



Statement of Purpose

**Gelli Aur Care Ltd
Cefn Cloch
Meidrim
Carmarthenshire
SA33 5PS**

Tel: - 01994 484773

REGISTERED PROVIDER

GELLI AUR CARE LTD

Cefn Cloch
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Carmarthen
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SA33 5PS

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MANAGING DIRECTOR Mr Hefyn Davies

RESPONSIBLE INDIVIDUAL Mr Hefyn Davies

HOME MANAGER Ms Sian Thomas

DEPUTY MANAGER Mr Tony Scheurer

REGISTRATION CATEGORY

Gelli Aur Care is a purposely modified residential home, committed to providing specialist care for four service user with learning disabilities and co-existing mental health issues. It is registered by the CIW for adults aged 18 and over.

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.

LOCATION OF THE SERVICE

Gelli Aur Care is located near Meidrim in Carmarthenshire. A rural village situated approximately three miles from the town of St Clears, eight miles from the town of Carmarthen and 5 miles from the Pembrokeshire border. The property is situated in 25 acres of private farmland, with splendid views. Many picturesque walks can be taken on the land and surrounding areas, and there are numerous paths suitable for wheelchair users and those with walking difficulties.

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. There is a GP Surgery in St Clears and there are several Dental surgeries and Opticians in Whitland and Carmarthen.

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, football /rugby clubs and cinema.

ABOUT THE SERVICE PROVIDED

Gelli Aur Care provides 24-hour residential support for adults aged 18 and over. We are registered with CIW to provide residential support to adults with learning disabilities, mental health issues, autistic spectrum disorders and behaviours that may challenge the care provision.

At Gelli Aur Care we do not discriminate against those who have offending backgrounds. We are registered to provide support for 4 adults and provide long term placements.

At Gelli Aur Care we also provide a separate one-bedroomed self-contained residential lodge. The lodge is suitable for someone who has good independent living skills, but still requires support from the care team. It will also benefit someone who has been in residential placement and looking to reside on their own in the future.

All Individuals who reside at Gelli Aur Care have undergone a comprehensive assessment to ensure their needs can be met by Gelli Aur Care.

The team at Gelli Aur Care are flexible in their approach of meeting the necessary targets, goals and aspirations of the Individuals. All support plans are person centred and the team actively encourage Individuals to take part in education, training and employment opportunities. Each Individual has an activity planner which puts in to place activities chosen by them. This will include independent living skills such as shopping, budgeting, cooking, cleaning and any other activity they wish to participate in.

HOW THE SERVICE IS PROVIDED

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 Care registration category. Potential residents are encouraged and invited to visit the home prior to placement.

All emergency referrals shall be made to the Responsible Individual or the Residential Home Manager. In the event of an emergency admission a copy of the homes Statement of Purpose and Service User Guide will be available on arrival. Initially a 24-hour support plan will be completed by the Residential Home Manager in conjunction with the placing Authority care team. A full and comprehensive support plan and risk assessment will be drawn up within 72 hours of the Service User becoming a resident.

Upon placement, Gelli Aur Care will develop detailed plans of care that may include specific interventions including communication, psychological and behavioural. 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 and a minimum of monthly reviews adhered too. This also includes their risk assessments.

The recovery process at Gelli Aur

The recovery process:

- Provides a holistic view of mental illness that focuses on the person, not just their symptoms.
- Believes recovery from severe mental illness is possible.
- Is a journey rather than a destination.
- Does not necessarily mean getting back to where you were before.
- It's like life, it has many ups and downs.
- Calls for optimism and commitment from all concerned.
- Is profoundly influenced by people's expectations and attitudes.
- Requires a well organised system of support from family, friends or professionals.
- Requires services to embrace new and innovative ways of working.

The recovery model aims to help people with mental health problems to look beyond mere survival and existence. It encourages them to move forward, set new goals and do things and develop relationships that give their lives meaning.

Recovery emphasises that, while people may not have full control over their symptoms, they can have full control over their lives. Recovery is not about 'getting rid' of problems. It is about seeing beyond a person's mental health problems, recognising and encouraging their abilities, interests and dreams.

Mental illness and social attitudes to mental illness often impose limits on people experiencing ill health. Health professionals, friends and families can be overly protective or pessimistic about what someone with a mental health problem will be able to achieve. Recovery is about looking beyond those limits to help people achieve their own goals and aspirations.

Recovery can be a journey of self-discovery and personal growth. Experiences of mental illness can provide opportunities for change, reflection and discovery of new values, skills and interests.

What supports recovery?

Research has found that important factors on the road to recovery include:

- Good relationships
- Financial security
- Satisfying work
- Personal growth
- The right living environment
- Developing one's own cultural or spiritual perspectives
- Developing resilience to possible adversity or stress in the future.

Further factors highlighted by people as supporting them on their recovery journey include:

- Being believed in
- Being listened to and understood
- Getting explanations for problems or experiences
- Having the opportunity to temporarily resign responsibility during periods of crisis.
- In addition, it is important that anyone who is supporting someone during the recovery process encourages them to develop their skills and supports them to achieve their goals.

What are the links between recovery and social inclusion?

- **"Too many services fail to empower their users to 'get their life back on track' and get back into the community."**
- There is a strong link between the recovery process and social inclusion. A key role for services is to support people to regain their place in the communities where they live and take part in mainstream activities and opportunities along with everyone else. There is a growing body of evidence that demonstrates that taking part in social, educational, training, volunteering and employment opportunities can support the process of individual recovery.

Standards of Care and Support

All Individuals are subject to a person-centred plan where individuals will be involved in planning activities, hobbies, education, and learning & development opportunities.

The team at Gelli Aur Care encourage and support Individuals to pursue social activities both in and out of the home. This also includes education, training and employment opportunities. The team encourage, by explaining the importance of social interaction within the local and wider community and encourage the Individuals to participate in community activities. Service Users at Gelli Aur Care are encouraged and supported to access places of interest and holidays both domestic and abroad. Once weekly the Individuals will sit down with a team member and plan their week's activities, whilst looking at improving their skill set at the same time. For example, shopping will consist of budgeting skills, healthy eating skills, travel training and time management.

Individuals will also be supported and encouraged to attend the following:

- Podiatrist
- Optician
- Dentist
- GP/Hospital Appointments
- Physiotherapy should this be required

Gelli Aur Care have two house vehicles available to support the needs of the Service Users.

Gelli Aur Care sub-contract to a highly skilled, competent, qualified Life Skills Coach. This individual has an enhanced DBS and several years' experience of Support Work and has achieved a QCF Level 3. Duke of Edinburgh recognised awards schemes up to Gold Level are provided, including; volunteering, improving in areas of sport, dance and fitness activities, developing practical, social skills and personal interests.

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

Individuals 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 post is the property of the individual, unless stated in the Service User's specific risk assessment and support plan.

Individuals are also encouraged to invite family or friends to their care review meetings.

The staff team will work closely with the Individuals to understand their cultural and/or religious identities. These beliefs can then be factored into their weekly activity plan and staff will encourage and support the Individuals to attend such places. Arrangements can be made for Individuals to attend religious services of their choice.

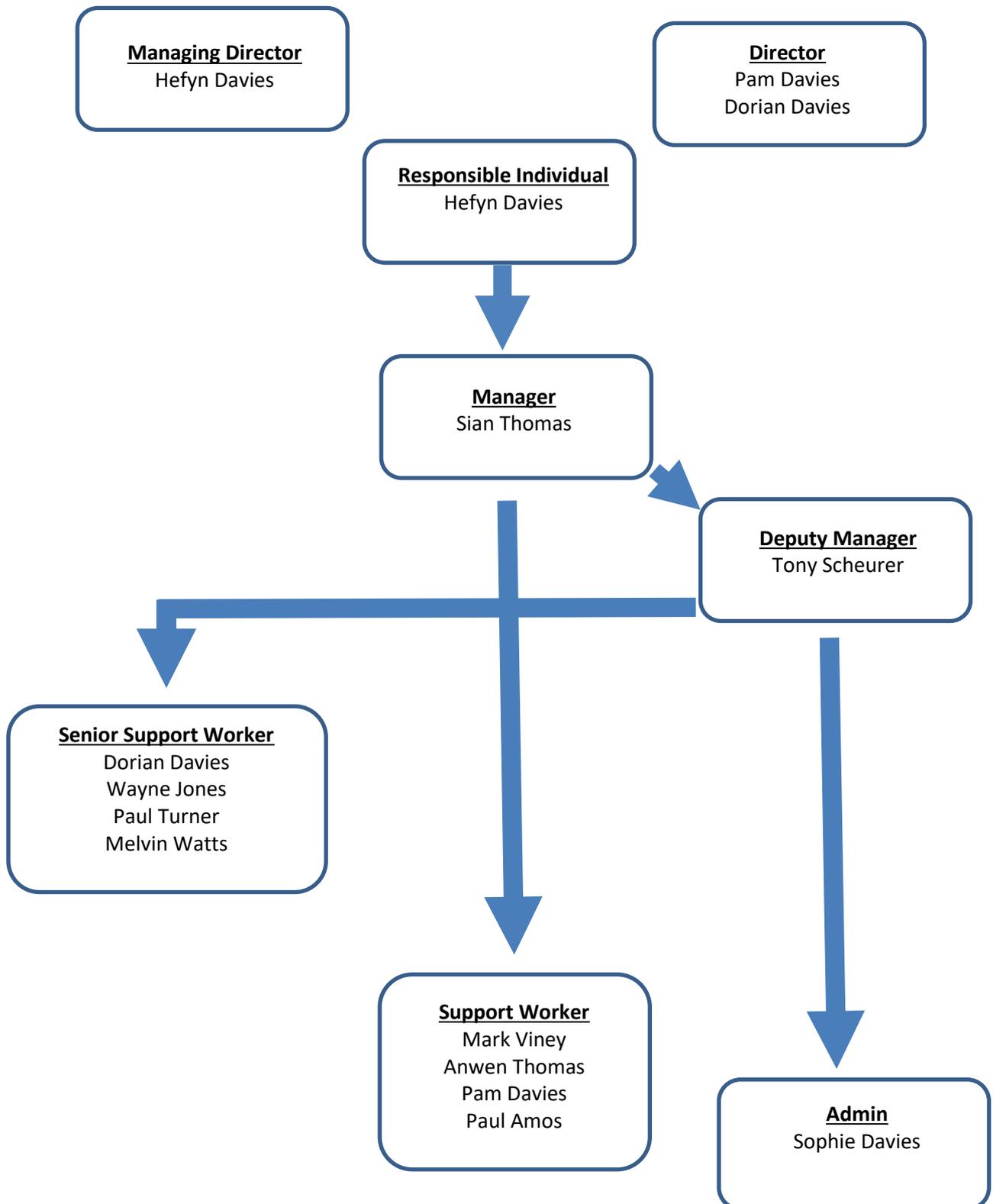
Language and Communication Needs

Gelli Aur Care provide a bilingual service in both the mediums of Welsh and English.

Gelli Aur Care deliver the "Active Offer" and are committed to creating a changing culture that takes the responsibility away from Service Users to ask for a service provision through the medium of Welsh.

STAFFING ARRANGEMENTS

THE ORGANISATION STRUCTURE



MANAGING DIRECTOR

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 18 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.

DIRECTOR

Dorian Davies

Dorian Davies has over 9 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 in working with adults with complex needs, mental health issues and learning disabilities.

DIRECTOR

Pamela Davies

Pamela has over 10 years' previous experience of working within an administrative environment carrying out a variety of office duties for an animal feed company. Pamela has also spent time supporting with the running of a farm. Lately Pamela has been involved in caring and supporting an elderly member of the family.

CARE HOME MANAGER

Sian Thomas

Sian has over 20 years' experience of working for Local Government the last 16 directly leading and managing large groups of staff. Sian has previously gained qualifications within the Administration, HR and finance sector and is currently working towards level 5 Health and Social Care with a view to progressing to level 7 soon. Sian has experience in many areas including Financial Management, administration, internal HR, Data Management Systems, Compliance, Quality and Financial Audits. In addition, Sian has managed multi-million-pound programmes supporting individuals back in to employment, many with individual needs and challenges.

DEPUTY HOME MANAGER

Tony Scheurer

Tony has over 9 years' experience working in the care sector both private and public, these being in various settings from working in residential care, hospitals and domiciliary care. Four of these year's was at a senior level. Tony has completed his level 2, 3 and working towards his level 5 in Health and Social Care he also has experience in epilepsy, PBM and autism.

SENIOR SUPPORT/SUPPORT WORKERS

The team of Support Workers offer different skills and backgrounds which enhance the diverse team ethos and collaborative working ensuring the day to day support provided to the residence is of the highest standards. These staff all hold QCF level 2/3 or are working towards achieving this. Gelli Aur Care also

utilises the services of bank support staff all of whom have a wealth of experience in working in private and public-sector care establishments who provide valuable support to the permanent staff at Gelli Aur care.

Staff Experience and Qualification

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 team will undertake a specific tailored training programme, focusing on the needs of the Individual. 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 company emphasises the importance of the Individuals need for respect, dignity, privacy and autonomy. All staff are currently undertaking or have completed their 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.

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

Specialist support services/bespoke services

Staffing levels are specifically designed to meet the needs of the individual and operational needs of the home. Gelli Aur Care provide varied shift patterns, flexible support 24 hours per day, 7 days per week. This includes sleeping/waking night support depending on the need of the Individual.

Positive Behaviour Management Training is about developing skills, competences and knowledge of staff at Gelli Aur Care. It is aimed for those who work with people, with a learning disability, who present with behaviours that challenge. This is to ensure they can work in a positive and pro-active way to minimise the use of all forms of restrictive practices. It is therefore good practice to deliver training based on prevention before delivering any training in restrictive practice such as restrictive physical interventions.

The provision of training has proven to have a positive impact on staff and the individuals that reside at Gelli Aur Care and can reduce instances of challenging behaviour and/or breakdown of placement.

Positive Behaviour Management Training is part of a broader clinical model known as Positive Behaviour Support. Positive Behaviour Support is a practical and effective means of responding to challenges posed by problem behaviours. It offers an approach for developing an understanding of why a person presents

with challenging behaviour and how to develop alternative ways in which to prevent the behaviours occurring in the first place and improving the environment and teaching the individual new skills.

Supervisions

Staff working at Gelli Aur Care will have access to supervision and support monthly, for the first 3 months, then on a bi-monthly period. This will be carried out by their Line Manager/Manager or an appropriately trained individual. All supervisions will be carried out away from the care home and will be a personal and private time away from distractions. All supervision is recorded, signed by the Line Manager and staff member and is filed within a supervision folder.

As part of the Quality Assurance programme at Gelli Aur Care all supervisions will form part, but not be exhausted, to staff member's annual appraisals. Other factors forming part of their annual appraisals will include sickness reviews, disciplinary processes and feedback from external care teams, family members, service users and stakeholders.

Supervision of the Manager will be provided by the Responsible Individual on a bi-monthly basis. An external professional, on a bi-monthly basis, will provide supervision to the Responsible Individual.

FACILITIES AND SERVICES

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 single 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 Individuals 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 always need to adhere to the smoking policy.

Gelli Aur Care have recently completed the build of a one-bedroom lodge. This includes a large bedroom, bathroom/ WC and a large open plan living and dining area. This is registered by CIW as a residential placement.

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. All Service Users have a PEEP (Personal Emergency Evacuation Plan) in place

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. Individuals 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 workers 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 shelter.

There will also be a plot of land available that can be used for gardening should Individuals wish to participate.

GOVERNANCE AND QUALITY MONITORING ARRANGEMENTS

Gelli Aur Care ensures that quality management is consistent. There are 4 main components that are managed these are:

- Quality planning
- Quality Assurance
- Control
- Improvement

Quality Management is focused on service quality and the means to achieve it. Quality Management therefore uses Quality Assurance and control of processes to achieve more consistent quality. Gelli Aur Care’s Quality Assurance Policy contains details of the standard procedures used to achieve the quality of care to all Service Users. These procedures are initiated to ensure quality improves every aspect of service

delivery and correct all weaknesses within the service. Quality Assurance encompasses three primary headings

- Systemic Quality Improvement
- Strategic Planning Processes.
- Employer Utilisation.

To achieve the Companies Aims and Objectives, steps must be taken to improve the quality of the organisation and its employees on an on-going basis. Every individual and resource must be reviewed and analysed against the standards established by the company.

The Responsible Individual will maintain oversight of the management, quality, safety and effectiveness of the service and will oversee the management structure ensuring it is well run and complies with regulations. The Responsible Individual will ensure policies and procedures are up to date, consistent with Statement of Purpose and relevant legislation and national guidance. Clear lines of accountability, delegation and responsibilities between the Responsible Individual and the Manager and definitive roles and responsibilities are fundamental in the effectiveness of the service.