

Ty Parc - Statement of Purpose



Ty Parc, Cardiff Road,
Bargoed,
Caerphilly.
South Wales
CF81 8NN

Telephone: 01443 838535

Registered Provider

Parc House Ltd
Ty Parc
Cardiff Road
Bargoed
Caerphilly
South Wales
CF81 8NN

Company Number: 12857355

Registration CIW: SIN-00012346-LNFB

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Ty Parc is operated by Parc House Ltd

Directors: Neil Edwards, Gethyn Mills, Richard Morgan

Responsible Individual: Neil Edwards

Registered Manager: Paula Campbell

INTRODUCTION

This Statement of Purpose outlines the aspects of services Parc House Ltd intend to provide and is created as a requirement under the Regulation and Inspection of Social Care Act (Wales) 2016 and The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017

REGISTRATION CATEGORY

Adults aged 18 and over.

LOCATION OF THE SERVICE

Ty Parc is in Bargoed, (Welsh – Bargod) is a town and community in the Rhymney Valley, Wales, one of the South Wales Valleys. It lies on the Rhymney River in the County Borough of Caerphilly. It straddles the ancient boundary of Glamorgan and Monmouthshire, with Bargoed lying in Glamorgan and Aberbargoed in Monmouthshire. 'Greater Bargoed', as defined by the local authority Caerphilly County Borough Council, consists of the towns of Bargoed and Aberbargoed and the village of Gilfach.

This former mining town has several multiple retailers including: Morrisons, Original Factory Shop, Greggs, and Subway, as well as a good range of small independent businesses. In addition, there are plenty of arts and cultural places of interest e.g., Blaenavon Big Pit, Llancaiach Fawr Manor, The Winding House, also there is the Bargoed Woodland Park, Cwm Darren Park for those that are interested in wildlife. There is a GP, Opticians and Dental surgeries within walking distance of Ty Parc.

Ty Parc is within easy travelling distance (by Bus, Train, or Car) to Cardiff and Newport which both has many shops, restaurants, leisure centres, museums, and sports clubs.

ABOUT THE SERVICE PROVIDED

Ty Parc provides 24-hour residential care and support for 12 adults aged 18 years and over with mental health and learning disabilities including those on the autistic spectrum. We are also able to accommodate those people with learning disabilities that may also have dementia and behaviours that may challenge.

Placements are long-term however we can offer respite and short-term placements depending on assessment and impact on those people already residing in the home.

The home environment is warm, friendly, happy, and safe for people who live here with our staff ensuring the service is free from all forms of discrimination and we welcome diversity.

All records are safely stored, secure and kept up to date, medication is securely stored in line with requirements. We are open to referrals from Local Authorities.

DEFIBRILLATOR

We have a Defibrillator on-site, which all staff have been trained to use.

STANDARDS of CARE and SUPPORT

We understand the importance of providing a person centred and holistic approach to care and ensuring that care is delivered in a way that respects the individuals wishes acknowledges them as vulnerable and safeguards them. To this end we provide training and support to our staff to ensure they have the skills, knowledge, and experience to provide care and support to the people living in the

home. We encourage participation from individuals to become involved in their care where appropriate.

We actively encourage individuals to pursue hobbies and leisure activities especially those outdoor as a way to improve health and wellbeing and as a form of self-expression and integration into wider society.

We have a holistic and person-centred approach to the provision of quality care. We engage with the individual to identify personal goals and provide structured support.

It is our intention to create a safe environment where people feel respected and valued.

We offer a range of activities both in house and in the wider community, such as:

- Arts and crafts
- Cooking and baking
- Walking
- Biking
- Attending college

We work hard to create an atmosphere of trust where residents and staff feel able to approach management with anything that is worrying them. We also welcome suggestions for improvement and informal chats with the people at the heart of our service and respect the persons need for privacy, dignity, autonomy, and their rights to confidentiality.

In order to support individuals to live a healthy lifestyle we provide freshly prepared food that is both delicious and nutritionally balanced from menus prepared with the input of people living and working in the home.

We recognise that we are only as good as the staff we employ. We do everything to ensure that we employ people with a positive attitude towards the individuals they are working with and have a genuine desire to improve their lives.

We believe that in order for high quality care to be delivered, we need to support our staff to provide the best care they are able to.

We provide support to our staff team through:

- Regular supervision
- Identification and provision of training, to improve their skills
- Value their contribution to the team

We have in place a quality assurance system that ensures the high quality of the service and management of the home and responds positively to feedback. As only by understanding what you are doing wrong can you improve the quality of care and support in the service.

It is important that people are assisted to be independent and use public services when possible and appropriate. However, for those occasions when other transport is not appropriate, we provide company vehicles. These vehicles are used exclusively to support people living in the home to attend appointments or recreational activities.

REFERRAL AND ASSESSMENT

Referrals are generally from the local authority or local health boards however private referrals are also welcome.

It is important that we find the right mix of people who will benefit from the placement and each other. So, care is taken to ensure that we have all the information available in order to make an assessment as to whether or not we are able to meet the persons needs and that the placement will be a positive one, not only for the individual but also those already living in the home.

Information will be gathered from the individual and their family, along with professionals involved in the person's care. Information and assessment will be completed by a suitably experienced person. An assessment will be undertaken on the impact the referral will have on the people living in the home, on staffing, including any additional training required prior to a decision being made.

The person will be informed of the decision, along with their social worker.

CARE PLANNING AND REVIEW

Following the offer of placement, a holistic care plan will be put together with the input of the individual. This will be developed over time as we get to know the person and they make us aware of their preferences goals and aspirations. Reviews will take place, not less than every three months or as the person's needs change. People are encouraged to take part in community activities, including education, pursuing hobbies, and taking part in leisure pursuits. Social interaction and inclusion in the community is key to personal wellbeing; as is, leading as full a life as the person desires. We fully support this.

Weekly activity planners are compiled with individuals. These include activities of daily living, social and recreational activities including religious observances leading to achieving the persons goals.

Individuals are supported to attend:

- Opticians
- Doctor Appointments
- Dentist
- Hospital Appointments
- Any other needs (such as Physiotherapist, Psychologist, Speech, and Language Therapist) should this be required.
- Education

We understand the necessity to maintain relationships and will support people to do this and to build (appropriate) social relationships.

People are welcome and encouraged to receive guests in communal areas or in the privacy of their own rooms. Staff are on hand to accompany should this be assessed as necessary and recorded in the care plan.

SAFEGUARDING

We have robust policies for the safeguarding of adults who are vulnerable to abuse. We want every adult to feel safe, secure and be in an environment free from abuse, neglect, and bullying.

We have made links with the local adult and child protection teams. The manager has overall responsibility for the appropriate reporting of any incidents or concerns that may constitute abuse or bullying.

All residents and staff are encouraged to voice any concerns they may have about themselves or others.

Our holistic approach to care planning makes us aware of vulnerabilities and behaviours that may place the individual at risk. We identify these situations through risk assessments and with the input of the person plan to minimise the risk.

All staff are made aware of the safeguarding procedures for adults.

Ty Parc safeguards our residents from abuse and harm by having in place a Safeguard Lead who understands the safeguarding policy and procedure and helps to ensure our procedures are followed.

All staff have completed relevant safeguarding training for adults. All staff's DBS are checked against children as well as adults.

LEARNING DISABILITY

For an individual with a learning disability, it can be more difficult to undertake everyday activities such as household tasks, managing money, socialising and this affects every aspect of their life. It may take longer to develop new skills and understand complex information, but with support they can achieve their goals.

We understand that enjoying a life that has purpose and meaning, is important. We support people with learning disabilities to live ordinary and fulfilling lives by listening to what they aspire to and work in partnership with statutory services to produce the best outcomes for people.

Our staff take the time to listen to people with learning disabilities to develop a personalised support plan that is tailored to their individual needs and aspirations. Where appropriate, we involve family and friends and build on-going professional relationships to acquire as full a picture of the person's needs as we can. Our staff undertake courses such as autism awareness, dealing with behaviour that challenges, as well as more specific client centred training, tailored to the needs of individuals or a particular diagnosis. Staff can undertake training in sensory issues and/or total communication.

We can support people to achieve personal goals by focusing on strengths and abilities to meet personalised support plans. Our staff will build a relationship with the person to identify on-going needs and to develop trust.

We work closely with social services. We work with occupational therapists to support people in achieving activities of daily living, and to enhance independence. This could involve help with domestic tasks, cooking, budgeting, building independence on public transport, etc.

MENTAL HEALTH

It is acknowledged that having a learning disability does not preclude the individual from mental ill health such as anxiety, depression, bipolar disorder schizophrenia etc. We support people to maintain a general good level of mental wellbeing by providing a relaxed and well-maintained environment along with regular Key working sessions where people have the opportunity to discuss their feelings and emotions.

Staff are aware and knowledgeable regarding mental health conditions and can support the individual to identify when their mental health may be deteriorating and preventing crisis.

We also liaise closely with mental health professionals to ensure we are providing the appropriate support. It is sometimes difficult for a person with a learning disability to be able to explain how they feel and what they are experiencing. They may be experiencing feelings of isolation, paranoia or be having audible and/or visual hallucinations that are difficult to distinguish from reality. Key working sessions are used to try and assist the person to make sense of what is going on and try and help them give clear feedback to the supporting mental health professional.

We develop an individual support plan identifying areas of need such as maintaining a hygienic environment, personal care, life skills, budgeting and compliance with medication, which can often be an issue due to side effects of some medications.

We are also able to accommodate people who may have a mental health diagnosis as their primary or only need. This would be subject to a thorough assessment of the individual and their impact on others living in the home.

Staff undertake general mental health awareness training which gives an overview of conditions and any specialist training that may be identified to support the individual.

AUTISM

Autism is a lifelong developmental disability affecting how people interact with the world around them, taking things very literally, taking extra time to process information and repeating what has been said (echolalia).

Social interaction is hard as they can feel 'overloaded' by other people and need to spend time alone appear to be insensitive and find it hard to form friendships.

People can also be oversensitive to light, smell, and other environmental factors.

The world can be a confusing place; to bring order, there is a need for repetitive behaviour and structure.

As with everyone we work with people at their own pace to develop a workable care plan that includes suitable activities and support that is centred around the person.

We can adapt the person's room to ensure the environment is low arousal.

CHALLENGING BEHAVIOUR

The NHS defines challenging behaviour as: *putting them or those around them (such as their carer, other service users) at risk, or leads to a poorer quality of life.*

It can also impact their ability to join in everyday activities.

Challenging behaviour can include:

- aggression
- self-harm
- destructiveness
- disruptiveness

Behaviour may be the person making you aware of an unmet need or a frustration when they are not able to communicate what they want. We work with the person, their family and health care

professionals involved with them to formulate a holistic person-centred plan that identifies behaviours and their cause.

We use a personal behaviour support model to work with individuals to understand and minimise behaviours that may challenge; thereby improving their quality of life and ability to integrate into wider society.

We analyse information from incident reports that record what was happening prior, during and after the incident, this identifies any patterns to behaviours.

On the occasions when behaviours will occur, we use de-escalation and follow the person's risk assessment and management plan. Only as a last resort will physical intervention be used and only in line with an agreed plan and by trained staff.

DEMENTIA

Dementia is the term used for a range of progressive symptoms and conditions that affect the brain and memory.

While affecting people with a learning disability in much the same way as anyone else. However, people with a learning disability, especially Downs syndrome, are much more susceptible to early onset of dementia than the average person. The early presentation may also be different as there could be other health conditions that are not well managed. They may also experience a more rapid decline, so early diagnosis is essential.

A person with a learning disability is less likely to understand the diagnosis and what is happening to them. This in turn, may cause difficulty in regulating their behaviour. Peoples' needs do not change but the way they are able to communicate these needs may lead to frustration and some behaviours that may challenge.

All our staff attend training on dementia awareness to enable them to gain an understanding of what it is like to live with dementia. This training provides our staff with the knowledge of how to best support the individual as everyone will react differently to a diagnosis and ongoing deterioration.

We work with individuals to compile background information and detailed care plans that will assist in their future support and wishes.

We know our service users well and record any signs of possible dementia to ensure early diagnosis. We work closely with health professionals, bringing attention to any identified change in the health and wellbeing of the individual. We will assist in attending memory clinic, liaise with Psychiatrist and CPNs to ensure the person receives the best possible care and outcomes.

FACILITIES AND SERVICES

A former hotel, Ty Parc has been completely refurbished into 12 bedded care home offering surroundings that have been finished to a high standard. All rooms are large and 11 have en-suite facilities with shower wash hand basin and toilet.

The ground floor is spacious with an open plan, fully fitted kitchen with dining and lounge area, a smart TV is fitted in the lounge area for relaxing. The ground floor has a communal wet room, and toilet.

The staff office to the rear of the building for staff to maintain and securely store care plans and other records. There are 3 bedrooms on the ground floor, to the rear of the building.

From the rear of the main lounge area, there is access to the basement which has a staff room, staff bedroom with en-suite and various storage rooms. One of the rooms houses the sprinkler system, all the boilers and the washing and drying machines. The basement area is for staff only.

The first floor has a further 5 large bedrooms, all with a wet room and en-suite facilities. There is also a lounge room that opens out onto the balcony with beautifully scenic views over the valley. This room can be used for meeting family members or to play board games, read or just to sit and relax and enjoy the view. This room is equipped with fridge, a sink, work surface and facilities to make tea, coffee, and cold drinks. The room is equipped with a smart T.V for people to relax and watch TV.

The second floor has 4 large bedrooms. All fitted with wet room en-suites, are finished to a high standard, and are decorated neutrally.

All bedrooms and bathrooms are fitted with an emergency pullcord. This will activate an alert on the central control panel located in the staff office.

All the 12 double bedrooms contain:

- A bed and bedding or bed that is appropriate for the individuals needs
- A wardrobe
- A chest of drawers
- 2 x Bedside drawers
- A bedside lamp
- Towels

For staff and residents who smoke, there is a designated smoking area outside the back of the main building (off-site).

All floors are accessible via a fully fitted and serviced lift if needed.

There is a patio area at the back of the building with outside tables and seating, this area can also be used for BBQ's or parties.

There is ample staff and visitor parking at the rear of the building which is secure via electronic gates.

CCTV SURVEILLANCE

Ty Parc is equipped with CCTV cameras covering the entrance and parking area to the property to ensure safeguarding of the people living in the home and staff.

CCTV cameras are also installed in the communal areas on the ground, first and second floors again for the safeguarding/welfare of the individuals/residents and staff.

COMPLAINTS

We hope that people would feel able to raise any issues with us and have confidence that we would address the matter promptly and efficiently. A complaints procedure is available.

Service users are made aware of the complaints policy on arrival and staff are made aware during induction.

We won't always get everything right. On those occasions we want people to let us know. Being made aware of the things we may get wrong, offers us an opportunity to improve.

In such a case, people are encouraged to contact the Service Manager in any way that they feel comfortable. This can be an informal complaint that can be investigated in a low-key manner and resolved easily.

If the complaint is of a more serious nature the Service Manager will acknowledge receipt within 3 working days and will investigate and take appropriate action within 14 days.

If the client and/or their family members are not satisfied with the outcome they are advised to make an appeal to the Managing Director who will acknowledge receipt within 3 working days and make a final decision within 14 days. If the client and/or their family members are still dissatisfied, they can complain to the Public Service Ombudsman.

We may not always get everything right first time – but we will always want to put everything right!

LANGUAGE AND COMMUNICATION NEEDS

CULTURE AND DIVERSITY

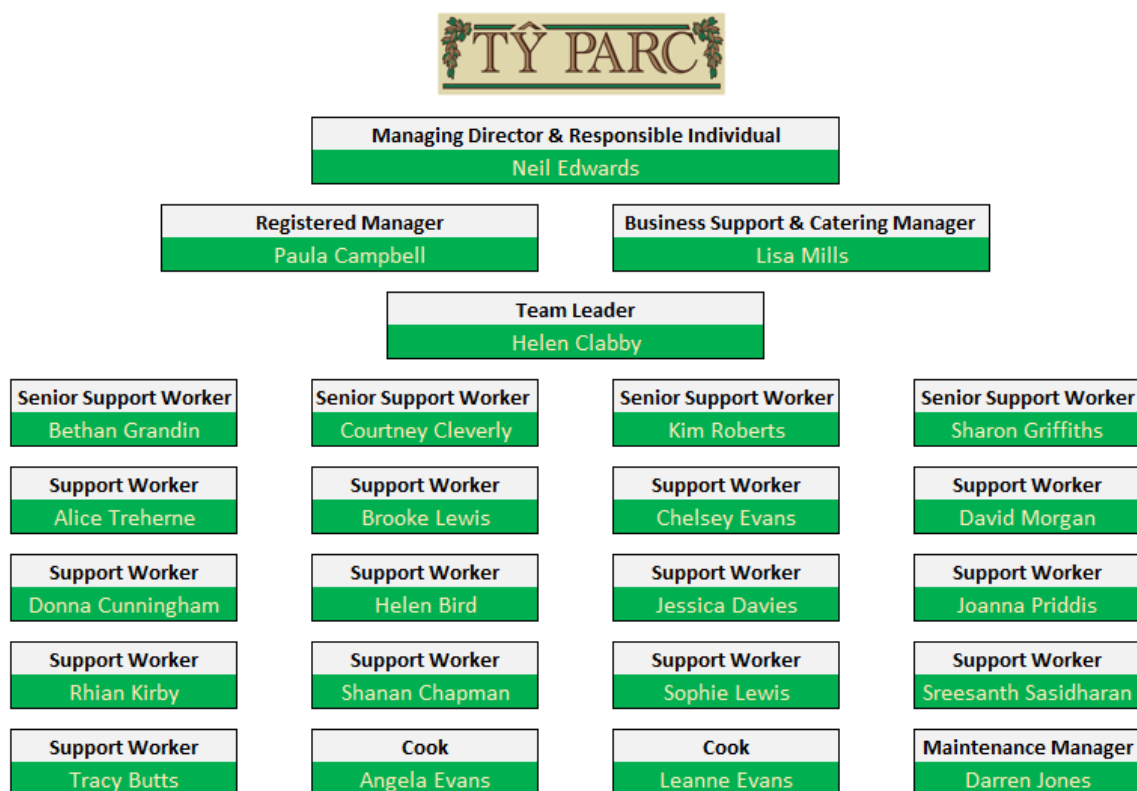
Each person is unique and will be valued and treated respectfully and equally. We will not tolerate discrimination under any circumstances. We believe in supporting diversity and equality and we will strive to meet individual cultural, religious and communication preferences by working with the person and listening to their wishes.

LANGUAGE AND COMMUNICATION

We will endeavour to meet individual language and communication preferences, including working towards the Active Welsh Language offer. During the assessment we will ask about any speech or hearing impairments. We will work with individuals to find their best method of communicating. This may include objects of reference, total communication or be unique to the individual.

STAFFING ARRANGEMENTS

ORGANISATIONAL STRUCTURE



Ty Parc, Cardiff Road, Bargoed CF81 8NN
Tel: 01443 838535

MANAGING DIRECTOR & RESPONSIBLE INDIVIDUAL - Neil Edwards

Experienced in heading local & national teams within Children’s Services, Criminal Justice System, the Third Sector, and Social Care Industries. With a proven track record in developing services that engage beneficiaries, colleagues, and external agencies to deliver best outcomes.

FINANCE DIRECTOR - Richard Morgan

A fully qualified accountant (ACCA), Richard’s management career in finance began as Senior Audit Manager of a national accounting firm.

He has worked with the care industry over many years and supports our Managing Director by implementing internal finance systems, providing monthly MI, and producing business plans to report to the Directors at Parc House Ltd

REGISTERED MANAGER – Paula Campbell

A highly experienced and qualified manager who has achieved Level 5 QCF in Leadership and Management. She is also registered with Social Care Wales under Part 2 of the register as a Residential Care Manager. Paula has the acquired the appropriate skills, knowledge, and competence to undertake the role and manage the service safely, reliably and to a high standard. Paula is of good character and suitable integrity and has the necessary skills and experience for the position, having worked in the social care field for most of her career.

TEAM LEADER

The Team Leader supports the Registered Manager, with delegated responsibility, in the day to day running and operation of the Home. Leading and managing a team of staff to ensure the resident's welfare, safety, needs and outcomes are at the centre of all care and being responsible for the effective deployment of staff at the Home. The Team Leader leads, manages and supervises the Care Staff, through line management and role-modelling and by ensuring that Parc House policies are implemented fully.

SENIOR SUPPORT & SUPPORT WORKERS

The team of Senior Support & Support Workers offer different skills and backgrounds that enhances the diverse team ethos. This philosophy delivers a collaborative working model that ensures the day-to-day support provided to people living in the home is of the highest standards. These staff all hold QCF level 2/3/4/5 or are working towards achieving this.

ADMINISTRATIVE SUPPORT

The managers are supported by the business support manager and business support officer who work part-time in the home.

DOMESTIC ARRANGEMENT

Professional domestic staff are contracted for deep cleaning the communal areas and people's rooms periodically.

RECRUITMENT

We have a robust recruitment process that includes completion of an application form an interview where any gaps in employment are investigated. If successful any offer of employment is subject to a satisfactory DBS check and 2 references at least one being from the current or previous employer. There is a 6-month probationary period where staff undertake induction and training to ensure they are competent.

STAFF EXPERIENCE, QUALIFICATIONS AND TRAINING

We will employ qualified staff (new staff that do not hold a QCF qualification will begin working towards obtaining this qualification after their induction process has been completed), to meet the requirements of the individuals.

All staff will undertake our in-house induction process so that they can understand how the shift works on a day-to-day basis. All new employees will be Social Care Wales registered or will complete any additional training either internal or external courses will be catered for to ensure we provide a skilled work force to meet the needs of the individual's residing at Ty Parc.

All new staff take part in a tailored training programme, focusing on the needs of the individuals in the home. This will start at the induction stage, and we will ensure the team are well equipped for dealing with the challenges that they may face.

We realise the importance of the individuals need for dignity, respect, independence, and privacy. All staff are currently undertaking or have completed their QCF qualification awards, new staff that do not hold a QCF qualification will begin working towards obtaining this qualification after their induction process has been completed.

STAFF WILL BE PROVIDED TRAINING IN:

- Role of the Care Worker
- Principles of Care
- Person Centred Care
- Values and Principles in Social Care
- Code of Professional Practice
- Safeguarding Adults
- Conflict Management
- Positive Behaviour Management
- Physical Intervention/Breakaway Training
- De-escalation & Diffusion Training / Conflict Management
- Medication Training (Boots)
- Mental Health
- Dementia
- Learning Disability
- Autism Awareness
- Challenging behaviour
- Total Communication
- Equality & Diversity
- First Aid / Defibrillator Training
- Control of Substances Hazardous to Health (COSHH)
- Infection Control
- Health and Safety
- Fire Training
- Food and Hygiene
- Record keeping and GDPR.

Other training that is identified to meet the needs of the individual.

Staff will have access to a copy of this Statement of Purpose. Each member of staff will receive a Staff Handbook that will assist them in their training and development and a copy of the 'Code of Practice for Social Care Workers'.

Career development will be dependent on experience and the willingness to gain further qualifications. Parc House Ltd will continuously encourage staff in this area.

STAFF SUPPORT AND SUPERVISION

There is a rolling supervision programme with all staff receiving supervision no less than 3 monthly. Staff that are new to care may require supervision on a more regular basis to assist in development and identification of training requirements.

The managers will supervise senior support and ancillary staff. The senior support staff will be responsible for the supervision of care staff.

Written records of all supervisions are kept that include agreed actions and responsibilities. Both supervisor and supervisee sign the supervision record. The records are stored securely with access restricted to supervisory staff.

The managers will be supervised by the managing director for business matters and independent care consultants for care related matters.

FIRE PRECAUTIONS AND EMERGENCY PROCEDURES

There is a modern Fire Alarm System fitted and Fire Doors with appropriate 'Fire Exit' and 'Fire Emergency Instruction' notices displayed at relevant points around the home.

A sprinkler system has been installed with a periodic servicing plan in place. All people living in the home have a Personal Emergency Evacuation Plan (PEEP) in place. During induction training staff are made aware of the Fire Prevention and evacuation procedures.

Fire shutters (x2 kitchen area and fitted to the lift doors x3) are linked to the fire alarm.

A full Fire Drill and Tests are conducted and recorded to ensure a rapid and safe response to a fire alarm.

There is a system in place for the regular testing of the effectiveness of the fire prevention equipment by staff and a contract in place for the periodic inspection and servicing of equipment.

All fixtures, fittings and furniture are Fire Resistant or Fire-Retardant fabric and materials.

There are copies of the fire procedure in the home and regular visitors are made aware of the evacuation procedure.

GOVERNANCE AND QUALITY MONITORING STRATEGY

The Manager will be responsible for the day-to-day delivery of the service and ensuring compliance with the Social Services and Wellbeing (Wales) Act 2014 and Regulation of Social Care (Wales) Act 2016.

A quality assurance visit will be carried out no less than every 3 months by the Responsible Individual, who is supported by external (independent) consultants, where a random sample of documentation will be sampled and checked for compliance including documentation contained in individuals' files, staff files, training records, complaints management, safeguarding records etc. Feedback will be sought from people living in the home, staff, and other stakeholders such as relatives. A report with recommendations will be provided and followed up on the next visit.

The responsible individual is aware of their responsibilities under regulation 76 to ascertain the views and opinions of people living in the home along with other interested parties. This will be undertaken no less than every three months and the findings documented.

A Health and Safety file will be maintained containing periodic checks of equipment, cleaning and maintenance schedules and certificates.

Care plans are reviewed no less than every 3 months or when changes occur. We encourage people to take an active role in the development of their care plan and take part in the review.

Regular meetings with people living in the home will be held every month. Here, everyone has the opportunity to raise their views and voice their opinions. If individuals do not feel comfortable feeding back to a group they may speak to the manager or the person chairing prior to the meeting. These are recorded with actions to be undertaken.

Staff meetings are held no less than every 2 months. These are held to discuss care plans, to ensure continuity in service, keep staff updated on policy matters, staff's views and to ensure that everyone has a shared understanding of general housekeeping matters.

An annual quality assurance survey is carried out by all the people living in the home, staff, relatives, and professionals who are in contact with the home.

Attention to the smallest detail is pivotal. Feedback from those that we care for, their families and other professionals is an important aspect of our quality assurance programme.

The Managers meets with the Managing Director/Responsible Individual on a monthly basis to discuss the performance and the overall running of the home.

The information above is reviewed on a regular basis and every 6 months a report is produced, and the Responsible Individual provides the Board of Directors with a copy, and Care inspectorate Wales receive the annual quality assurance report every 12 months.

