, considering the appropriate interpretation and method of communication for the complainant.
- 1.2 Undertake a full assessment by identifying who and what needs to be investigated.
- 1.3 Carry out the investigation and record all interviews and meetings held.
- 1.4 Come to a decision concerning the complaint made from the information collected and write up the reasons for your decision. Sign and date the summary.
- 1.5 Communicate the decision to the complainant within 14 days
- 1.6 If both parties are satisfied with the outcome proceed to 1.7. If the complainant is dissatisfied and wishes to appeal, then proceed to 1.9.
- 1.7 The Manager should then make a record of the formal complaint and document in the relevant service user's care plan.
- 1.8 Complaints should be monitored by the Manager in order to identify any emerging patterns that may require investigation.
- 1.9 If the complainant is dissatisfied and wishes to appeal, then they should do so to the Director of Service. The Manager should supply them with the necessary contact details.
- 1.10 If the complainant appeals to a member of senior management, then they must respond within 3 days of receipt of the appeal. Having undertaken an assessment of the situation they will then decide if further investigation is required. Their decision will be communicated to the complainant within 14 days of appeal receipt.

Gelli Aur Care comply fully with and adhere to the complaints standard as is:

Standard 35- 'Complaints and Concerns' of the 'National Minimum Standards for Care Homes for younger adults'.

Copies of the National Minimum standards are available to read in our offices.

Complaints should be made to the staff team, members of management and the CSSIW, at the address shown below.

CSSIW
Government Buildings
Picton Terrace
Carmarthen
SA31 3BT

Tel: 0300 7900 126

SAFEGUARDING OF VULNERABLE ADULTS (SOVA)/INDEPENDENT SAFEGUARDING AUTHORITY (ISA)

Gelli Aur Care is committed to ensuring that all service user live free from abuse, our policy fully reflects the All Wales guidelines. All levels of staff and management will do their utmost to protect all service users from physical, psychological, emotional, neglect and neglect of self, financial, material and social abuse, and sexual abuse as well as any form of discrimination. Robust procedures for responding to suspicion or evidence of abuse or neglect (including whistleblowing) ensure the safety and protection of service users.

For further information on our service or for copies of our company policies please contact

**Gelli Aur Care Ltd
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Lee Williams

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