



New Generation Care

STATEMENT OF PURPOSE

*Residential Care Services
For
Young adults with special needs*

NGC

Established March 2006



INTRODUCTION

New Generation Care Ltd was established in March 2006 from the concept that young adults, who require residential care, moving on from college, school or home, need and want something different.

We at *New Generation Care Ltd*, listened to Clients, Carers, Care Managers, Social Workers, Parents etc and determined that what people wanted was small, community based homes that focused on family type units providing 24 hour, 365 days a year residential care, where activities and day care were fundamental in its provision.

The philosophy of *New Generation Care Ltd* was about treating all clients as equal individuals in their own right and at the beginning of their adult life, where nurturing, support, guidance, teaching and opportunities are essential in the early stages of any young adult's life.

We believe that all adults regardless of their needs or abilities are entitled to the same rights and responsibilities, opportunities and openings as we all are.

15, Manor crescent was bought in May 2006 and opened its doors in September 2006 following extensive renovation. Others were to follow.

We are a 4 bed-roomed bungalow which will supply 24 hour residential care for people with a learning disability and associated needs. We will specialise in those people who as well as their learning disability may also have a physical disability and as stated above are school, college, or home leavers. We will also take referrals for other client's dependant on our criteria. Our focus will be on active daily routine.



OUR AIM

Is to provide a high quality professional service, in a small, community based, family orientated, safe, healthy, nurturing and fun environment. We will actively encourage service users to make decisions about their lives, and offer a wide range of opportunities.

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OUR OBJECTIVES

- We will offer a wide range of leisure, social and day care activities.
- We will focus on supporting service users to learn as many independent living skills as possible, encouraging them to do what they can for themselves rather than it being done for them.
- Always offer choices about the decisions they are able to make in their lives.
- Always show respect and dignity at all times.
- Actively encourage community presence and community participation.
- We will continually review our practice
- We will continually train and develop our staff team.
- We will uphold the resident's charter and work with its beliefs.

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OUR PROMISES

As a user of the services we provide here at New Generation Care Ltd, we would like to make you 10 promises. These 10 promises are important to us and should be important to you. Should you ever feel like these promises are not carried out, you have the right and will be encouraged to complain using the complaints procedure.

1. *We promise to always listen to you.*
2. *We promise to give you opportunities*
3. *We promise to always care*
4. *We promise to always treat you fairly*
5. *We promise to always be honest and tell the truth*
6. *We promise to always treat you with dignity*
7. *We promise to help you feel safe and secure*
8. *We promise to help you with your problems*
9. *We promise to always respect support and guide you in the decisions and choices you make.*
10. *We promise to uphold the resident's charter and all it stands for.*



RESIDENTS CHARTER

Residents should expect:-

- *To be encouraged and assisted in maintaining a quality of life, with respect for the resident's individuality.*
- *To be encouraged to maintain independence choosing, whenever possible, their own level of freedom, habits and Lifestyle.*
- *To have their interests dealt with confidentially and to have their privacy respected.*
- *To be encouraged to fulfil their human, emotional and social needs.*
- *To be addressed as they wish.*
- *To be safeguarded from discrimination on any grounds, whether it be age, disability, sex, race, language or religion.*
- *To be given the choice to handle their own medicines when it is appropriate so do.*
- *To be able to retain the Doctor of their choice whenever possible.*
- *To receive medical and nursing care in a private place.*
- *To bathe, wash and use toilet facilities available to other people living in the community and assisted to make this possible.*
- *To have their care evaluated and discussed at regular intervals with the management of the home and to be given genuine and informed choices of the options available for their future care.*
- *To be freely given personal information on their condition and prospects, and to be informed of the person ultimately responsible for their care.*
- *To be cared for by appropriate trained and qualified staff.*
- *To be able to receive visitors at any reasonable time.*
- *To have the right to privately consult a Solicitor, Advisor or Advocate and have the right to be represented, when necessary, to put forward their own point of view.*
- *To be provided with homely, safe and clean accommodation of a high standard and to be encouraged to bring personal possessions into the home.*
- *To have access to a telephone that is placed in a position of privacy.*
- *To be provided with a choice of high quality appetising and nourishing food appropriate to the individual's dietary needs and personal wishes.*



- *To be encouraged to participate in recreational activities if the individual so desires, and to be given the opportunity to develop new hobbies and pastimes.*
- *To be encouraged to continue old friendships and form new ones.*
- *To be able to freely comment on, or complain about, any aspect of the service provided by the home through formal, or informal, channels; knowing that their views will be listened to and, wherever possible, accommodated.*
- *To be given a quality service of a consistent standard that is appropriate and responsive to the individual's needs.*
- *To have a contract of residence, a brochure and statement of terms and conditions of residency, prior to admission.*

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RESIDENTS CHARTER EXPLANATION

*The aim of the Residents Charter is to describe the standards and quality of service a resident should expect to receive from a member of **New Generation Care Ltd** and to ensure that the services provided are responsive to the needs and wishes of the resident.*

*It is intended that services provided by members of **New Generation Care Ltd** centre upon the rights, wishes and aspirations of the residents. Implicit in the charter is the commitment to enable residents to maintain access to the full range of entitlements enjoyed by all members of the company.*

***New Generation Care Ltd** is a self monitoring organisation and is affiliated to the National Care Homes Association. Membership is covered by a written Code of Conduct which requires members to uphold the contents and philosophy of the Residents Charter. All members care for the human rights of their resident in the same rigorous manner, therefore, the Residents Charter makes no distinction between the category of home or the disabilities of the resident.*

Members are committed to providing service on an individual basis ensuring, wherever possible, residents receive a service that meets their needs, their choices and their aspirations.

The Residents Charter is part of the continuing process of informing residents of their rights and privileges to allow them to make informed choices with regard to their care. Comments from the public, residents and visitors regarding care homes are welcome.



STAFFING

NAME OF THE REGISTERED MANAGER / PROPRIETOR:

Mr. David Horsgood

NAME OF THE RESPONSIBLE PERSON:

Mr. David Horsgood

NAME AND ADDRESS OF THE REGISTERED PROVIDER:

New Generation Care Ltd
15, Manor Crescent
Byfleet
Surrey
KT14 7EN

NAME OF CURRENT DIRECTORS:

Mr. David Horsgood
Mr. Graham Burch (Silent Partner)
Sarah Woodward (Consultant)



Mr. David Horsgood

David has been in the field of learning disabilities for over 19 years. He has worked in a variety of settings and with a wide range of service users, both children and adults. David is a qualified Social Worker and has worked as a field Social Worker/Care Manager within the field of learning disabilities for Social Services.

David is an accomplished and experienced Manager who holds the Certificate in Management, N.V.Q 3 Management and Diploma in Management as well as having undertaken many courses and training over the years.

David is deeply motivated, keen and enthusiastic and passionate about the work he does. His ideologies are deeply rooted and believe that all service users should be treated as individual, independent and equal people.

David's dream to run his own company working with people to grow and develop has always been a long term ambition.

David welcomes you all to his new and most exciting venture yet. *New Generation Care Ltd.*

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STAFF TEAM

We here at New Generation Care Ltd, 15, Manor Crescent, believe that all staff should be given the opportunity to progress, develop and grow. This is achieved by the use of good staff supervision, formally and on a day to day basis, as well as formal training.

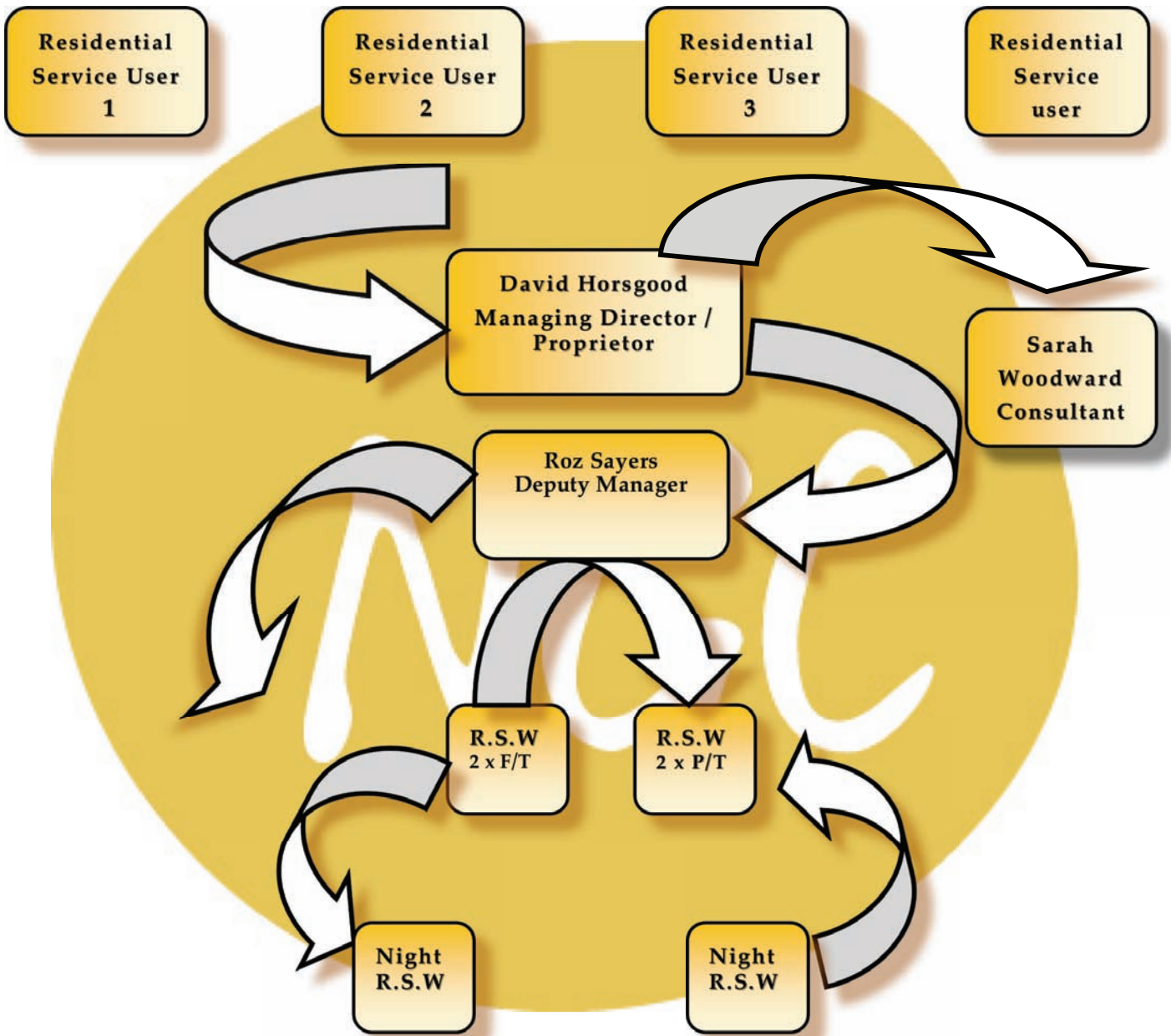
We also believe that staff should undertake the N.V.Q route of learning, leading them to a recognised qualification in the care setting.

All staff employed at New Generation Care Ltd, will be motivated, service user focussed and highly skilled to be able to deliver a high quality of care.

The staff team is made up of the following:

1 Registered Home Manager	(18.75 hrs p/w)
1 Deputy Manager	(37.5 hrs p/w)
2 Residential Support Workers (R.S.W)	(37.5 hrs p/w)
1 Residential Support Worker (R.S.W)	(30. hrs p/w)
1 Residential Support Worker (R.S.W)	(15. Hrs p/w)
2 Residential Night Support Workers (R.N.S.W)	(various)
1 Consultant	(as required)

COMPANY STRUCTURE



RESOURCES

Day Care

The company strives to meet the individual needs of each and every one of the clients who are in the care of New Generation Care Ltd. This means that the company will do all it can to make the individuals service user happy with his or her day care package.

This will include:

- Liaising with local colleges for appropriate courses.
- Liaising with the D.E.O (Disability employment officer) from the local job centres for employment opportunities.
- Liaising with Local authority and independent day centres.
- Building on links already established for leisure and social activities.
- Building community links within the locality e.g. church's, community centres, community groups.
- MENCAP centre.
- Cinema, bowling, swimming, art clubs, ice skating, pubs, restaurants etc.

Healthcare

All the clients will be registered with the local G.P surgeries whom we have an excellent reputation. We also have excellent relations with the local SCAT community teams who provide professional and specialist services for the clients. Once assessments have taken place, the following services can be offered:-

Physiotherapy

Behavioural and other specialist nurses

Community / District nurses

Speech & Language therapists

Occupational therapists

Consultant Psychiatrist

Consultant Neurologist



Wheelchair services

Dietician etc.

In conjunction with these professionals, we are able to access any other specialist service necessary to meet the individual needs of the clients.

Accommodation

We are a small purposely adapted bungalow in a quiet suburb of Byfleet, Surrey, which provides 24 hour residential care for people with learning disabilities and / or physical disabilities.

We have ample parking for up to 3 cars and large gardens to the rear of the property.

We are a 4 bed-roomed bungalow which will provide care for young adults who wish to live an active and lively life.

All bedrooms are at least 15''sqm and all have en-suites, two with baths and two with showers. All en-suites have the capability of having either baths or showers depending on the need of the individual as the rooms are "wet rooms"

Bedroom 1 measures 15.75''sqm

Bedroom 2 measures 15''sqm

Bedroom 3 measures 17''sqm

Bedroom 4 measures 15.25''sqm.

There is one staff / visitors WC, with a hand basin.

All rooms have appropriate locks on the doors, so clients can lock their bedrooms if they so wish.

The bungalow will have an office, laundry room, staff toilet, communal lounge and dining room, kitchen and service users bedrooms.

The bungalow will be fully wheelchair compatible and will fit whatever adaptations are reasonably required at a pre-agreed cost.



Communication

The home will endeavour to meet all the communication needs that it may face with individual clients. These may include some of the following:

Communication Passports

The use of MACATON, the use of Picture Symbols

The home is also aware that the most important aspect of any communication with those people, who have communication needs, is to verbally and non-verbally communicate with service users as we would with each other on a daily basis in a stimulating and encouraging way.

As young people, we feel it is important that residents have an active and encouraged voice in the running of their home. We will have regular residents meetings where residents will be able to meal plan, discuss issues, plan activities and generally discuss what they want.

Holidays

The home will provide a 7 days holiday for each client per year appropriate to the needs and wishes of the individual. It may be necessary for the service user to have short breaks rather than a full week depending on the needs of the individual.

All necessary risk assessments and careful planning will be implemented before each holiday.

Admissions

All prospective residents will be assessed by the Manager / Managing Director to establish whether they meet the criteria of the home and whether the home would meet their criteria. We would make sure that we are confident we could meet your needs before making a positive decision.

If both parties agreed on the placement being acceptable, then a fee breakdown would be given to the funder. In most cases this would be the local authority, however private funders are welcome. Once fees are agreed, a transition plan would be implemented. This would involve the prospective resident having tea visits, overnight stays and long weekend visits. If all is agreeable after this time then an admission date would be set.

A six week trial period will be set, at which point the resident, Care Manager, Parents and staff of the home will assess the future.



Religion

Should residents have particular wishes to attend any religious activities, then the home will do its best to accommodate these needs and requests. These will be highlighted in the Care Plan and Care Package.

Visits

Residents will be able to have visits from any person they wish as long as the visitor respects the home and its other residents.

Residents will be supported to maintain links with friends and family and encouraged to keep regular contact. The home will endeavour to facilitate support for the resident to visit family and friends.

Care Plans

The home understand that all residents Care Plans are a fluid document and will be reviewed and adapted where and when necessary, however if no changes occur then the home will review the Care Plans every 6 months.

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TERMS AND CONDITIONS

Welcome

As a resident coming into our care, we extend a warm welcome. We shall do our best to ensure that you are well provided for, that all your particular needs are met and your health, safety and welfare are safeguarded. In matters relating to your health & welfare, we shall consult with you, your family or advisor, in accordance with your wishes and needs.

General

The home is run as a family environment and as a part of that family you will enjoy rights to privacy, respect and independence and choice. Care needs for each individual are different. It is our objectives to identify your particular needs and work with you to be able to meet these needs. Not only do we intend to meet your needs and provide you with a home, but we also want to ensure you learn what you can, develop yourself to the best of your ability, but also have some fun while you are here. This is your home after all.

Registration

The home is inspected by the Surrey division of The Commission for Social Care Inspection as an approved Care Home. As such it is subject to regular unannounced inspections and visits by inspecting officers. The published reports of these visits are available by contacting:

The Commission for Social Care Inspection
Burgner House
4630 Kings Gate
Cascade Way
Oxford Business Park South
Cowley
Oxford
Tel: 01865 397750

Alternatively you can view the reports on the internet at: www.csci.org.uk



Initial Residence

As a resident of the service, you should be satisfied that your care needs are being met and you are receiving the amount and quality of help required. The Manager of the home should be satisfied that the organisation / home are able to provide the level of care required and that you will benefit from this care.

It may take time to properly assess these care needs and to allow understanding to develop between each other. The initial six weeks of residence shall therefore be considered as a trial period, at the end of which, either party may terminate the agreement by giving 1 weeks' notice.

Status of Agreement.

This agreement is between the resident accessing the service, the placing authority and the management of the company. It details the various conditions which apply during the residents stay. Any variation to this agreement must be in writing and signed by both parties.

Services Provided and Included in the Fees.

- a) The provision of accommodation, decoration, furnishings, carpets etc.
- b) The provision of lounge and dining facilities suitably furnished and decorated.
- c) Meals are included and consist of Breakfast, Lunch, Evening Meal, and Supper. Healthy snacks and drinks throughout the day as is appropriate to the needs of the individual.
- d) Domestic services such as laundering of personal clothing (not including dry cleaning), bed linen and duvets, towels etc. The provision of heating, lighting and electric supply. The cleaning of bedrooms, public rooms and corridors are provided.
- e) The provision of toilet rolls and light bulbs are also included.
- f) Fair wear and tear on furniture and equipment including soft furnishings is included in the fees.
- g) The provision of personal care during the day and night is included. The amount and type of care will vary and depend on the needs of each individual resident. Assistance with personal care tasks will be administered in accordance with the individuals Care Plan. The health of each resident will be assessed on a daily basis and the residents General Practitioner (G.P) will be called in as and when necessary.



Additional Services NOT included in the fees

A resident may require services, which are not detailed above, and these will be supplied, where possible, for an additional charge. Examples of such services-:

Hairdressing or haircutting, newspapers and magazines, personal telephone calls, personal televisions and radios, cable, sky or other subscription television channels, personal toiletries, and a change in room decoration, including furniture, should the resident wish a personal taste other than what is provided for or other than general wear and tear. General daily spending money, holiday money or individual dietary requests other than what is ordinarily provided. The home will facilitate a week (7 days) holiday each year. The holiday (flights / travel and accommodation) will be paid for by the Service User for themselves and the staff. The company will pay for the staff to attend i.e. salaries with additional enhanced holiday rates in order to supply the necessary care and cover the home, wherever necessary, in the absence of the staff.

In addition to the above each resident will be expected to pay for themselves and staff support when going on annual resident's holidays. The organisation will supply the staff, cover any necessary required shifts while the staff support is away, and pay for the premium necessary for the staff to support residents while they are away. The home will supply the same equivalent of dietary requirements as when the residents were at home, any additional will be paid for by the residents.

Care during Illness

Care will continue to be provided during illness of a resident, similar to that given to a member of a family. Co-ordination between home management and staff, General Practitioner, community nurse, and any other community service facilities shall be maintained for the benefit of the resident during periods of illness. Should a resident require hospital admission for whatever reason, home care staff will, where possible and practical, supply staff to support the resident while they are in hospital during practical times. Where home staff are unable to provide support, it is the responsibility of the hospital to provide support.

Nursing Care

We will be unable to supply *acute nursing* care to service users who require this; however acute nursing care can be available and carried out by local District Nurses. Some basic nursing will be carried out by home staff.



Fire Precautions

The home has to comply with the various fire regulations and any recommendations made by the local fire authority. Residents must co-operate with the homes management in this respect and may also be required to participate in fire evacuations and procedures to give effect to the various requirements.

On hearing the fire alarm all residents are to assemble in the back of the home in the garden. Where it is impossible to evacuate, then residents are to ensure they are behind a fire door which is closed.

Fees and Room Reservations

Fees are dependent on the individual need of each resident; However the entry level fee will be £1'625 per person per week.

Fees shall normally be paid monthly in advance by the responsible authority or the person responsible for the residents fees.

Fee payment will be agreed from the day the room is reserved and payment will commence from the first day of residence.

Thereafter, the fees will be payable every calendar month, from the first day of residence, unless otherwise agreed.

In the event of a cancellation of a reserved room, the fee shall be refundable, should the room be re-let during the period of payment. If re-let part way through the period, the refund shall be pro-rata.

In the event of a death of a resident, the fees shall be payable up to and including the day of death.

Personal effects belonging to the deceased should be removed from the home within three days.

A refund of fees on a pro-rata basis will be made to the authority or person responsible for the payment of fees.

Where there are outstanding fees after death, such fees shall be payable by the responsible authority or charged to their estate.

Fee Review

Fees are reviewed annually, and the new fee shall apply from the 1st April each year. Funding authorities are expected to increase fees to a minimum inflationary percentage rise each year, for each service user. This is non negotiable and failure to comply may result in the breakdown of the placement.



Additional care demands may necessitate a fee adjustment outside the annual review. This will only apply in cases of significant increase in care needs, and would be discussed fully with the responsible authority or person.

Residence

As long as the conditions of this agreement are upheld, the residents shall enjoy possession of his / her private room. Residents contracts may be terminated on the basis of provisions made under this agreement and it should be noted that notice is as provided in this agreement.

No rights of tenancy exist or are implied. The benefits of this agreement shall be personal to the resident and should not be assignable or transferable by the resident.

Furniture and Effects

Various items of furniture shall be supplied by the home, for example; wardrobe, chest of drawers, non specialist bed, chair, carpet, hand wash basin, mirror etc.

In some cases, a resident may wish to bring his / her own furniture into the home. This is possible providing the furniture does not cause any health or safety hazards.

In some cases where a resident wishes furniture to be brought in to the home, this must be specifically agreed and a copy of an inventory kept by each part to the agreement. The cost of transporting such furniture into the home or out of the home at the termination of the resident's contract is the responsibility of the resident.

Many residents may wish to bring small effects such as ornaments, pictures etc, as these are often treasured possessions, and this is encouraged.

If a resident leaves the home or dies leaving effect in the room and no arrangements have been made to clear the effects, the management shall make reasonable efforts to contact the next of kin, solicitor or local authority for instructions. In the absence of instructions, the manager may decide to store the effects, in which case a reasonable charge may be made.

Electrical Appliances

All electrical appliances brought into the home by a resident, will be checked for safety and agreement made on its suitability for the use in the home. Such appliances will need to be given a safety inspection (PAT test).



Termination of Contracts

Residents contracts may have to be terminated in some instances. A normal period notice of **4 weeks (28 days)** shall be given by either party to the agreement unless this is waived or is inappropriate.

Some examples where termination of resident's contracts is appropriate is given below, but these are not exhaustive:-

- Care needs differ from those normally supplied by the home.
- A Doctor advises different care needs for the resident.
- Fees are not paid in accordance with the contract.

Nutrition and Dietary Needs

The following meals shall be supplied at the appropriate times but special requirements shall be met if agreed between the two parties:-

- Breakfast
- Lunch
- Evening Meal
- Supper

Additionally, a variety of drinks, biscuits, fruit etc shall be available as appropriate. A resident shall also be provided with refreshments when requested outside these basic arrangements.

As per the philosophy and aims & objectives of the company, it is our belief that all residents are adults and should therefore be entitled to help themselves, where appropriate financially, morally and healthily, to whatever they require.

Special diets may be catered for and the resident or the advocate should discuss any special dietary needs with the Manager.

A suitable alternative meal shall be available so that residents have a choice.

Residents will be actively encouraged to participate in menu planning during the residents meetings held weekly.

Medication

Medication will be stored and administered to the resident where they are unable to self administer, in accordance with Doctor's instructions and the National Minimum Standards, and the British Pharmaceutical guidelines.

Emergencies

In the unlikely event of a fire or other type of emergency where the home has to be evacuated we have procedures in place which include having available to us a local community hall where we can all congregate until it is safe or until alternative accommodation can be established.



Insurance

The Management agree to insure the residents effects for up to £1000 in respect of each resident. The responsibility of the management is agreed to be limited to this amount. Additional insurance for personal effects can be arranged where a resident's property is valued in excess of this figure. This needs to be discussed with the Home Manager and any additional costs will be the responsibility of the resident.

Loss or Damage to Residents Property

Residents who have property and effects in excess of the above amount, are strongly advised to arrange independent insurance. Management shall give such assistance as the resident may require help to obtain such insurance. It is agreed between Management and residents that any fur, jewellery, bank notes, coins, or other valuable securities or property in the ownership or possession of the resident, shall be in the home at the sole risk of the resident and should be insured as advised in the preceding sentence.

Personal Injury

We try to ensure that the home, furniture, fittings and gardens are kept as safe possible and treatment and care are given with consideration to the individual resident; However, no responsibility can be accepted for any accident or injury, which may befall a resident, which is due to causes other than negligence.

Funeral Arrangements

Fees do not cover funeral costs. These arrangements will normally be made by the next of kin or local authority. It is normally helpful, for all concerned, if there are written agreements about funeral arrangements because it is important to be aware of wishes of the resident.

Residents Suggestions

Residents are encouraged to comment on the running of the home. Management and staff welcome suggestions by any resident, which will help improve the care or service we provide. Residents meetings are held regularly and residents will participate in menu planning and be kept informed of all the relevant information pertaining to the company.



Complaints / Compliments

New Generation Care Ltd welcomes your comments, constructive complaints and compliments you may have. Should you wish to make a comment, complaint or compliment, this may be done verbally, in writing or directly to the Commission for Social Care Inspection, whose details are below.

If a resident, relative or friend has a complaint, then this should be taken to the person in charge at the time at the earliest possible time. Efforts will be made to deal with complaints and resolve them to a satisfactory end. Should this not be possible and satisfaction is not obtained, then contact should be made with the Registered Manager or Managing Director as soon as possible. There is a full written complaints policy available upon request.

If the home and company are unable to resolve the matter, the complaint may be pursued by writing to the clients Care Manager or alternatively CSCI at the address below:

The Commission for Social Care Inspection
Burgner House
4630 Kings Gate
Cascade Way
Oxford Business Park South
Cowley
Oxford
Tel: 01865 397750

Payment of Fees

Fees will be paid by the placing authority. Each resident will make a contribution towards their fees from their Income Support payment (where appropriate). This will be discussed with each individual prior to admission.

Contract

All contracts will normally be between the Company and the placing authority. The resident will be asked to sign a copy of the above terms and conditions as part of their contract with us.

Care Plan

The Care Plan will be devised between the Care Manager and the Home staff with your input. This is a written form of support needs and wishes laid down that will guide staff in how best to work with you. This will be made available to you should you so wish.



SIGNATURES

Signed as agreed by Resident:.....

Dated:.....

Signed as agreed by Care Manager:.....

Dated:.....

Signed as agreed by Parent(s)/Carers:.....

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Dated:.....

Signed as agreed by Managing Director:.....

Dated:.....

Signed as agreed by Home Manager:.....

Dated:.....

