



Clear Pathway Care
Every Life Every Moment



Clear Pathway Care

Every Life Every Moment

Statement of Purpose

Supported Living Service

May 2023

Clear Pathway Care Ltd
401 Ashley Road
Poole
BH14 0AT



www.clearpathwaycare.co.uk
info@clearpathwaycare.co.uk
01202 006654
Company Number: 11106835
CQC Provider ID 1-4913986213

Contents

Statement of Purpose
Aims & Objectives
Registered Provider
Registered Manager
Service Users
Service User Involvement & Consultation
Service Admission Criteria
Advocacy
Confidentiality
Health & Safety including Fire Precautions and Emergency
Contact Arrangements
Complaints and Compliments
Support and Care Plans
Social Activities, Hobbies, Leisure Interests and Religious Requirements
Health Care
Quality Management

Document Information

Policy Managed by	Jason Leslie Sherman
Policy Implemented	May 2018
Last Review	N/A
Next Review	May 2019
Reviewed	May 2020
Reviewed	May 2021
Reviewed	May 2022
Reviewed	May 2023



Statement of Purpose

This statement of purpose outlines the support and care service that Clear Pathway Care provides to service users aged 18 years old and over. This document provides a general overview of our company structure, the range of services provided, and the policies and procedures adopted to provide the stated service.

The Registered Manager will have overall responsibility for the service provision. With the support of appointed Level 3 Practitioners, the Registered Manager will be actively involved in the delivery of the service and the monitoring of all service user care plans, to ensure that every person using the service receives the correct level and quality of support/care needed.

Clear Pathway Care's regulated activity is personal care, and this activity will be carried out at Clear Pathway Care, 401 Ashley Road, Poole, Dorset, BH14 0AT

Our Statement of Purpose is available to all relevant and interested parties.

Aims & Objectives

- Support service users back into the community
- To promote individuals to keep in touch with their families and friends and be encouraged to maintain links with their own community where possible and to support everyone to integrate and become a valued member of their community, however this is defined by the individual.
- Service users to be supported to make informed choices how to live their lives
- To provide a high standard of care and safety within a homely environment where the individual can feel valued, safe and take pride in their surroundings.
- To respect the diverse cultural backgrounds of the individuals and their families and to ensure the individuals ethnic identity is retained and nurtured.
- High quality care to be provided in service users home's
- To support a lifestyle that promotes choice, independence, and overall well-being
- To create an environment where individuals who have complex care and support needs can be supported to live in their own home and lead a fulfilling life

Registered Provider

Registered Provider: Clear Pathway Care
401 Ashley Road
Poole
Dorset
BH14 0AT
(address to which any legal notice will be sent)
Tel: 01202 006290
Email: info@clearpathwaycare.co.uk
Website: www.clearpathwaycare.co.uk

Registered Manager

Our Registered Manager, Jason Leslie Sherman, has many years' experiences in the residential care industry, deputising and managing homes as well as working for a consultancy, going around the country supporting homes that require improving. Jason Leslie Sherman has built a good reputation with CQC, local authorities and other relevant professionals. Jason Leslie Sherman has completed his QCF level 5.

Service Users

We provide support for all adults aged 18 years and older of both sexes. Services are tailored to each individual and specialise in Autism, Learning Disabilities, Communication problems, Challenging Behaviour, and other associated health issues. We do not provide nursing care. Our services and environments can be adapted to suit individual needs. The service we provide has no time limits

All service users will be involved in the decision-making process of how the service is delivered, including all daily routines within their home. Each person is given the opportunity to make their needs known, and those needs are identified and acted upon as part of their Individual Care/Support Plan and their Person-Centred Planning (PCP).

If due to the nature of their disability, a service user is not able to participate in decisions made about the service, then their relatives and other significant people are consulted, and the knowledge of the individuals' likes, and preferences are reflected in the use of the MCA and BI.

Any limitation on the use of facilities is made only in the service user's best interest, to prevent self-harm, self-neglect, abuse, or harm to others, consistent with the purpose of the service and responsibilities under law. If required applications to the courts of protection will be made following MCA and BI for Deprivation of Liberty Safeguards.

Each person is encouraged to take responsibility for their daily lives, and to do as much for themselves as possible within their daily routine, whilst exercising their right to choose.

Service users are offered appropriate opportunities and experiences within the wider community, to educate, stimulate and provide greater access to employment, training, health, leisure and recreational facilities. We will support service users to make informed decisions that reflect individual choice and preference either within their home or through external agencies.

We actively seek the views of service users during routine and annual quality assurance audits, regular consultation processes and through our comment, suggestions, and complaints procedures. Separately, the regulatory body will seek the views of service users and others during their regular review of the service.



We can assist people in finding suitable accommodation, serviced by landlords with a greater understanding of the type of service user that will be supported. To minimize any interruptions in their living arrangements, we can also support the service user in all matters regarding their tenancy, including agreements, inventories, and deposits etc.

Service Admission Criteria

Prior to the commencement of a service provision, it is imperative that the following information is available, as requested on our referral form and pre-placement assessment.

- Individual has a learning difficulty and/or autism and is in need of support.
- Individual is not in need of nursing care.
- Individual is 18 years old or over.
- Individual is in need of longer-term care and support, integration back to community
- A referral form has been completed and returned.
- Individual has had a relevant assessment, including a full risk assessment and a Care Plan has been produced.
- Individual does not present a high level of risk to other service users and staff.
- Individuals needs can be met and with whom effective communication can be developed.
- A written or other suitable explanation will be provided to the user, carer, and manager etc. if a service request is declined.

Advocacy

We encourage and support all service users to take control and manage their own affairs, wherever practically possible. However, if it is necessary for a person(s) to be appointed as an advocate, to speak on a service user's behalf, for their best interests to be maintained, then we will offer the necessary support to progress the process. Details of a person's advocacy arrangements are kept in the appropriate case file for that individual, with access by 3rd parties controlled by the Registered Manager. Financial affairs are often the most sensitive advocacy issue. It is strictly against our policy for any member of staff to involve themselves in the financial affairs of any service user, unless undertaken by the Registered Manager in co-operation with the relevant care authority and placement team. This must all be agreed in writing in advance of the service commencing to avoid a potential conflict of interest. Breaching this policy or any confidential arrangements is gross misconduct and can lead to dismissal.

Privacy and Confidentiality

Service users will always be treated with respect and consideration given to the need for privacy. We are sensitive to the fact that due to the nature of the service provided, it can often be harder to enjoy privacy, when compared to living totally independently. Simple procedures can make all the difference to a service user's quality of life, such as;

- Service users can lock their own personal areas
- Always knock-on bedroom doors and bathrooms before entering
- Always wait to be invited into a personal space
- Service users have privacy in reading mail or during telephone calls
- Service users can dine and entertain privately if they choose
- Consultations with professionals will always be private, unless invited

When dealing with a service user's personal information, whether in the form of knowledge and/or that kept on file, confidentiality is of paramount importance. Divulging a confidence can have a very detrimental effect on a service user and any incidents or complaints will be dealt with by the Registered Manager. A breach of confidence may constitute gross misconduct and can lead to dismissal. This does not affect whistle blowing rights, detailed further in the relevant policy.

Health & Safety Including Fire Precautions and Emergency Procedures

We have a comprehensive set of policies and procedures in place to meet all necessary safety regulations which are checked and revised in accordance with statutory requirements. A record is maintained of all policies and procedures and lists them all and the person responsible for maintaining them. All staff members undergo awareness training which is updated yearly, or sooner if required. In the case of accident reporting procedures, fire training sessions and drills (where applicable) these are a mandatory part of working practice. All staff, day and night, will receive the appropriate ongoing training, awareness/refresher training as necessary and a complete record is kept on their file.

Contact Arrangements

We actively encourage service users to maintain current relationships and contact with their relatives, friends and representatives and develop new friends and associates, unless deemed not in the best interests of the individual. All potential and current contact will be discussed with those involved, a suitable record maintained and reviewed as appropriate. We are proactive in supporting service users to maintain family links where they exist, by facilitating home visits and encouraging relatives to visit. Service users who do not have relatives are supported to access advocacy services and develop friendships outside of their home.

Complaints and Compliments

We recognise and support the right of all service users to complain about the service, if necessary. There are no restrictions upon issues for complaint and we guarantee that no reprisal will be taken against anyone who complains. As detailed in our Complaints and Compliments Policy, our complaints procedure allows for both informal and formal resolution of complaints and all service users are supported to follow the procedure when making a complaint. The stages and process of making a complaint, as detailed in our policy, give the complainant ample opportunity and information to discuss the matter with members of the team, up to the manager and the expected response times and methods. Ultimately, should the complainant still remain dissatisfied, they can contact the Commission for Social Care Inspection, the body responsible for the monitoring of our service, whose decision we will accept and implement. A written record of all complaints will be kept, including all outcomes. It is always encouraging when someone is motivated enough to compliment a member of staff and the service. We openly welcome all compliments received and ensure they are passed on and recorded, as outlined in our policy.

Support/Care Plans

Planning is essential to ensure that the service is appropriate to the service user's needs. The registered manager will ensure that plans are suitable, adequately implemented, checked, reviewed, and changed, where necessary. Building on the assessment process, an initial care plan will be written in conjunction with the service user, Care Manager, respective key workers, and other professionals involved in providing support for the individual. This will be reviewed after three months; thereafter service user's plans will be reviewed at least twice yearly, or as indicated in the Person-Centred Plan. Individual goals and risk assessments will be reviewed as required, often more frequently. An important function of the care plan is to identify areas to develop, set and agree realistic aims, objectives, and goals and to promote the service user's independence. This is why pre-service needs are assessed and the care plan prepared in a suitable and appropriate manner, according to the circumstances of each individual service user, before the service starts. Staff-members are made familiar with the care plans of the service



users they will support, and the manager ensures that all relevant information and changes are carefully recorded. As detailed in our policies and procedures, for confidentiality and data protection, a written record is kept of who has access to care plans and personal information and under what circumstances. Unauthorised access constitutes gross misconduct and may lead to dismissal.

Social Activities, Hobbies, Leisure Interests and Religious Requirements

We will support service users to access their chosen social, leisure and recreational opportunities both internal and external to their home. This includes visits to local shopping areas, parks to enjoy picnics and walks, cinema/theatre, and swimming etc, reflecting the service user's interests, wishes and capabilities. The staff use individually relevant communication techniques including symbols, pictures, objects of reference, sign language and Makaton etc. to support service users to make any choices. On occasions it may be a question of calculated 'trial and error' in conjunction with the Registered Manager and relevant agencies, to open service users up to new experiences from which they will benefit. Short holidays may be planned in consultation with service users, Care Managers, families and relatives, advocates, staff, and the Registered Manager.

Health Care

Part of the care planning process will be to ensure that all service users are registered and are supported to utilise the services and benefits of relevant health care facilities, according to their needs and wishes. The registered manager will make sure that all service users are adequately supported to register with a G.P. who understands their needs. Service users will be supported and accompanied, if necessary, to access all specialist services such as opticians, dentists and physiotherapists etc. depending on the service user's specific needs.

Quality Management

The quality of our service will depend on the quality of the management and abilities of the staff and registered manager. We strive to maintain high standards throughout the service delivery and our various policies and procedures provide suitable, accurate and up to date guidance on how to operate in accordance with relevant legislation, whilst protecting the health, safety, dignity, and respect of our service users. To do this we aim to:

- Understand service users' needs
- Provide suitable staff and environments
- Promote best care values
- Train and motivate staff
- Constantly review policies, procedures, and service delivery
- Monitor plans, seek feedback and react accordingly
- Maintain good governance including safety of information, record keeping and auditing process'

The service is managed by Clear Pathway Care. The company has an extensive number of policies and procedures in place. These include Safeguarding, Anti-bullying, Equal Opportunities, Anti-Discrimination and Diversity, Non-smoking, Administration of Medication, Infection control, Mental Capacity Act, Deprivation of Liberty and Whistleblowing. All policies are available on request.

The company also has comprehensive procedures in place to monitor and audit the service level of care provided.

We have a strong ethos of risk assessment as a safe means of enabling the individuals to undertake activities that will be of benefit to them that has been developed with them or through use of Mental Capacity Assessment and Best Interest process. Wherever possible, Clear Pathway Care advocates for positive risk-taking and we aim to support all individuals in our care to do so.

Emergency procedures and fire precautions are clearly indicated throughout the home. There is a procedure in place for notification of significant events and for action to be taken in the event of a resident absconding. Every individual will have an Emergency Egress Plan.

Our Fire Precautions and Emergency Procedures are in line with detailed policy set out in the Health and Safety Manual. These procedures include fire safety training, fire evacuation drill, provision of the fire extinguishers, fire notices, regular checking of fire doors, fire alarms and appliances and arrangements for reporting potential hazards. Our identified social housing provider, Pivotal Housing Association, has experience and positive track record of providing homes which meet all required standards for health and safety.

Our home supports individuals who can experience highly anxious states and find communication difficult. This can lead to some individuals exhibiting behaviours that challenge. We have a strong ethos of positive intervention and a detailed policy on the use of physical management. All staff are or will be trained in MAPA behaviour support strategies. All staff are trained in PROACTIVE strategies and crisis de-escalation. The training is regularly updated by trained instructors.

Through the provision of a secure and predictable environment, in which all staff follow a consistent approach to behaviour management, individuals in our care are encouraged to develop strategies for self-management and coping with change. Through positive intervention all the individuals in our care have the opportunity to demonstrate and celebrate achievement and develop enhanced self-esteem.

Understanding the functions of our individual's behaviour and how they view the world is essential when supporting them with behaviours that may be challenging. We believe that all behaviour has a specific function to the individual and through the replacement of unwanted behaviours with a more appropriate alternative we encourage more wanted behaviour.

Staffing

Before appointment, all staff members are required to give permission for checks to be carried out at the enhanced level by the Disclosure and Barring service DBS. This together with rigorous recruitment, selection and on-boarding procedures (including right to work checks) ensures that only those who are suitable to work with our very special individuals in our care are permitted to do so.

A strength of Clear Pathway Care services is the training provided. Every member of staff, prior to commencing work completes a two-week induction which includes time set aside for observations of working practice. We support staff with ongoing professional development and QCF level 2,3 and 5 accreditations. All staff members receive regular updated training on key training programmes e.g. safeguarding and Fire training.

When staff members initially start employment, they are on a 6-month probationary period whereby there is a requirement to complete The Care Certificate, Autism Workbook and attend all mandatory training that has been provided. During this period staff will have monthly probation meetings and if successfully passing the probation period staff members will then receive bi-monthly supervision as a minimum and yearly appraisal.

The home employs approximately 20 people full time, all of whom work together with close links to promote consistency.