



DENISE JARMAN OPERATIONS MANAGER

As an organisation the core belief is to “enable an individual to live the life of their choosing”. The importance of choice of lifestyle is recognised and enshrined in the ethos of the organisation and the working practices undertaken by the employees of the organisation.

Key Values

- To promote dignity, respect and choice with an individual
- Safeguard from mistreatment and abuse
- To value an individual as a citizen and protect their human rights
- Promote a Person Centred Approach
- To promote Health and well-being

How we communicate this

- We have a robust recruitment and selection system that communicates the above values to all potential employees.
- An effective management structure is in operation that critically evaluates support practices in all areas of the service. Constant monitoring and evaluation of staff through supervision and appraisal, using core competencies as the basis for good working practice.
- Furthermore regular Team Meetings take place within all services. This ensures a consistent delivery of service. Additionally “Best Practice” meetings are held with Service Managers and Team Leaders these meetings operationally direct the way in which services are delivered and enshrine our key values
- We provide dignity and discrimination training to both employees and individuals. The facilitators are people who use our services as they are best placed to deliver the training and to answer questions from a service user perspective.
- Safeguarding policies and procedures are prevalent throughout the organisation and are regularly discussed. All staff and individuals we support receive appropriate training
- Staff are trained in a Person Centred Approach they help to set specific targets and outcomes with an individual. Staff will co-ordinate the plan on all identified areas. The success of the plan relies on direction from the individual whose plan it is and those closest to them. This approach ensures that individuals have a real ability to shape their own lives and helps others listen to them. It also means there is continuous monitoring of the service provided and it enables the organisation to change in response to their plans.
- Where there are health and wellbeing issues we ensure that “Health Passports” are used when individuals are admitted or discharged from hospital. All staff are given instruction in how to completed Health Care Action Plans by both internal and external mechanisms.
- We ensure that all staff receive training in Positive Risk taking and this equips staff to promote and inform individual choice of lifestyle. Risks are managed, not eliminated, and as such are quantified based on assessment, monitoring and evaluation.
- All staff receive training in Health and Safety awareness.



Health and Well-Being

The organisation has been at the forefront of improving the local healthcare for Service Users. The work undertaken both internally and externally has been recognised by the implementation of current policy within North Cumbria through the Patients charter and the development of the Hospital Passports for people with a Learning Disability.

As part of the process for example, discharge meetings are held prior to an individual leaving hospital, and involve both health and social care professionals. This allows for a measured response to the level of aftercare needed. A more intense package of support may be necessary immediately upon discharge for a short period of time which may be in the individuals own home or an alternative clinical environment may be identified. All information is documented and discussed with the individual in a format and pace they are comfortable with.

Support staff work with the individual on health related issues such as weight management and help to stop smoking. Staff will attend classes, draw up appropriate menu sheets with individuals and work in conjunction with key professionals.

As an organisation we have a excellent working relationship with a range of healthcare providers and deliver support under their supervision. We currently support a number of individuals in their own home who are in receipt of NHS funded Continuing Care. Within the range of people we support, we are very familiar to working with the frail and chronically ill, ABI , People with Mental Health, people with physical disabilities where a number of individuals require specialist equipment.