

## **Statement of Purpose for Glebe House Weekend and Short Break Service**

Glebe House is a registered company and a registered charity and has been providing a range of services to people with a learning disability for over 30 years.

Glebe House is registered with CQC to provide the activity of 'accommodation for persons who require personal care'.

Glebe Cottage is the location used for the Weekend and Short Break Service which provides residential breaks for adults and young people (aged 16-65+) who have a learning disability.

### **Provider of the Weekend and Short Break Service:**

#### **Name of provider:**

Glebe House (Charnwood) Limited

#### **Business address**

Woodgate Chambers

70 Woodgate

Loughborough

Leicestershire

LE11 2TZ

Tel: 01509 218096

Email: [peter.warlow@glebehouseproject.org.uk](mailto:peter.warlow@glebehouseproject.org.uk)

Website: [www.glebe-house.org.uk](http://www.glebe-house.org.uk)

Company No: 2724141

Charity Registered No: 1018920

CQC Provider 1D 1-101609552

### **Location for the Weekend and Short Break Service**

Glebe Cottage

9 Shelley Street

Loughborough

Leicestershire

LE11 5LD

Tel: 01509 265528 or 01509 218096 (main office)

CQC Location ID 1-637588477

Glebe Cottage is a 4 bedroomed detached house in a residential area of Loughborough. Three of the bedrooms can be used by clients and the 4<sup>th</sup> is used as a staff bedroom.

The main bathroom is upstairs but there is also a walk in shower/wet room with shower and disabled toilet facilities downstairs. There is a stair lift for access to the upstairs.

Downstairs there are 2 reception rooms, a kitchen and a large toilet with disabled access and a walk in shower. Outside there is a veranda and small garden area to use. Parking is available on the premises and on the street. There is a sloped access to the front door.

### **Office for the Weekend and Short Break Service**

The main office of the Registered Manager and of the Coordinator of the service is at Woodgate Chambers in the centre of Loughborough. A mobile office is available at Glebe Cottage during a weekend or short breaks. There is disabled access to all buildings.

### **Nominated Individual designated by the provider:**

**Mr Peter Warlow**

Glebe House (Charnwood) Limited

Woodgate Chambers

70 Woodgate

Loughborough

Leicestershire

LE11 2TZ

Tel: 01509 218096

Email: [peter.warlow@glebehouseproject.org.uk](mailto:peter.warlow@glebehouseproject.org.uk)

**Job Role:** Glebe House Chief Executive

**Qualifications and Experience:** Management Science BSc (Warwick University)

Peter has managed Glebe House since May 2011. He previously worked as Head of Operational Services in a charity in Leicester and acted as the manager for a domiciliary care company in Wigston. He is currently a trustee for a charity

supporting families with children with learning disabilities and has been a foster carer.

### **Registered Manager for the Weekend and Short Break Service:**

**Mrs Beverley Jakubas**

Glebe House (Charnwood) Limited

Woodgate Chambers

70 Woodgate

Loughborough

Leicestershire

LE11 2TZ

Tel: 01509 218096

Email: [quality@glebehouseproject.org.uk](mailto:quality@glebehouseproject.org.uk)

**Job Role:** Quality and Care Manager; Registered Manager.

**Qualifications and Experience:** Registered Manager Award; Trained nurse (RN1). Registration lapsed.

CQC manager ID 1-157339916

Beverley has worked in a number of roles at Glebe House since 1987. She currently works as part of the Senior Management Team of Glebe House and is the Quality and Care Manager for the organisation. Beverley has up to date learning and development in a wide area of health and social care and is also an in-house trainer.

Beverley was the Registered Manager of the previous Glebe House Weekend Break Service which ran from a previous location for many years. She is now the Registered Manager for the current location of the service.

### **Aims and Objectives of the service**

The overall aim of the service is to provide every client with the highest standard of individualised care which reflects the choice of the client and is delivered within a friendly, homely and supportive environment.

### **The general aims:**

- To meet the changing needs of the clients and families we support
- To promote personal choice and independence
- To be responsive and flexible
- To provide quality, safe and stimulating environments

- To ensure equality and diversity
- To empower through participation
- To work in partnership with all appropriate agencies involved in the clients life
- To employ a quality workforce

### **The objectives:**

- Ensure every client feels supported when they stay for a break at Glebe Cottage.
- See past the learning disability and value the person.
- Create a homely and relaxed environment
- Promote a positive approach towards a person with a learning disability and to value their skills and abilities
- Provide the appropriate quality care and support.

### **The values**

The Weekend and Short Break Service promotes and reflects the values that focus on the individual client as being central to the planning and delivery of care and support.

The Weekend and Short Break Service upholds the Glebe House Core Values:

- To treat everyone with Respect, Dignity and Kindness
- To provide continuous person centred support
- To enable clients to be socially included
- To promote independence and equal rights for all clients, families and carers
- To listen to the needs of everyone and take action to make a difference to their lives

### **The Glebe House Service Promise**

Glebe House promises that everyone that we support has the right:

- To religious and cultural freedom of practice and beliefs
- To wear a form of dress, sari, turban or any clothing required by the persons race, culture or religion.
- To political expression.
- To be called by a preferred name
- To form relationships
- To have information on relationships, including personal conduct and responsibility.

- To have information and guidance on participating in the community
- To be treated with dignity and respect
- To have informed choice, choose to do new things even if that involves some risk
- To be treated fairly
- To expect that personal matters are treated with confidentiality
- To be able to take part in relevant meetings
- To be involved in the planning and delivery of services
- To have an independent advocate if needed
- To receive a good quality service
- To have clearly explained anything verbal or written if it concerns you personally

### **The nature of the service provided.**

Most people caring for someone with learning disabilities could do with a break from time to time; the same is true for their dependant. The Weekend and Short Break service provides residential respite care which allows everyone to have a break and encourages people to become more independent.

Our aim is to create a family atmosphere with routines and activities that the client chooses. It is also an ideal opportunity for a small group of friends to spend the weekend or short break together.

There are no more than 3 guests of similar age and interests staying at Glebe Cottage at any one time, and each break is organised around their needs, preferences and choices. In-house activities can be arranged, as well as making use of the facilities available in the local area such as shopping expeditions, eating out and social and leisure activities.

Our aim is to carry out tasks **with** the client and not **for** them.

The service provides support for clients aged 16-65+ with a learning disability as a primary need.

Some clients may have a variety of secondary needs such as:

- Autistic Spectrum Disorders
- Mental health
- Physical disability
- Sensory impairment
- Dementia
- Other needs due to being older

## **The CQC service type provided at Glebe Cottage:**

Care home service without nursing (CHS)

### **Our support could include:**

#### **1. Learning independent living skills**

Glebe Cottage is an ideal place for learning independent living skills and to help prepare someone for living in the community in the future.

We can provide **support** to learn to:

- Plan and do shopping.
- Manage cleaning, tidying up, bed making.
- Operate household appliances and use them e.g. vacuuming
- Manage their laundry.
- Plan meals and food preparation, cooking and cleaning up
- Handle personal possessions and documents
- Manage money
- Buy clothes, choosing clothes or buying other things they may want.

#### **2. Personal Care support (see separate section)**

#### **3. Support with Social Inclusion and Accessing the Community**

For example:

- Help to access the community and community activities, for example, leisure and fitness opportunities
- Help to pursue interests, for example, the cinema, hobbies
- Supporting clients to maintain friendships and relationships.
- Emotional support including the promotion of general social functioning.
- Support to attend evening activities.
- Support to visit places, for example, the park, a show.
- Support to use public transport.

- Support with activities linked to the client's religion or culture, for example, visiting local venues such as church, celebrating festive and religious occasions such as Ramadan, Christmas, Chinese New Year.

#### **4. Specialist Support**

For example:

- Positive behaviour management support.
- Support for clients with or developing dementia as well as having a learning disability.
- Support for clients who have physical disabilities or sensory impairments.
- Supporting clients who have epilepsy or other medical conditions that may require them to take medication, attend hospital and other health appointments.
- Support for clients who have specialist eating and drinking needs, for example, gastrostomy feeding.

#### **Personal Care Support**

The Weekend and Short Break Service is registered to provide personal care support to clients who are staying for a break and who require the support in order to remain independent, or to enable parents/carers/families to have a break. We always get the agreement/consent of the client before providing support.

This could be support with:

- Dressing and undressing.
- Bathing, washing, shaving and hygiene.
- Toilet and continence requirements.
- Eating and drinking.
- Getting up and going to bed.
- Managing health matters e.g. medication.
- Mobility, manual handling.
- Some health assessed delegated tasks, for example, gastrostomy feeding, emptying catheter bags.
- Medication, for example, prompting, administering, promoting self - management.
- Positive behaviour management.

The support could also be advice, encouragement and supervision relating to all the above, for example, prompting to take a bath, supervision during a bath. The level of support is assessed, agreed and recorded in the clients support plan.

## **Management of Medication**

Glebe House recognises that for some young people and adults, access to appropriate medication is an integral part of their daily living and an aspect of minimising their disability.

We undertake to maintain a responsible attitude to young people's and adult's medication in the context of advice from medical practitioners, parents/carers and the current legislation, regulations and The Health and Social Care Act 2008.

Our first aim is to enable and support clients to manage their own medication. We have a Medication Management, Handling and Administration Policy and Procedure that provides a system for safe handling, support and administration of medication to all clients, including young people, whilst they are receiving support from Glebe House staff. This enables all clients to be able to continue to access services appropriate to their needs.

We assess the level of support a person needs and this is recorded within the persons support plan. We get written permission/agreement from parents (for young people) or from the individual adult client or person(s) who is able to make the best interest decision for them, for every medicine we are asked to administer, before we give any medication. Medicines will not be administered unless they have been prescribed for the adult or young person by a doctor.

We keep records of all the medicines we take responsibility for or administer, and parents, carers and clients know about these records. Staff managing, handling or administering medication have been trained and assessed as competent to do so.

## **Examples of tasks that would not be done by support workers during a Weekend or Short Break**

- Toe and nail cutting
- Ear syringing
- Removal and replacement of urinary catheters



- Bowel evacuations
- Bladder washouts
- Injection
- Tracheotomy care - changing tubes
- Invasive procedures

We will not carry out tasks that require qualified nurse training, such as giving injections or dressing wounds. Under the Leicester, Leicestershire and Rutland Health & Social Care Protocol 2014, these tasks are defined as the responsibility of health care professionals. We follow the local authority guidance and any updates to the guidance.

There are some tasks that are borderline nursing tasks and defined as 'Delegated Health Care Tasks'. We will undertake these tasks only after staff have received appropriate training and assessment from a health care professional, for example, administration of rectal Diazepam, Buccal Midazolam.

### **Mental Capacity**

The service is aimed at supporting individuals with a learning disability to have control of their lives. We work on the assumption that everyone we support has the ability to make decisions for themselves about their own lives. However, some clients do not have the ability to make some decisions themselves. In such situations we will work with the client and if appropriate, their carer, family, friends and other professionals, to support them to make the choices and decisions they want. If this is not possible, we will work with the clients carers/family/friends and other professionals to make best interest decisions on the clients behalf. If we have to make decisions on their behalf, we will use the guidance and follow the legislation issued by government to help us do this.

### **Management of Staff**

The service is overseen by a Registered Manager. The Nominated Individual for Glebe House manages the Registered Manager and takes responsibility for the service on behalf of the organisation.

The individual weekends or short breaks are set up and organised by the Weekend Break Coordinator, who oversees the day to day running of the breaks. The Coordinator supervises the support workers who work within the service. The Registered Manager, Nominated Individual and the Coordinator of the service have a level of expertise and experience that promotes stability and

continuity in the service offered and the value base required to develop the service in a professional and flexible way.

Managers and staff adopt an open approach, which enables clients to feel valued and respected and staff themselves to feel supported and listened to.

### **Staff learning and development**

Glebe House believes that staff learning and development should be an integral part of the organisation from induction and throughout employment to ensure that staff can perform to the expected standard. This allows Glebe House to demonstrate its compliance with current standards, codes of practice, regulations and legislation as well as compliance with regulatory bodies such as CQC and OFSTED and local authority. Glebe House has a policies and procedures in place for staff learning and development

### **Support Staff – Working with Adults**

The majority of staff supporting adults have a Level 2 or 3 qualification in social care. Some have equivalent qualifications or experience. Staff take part in learning and development sessions in a wide variety of subjects within supporting adults with learning disabilities in Health and Social Care. Staff also attend Safeguarding Adults training and regular updates in statutory and essential learning subjects.

### **Support Staff – Working with Children and Young People**

All staff working with children and young people are child/young person focussed and receive training and updates specific to working with children and young people with learning disabilities and their families. The majority of staff hold a Level 2 or 3 qualification in working with children and young or have an equivalent relevant qualification or experience. Staff attend training in Safeguarding Children and Young People.

### **Support Staff – Working with adults, children and young people**

A large number of staff employed by Glebe House work with adults, children and young people. They receive a high level of training and many have adult and child qualifications and are trained and updated in safeguarding adults and children/young people as well as first aid applicable to both.

### **Safeguarding**

The safeguarding of our clients is a priority and we seek to comply with all the legal requirements in our safeguarding practices.

We recognise that our clients must be safeguarded from all forms of abuse wherever and however it might occur: from within the family or others, or from abusive behaviour on the part of its staff. We take every possible action to prevent abuse and to deal with it promptly and effectively if it occurs, or is reported as occurring.

We have policies and procedures in place and follow the local guidance from the Leicestershire and Rutland safeguarding boards. Our staff are familiar with our policies and procedures and are trained in the specific procedures for preventing, observing and reporting suspicions or signs of abuse of adults and children. Staff are aware of our whistleblowing policy and procedure.

### **Monitoring and feedback**

We welcome comments and feedback from anyone who uses our services. We encourage clients and their families to tell us what they think about the service and give us any thoughts or ideas they may have about how we could develop and improve the service in the future. We also ask the staff what they think too.

### **Concerns and complaints**

The aim of the service is to provide our clients with the highest quality of individualised care. However if we fail to deliver this, it is essential that our clients/carers are able to let us know where we can improve. Glebe House has a concise complaints procedure, available at the Cottage or on our website which can be used to voice concerns or complaints.

Created 19<sup>th</sup> July 2011 BJ.

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