

Health and Social Care Act 2008, Regulation 12, Schedule 3

1. Provider's name and legal status

2. Provider's address, including for service of notices and other documents

3. Locations

The information below is for location no.:	1	of a total of	1	Locations.
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Name of location	Edenfield House
Address	22 Edenfield Crescent, Huyton, Liverpool
Postcode	L36 6DS
Business telephone	██████████
E-mail	██

CQC service user bands				
The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65	X	Adults aged 65+		
Mental health		Sensory impairment		
Physical disability		People detained under the Mental Health Act		
Dementia		People who misuse drugs or alcohol		
People with an eating disorder		Learning difficulties or autistic disorder		X
Children aged 0 – 3 years		Children aged 4-12		Children aged 13-18
The whole population		Other (please specify below)		X
16+				

The CQC service type(s) provided at this location:	
Accommodation for people in need of nursing or personal care	X
The CQC service activity(ties) provided at this location:	
Personal Care	X

4. Aims and objectives

Introduction

Edenfield House is owned by Future Aspirations Care Group Limited which is a joint enterprise between professionally qualified social care professionals together with well established business and finance professionals providing recognised high-quality support to young people / young adults with Autism and / or Learning Disabilities and/or difficulties.

We focus our time on quality of provision rather than business development, our residents are central. We believe that everyone with a learning disability/difficulty whatever nature or severity should be empowered through appropriate support to exercise their right to choose, opportunity, respect and dignity.

We believe it is of most importance that we at Edenfield House work with each individual in a supportive and person-centered way to ensure that their wishes, desires and beliefs are at the forefront of our company direction. Our business is built on the belief that we are here to ensure we can provide the very best service for each person residing in any of our care homes at Future Aspirations Care Group.

Quality and Purpose of Care

When young adults come to live with us, we will set out to care for and respect them. We will help them to recognise their needs and learn better ways to have those needs met. We will support them to learn more about caring for and respecting themselves in all aspects of their lives. We will help them to see they deserve a place in society where they can, in turn, care for and respect others.

The home comprises of two bedrooms for individuals requiring round the clock staffed housing and support.

Our residential service has an identified area of expertise and whilst they can support people with the most complex needs, we never forget this is the young adult's home.

We support people with complex needs to achieve their full potential by enabling them to become more independent and to learn new life skills, so we can prepare them for independent community living. Every home is first and foremost a home for the people that live there and we will ensure that everyone is included in every aspect of their home from menu planning to staff recruitment. Our staff are trained to support and help individuals grow and develop and to take control of their lives.

Even before someone moves into Edenfield House, we will complete a comprehensive assessment detailing their individual needs and how we can support them to achieve positive outcomes in their lives. Everyone will have a clear outcome plan drawn up so we can work together to achieve realistic goals that have true meaning for the individual we are able to support.

Our management and team are committed to, empowering individuals with learning disabilities and enabling their continued development is of the very highest order: Our team is highly focused on achieving desired outcomes in terms of encouraging independence. Our model is focused on enabling people to progress through the levels of support we offer, promoting increased independence each and every step of the way, so before they become 25 years old, they will be ready to move to their long-term adult home which focus is fully independent

The people we support are encouraged to access community based social activities, ensuring that they play an active role in their local community which supports them to independence which does not require 'round the clock' care.

To document the progress of each individual we complete daily records and we provide monthly report to social workers and health care professionals and the young adults family where appropriate.

Edenfield House and Future Aspiration Care Group as a whole is committed to a pro-active approach in promoting a culture that celebrates race, culture, religion and diversity in our young adults, their families, our staff and the community. One day a month at Edenfield House our young adults are encouraged to take part in a 'Celebration of Diversity' evening, this evening celebrates diversity, respect and admiration for difference within our society.

We encourage young adults to take an active role in celebrating their religions, cultures and sexuality. They supported to observe any religious practices and cultural norms, this may range to attending a place of worship each week, celebrating religious festivals, or being supported to source specific foods or toiletries. All of our properties have access to local places of worship for all religious persuasions and project workers are able to signpost young adults should they wish to learn more on a certain religion or culture.

Anti-discriminatory practice and anti-bullying is discussed in team meetings, individual supervisions when required and through consultation with young adults.

Edenfield House has a clear focus on a fair and equal living environment.

Edenfield House is dedicated to ensuring the safety and wellbeing of all young adults living within our accommodation. We encourage our young adults to discuss anything they feel is unfair or unequal and each member of our management and team are trained in safeguarding.

Aims and Objectives

- o To provide a community-based house which offers as full and active life as is possible in a supportive environment.
- o To encourage young adults to develop their personal and social skills both inside and outside their home.
- o To encourage full participation by young adults in the running of their home, sharing responsibilities and decisions.
- o To give young adults opportunities to gain new experiences, interests and goals.
- o To recognise the individual abilities, preferences and needs of each young adult.
- o To offer a supportive and active 'key worker' staff member to assist young adults in their daily lives.
- o To work in close liaison with a full network of local services which contribute to the effective provision of care for each individual.
- o To involve each young adult in every aspect of their support by careful monitoring and participation in regular reviews.
- o To prepare and keep live support and health plans for our young adults – full participation is encouraged at all times.
- o To ensure we have a range of communication skills and aids to support meaningful communication.

o To provide care in partnership with young adults, the placing authority and where appropriate, relatives, respecting their diverse needs, preferences, and choices.

o To encourage and assist young adults to maintain contact with family and friends, and invite their visitors to Edenfield House

o To promote social inclusion in the wider community.

5. Services

Accommodation and location description

Age on admission: 16 - 25

Sex: Male

Number of Placements: 3

CQC Regulated Activity: Accommodation for persons who require nursing or personal care.

Edenfield House is set in the Huyton area of Knowsley. The local area has a full array of shops and services (Huyton Village) enabling promotion of independence with activities of daily living. Edenfield House is close to bus and train stations, with direct buses and trains through to Liverpool City Centre. There is also the full raft of public transport within walking distance from Edenfield House.

Edenfield House can provide accommodation for three permanent residents who have diagnosis of Learning Disability/Difficulty, Autism, mental health concerns or complex behavioural needs often linked with additional learning needs. The property has three very sizeable bedrooms and a bedroom that is used as an office and sleeping area for staff.

There is a full set of activity facilities designed to stimulate residents both physically and mentally. The lounge includes games and games consoles, arts and crafts, computer and internet access and is designed to be flexible to enable residents to devise their own entertainments and educational activities. The home is equipped with soft furnishings, sensory stimulus equipment, music, and aromatherapy; and is tailored to suit individual needs and emotional triggers.

The kitchen/dining area helps to develop independence and self-actualisation, giving young adults an opportunity to share their successes with their peers, family, staff and visitors.

The shared facilities such as the lounge, kitchen, dining area and large rear garden, together all young adults but each young adult will have their own private space.

There is a full activity program planned ahead to recognise seasonal changes and festivals during the year; supplementing this is access to a rear garden area that young people can develop to utilise.

Consultations and resident meetings are planned as monthly meetings, however with full time staff and management on sight we have an open-door policy which encourages any feedback and discussion on the care and environment being provided. We have weekly, Individual Keywork sessions and further consultations will include questionnaires and suggestion boxes.

Meals at Edenfield House are cooked daily in-house with young people / young adults to suit individual choice and dietary requirements. Menu planning takes into account seasonal changes and festivals during the year, young adults are very much encouraged to participate in cooking and food shopping.

The property was selected as it is conveniently located for young adults to access local amenities with consideration also given to the safeguarding of young adults.

In line with the CQC policy 'Registering the right support' we have opted for a home which is in on an ordinary street and embraces the community. The home is of good size and homely, it would not be recognised as anything but a 'normal family style home' by passers-by. Risk assessments are in place to ensure the area is safe and well resourced for this vulnerable group.

Values & Principles of Care

Future Aspirations Care Group is based upon the operational values and principles of care which are person-centred. Person-centred values are the guiding principles that help to put the interests of the individual receiving

care or support at the centre of everything we do. We share these with each team member when they are recruited with us at Future Aspirations Care Group.

The person-centred values are as follows:

Individuality - Each person has their own identity, needs, wishes, choices, beliefs and values. 'One size fit all' does not work when it comes to providing care and support.

Rights - You have the right to speak your mind and be kept safe from harm, as well as the right to respect dignity and equality. You should make sure an individual's rights are respected, not only by yourself but by other people involved in their care.

Privacy - Everyone has a right to private space and time when they need it. Privacy affects how and where care and support are given, especially when it involves personal hygiene or intimate procedures. Privacy includes not talking to anyone about the individual's private information unless they give permission and it is on a need-to-know basis to improve their care and support.

Choice - Each individual should be supported to make choices about their care and support. They should be given information in a way that they can understand so they can make informed choices. When working with individuals who cannot express their wants, needs and wishes in words, you must find other ways of communicating.

Independence - Promoting an individual's independence means to look at what they can do for themselves and empower them to do as much as possible for themselves. It does not mean leaving someone to cope alone but agreeing to the support they need and want.

Dignity - Treating somebody in a dignified way means to treat someone with respect, valuing their individuality and their ethical and moral beliefs. In order to provide the dignified care, you need to have an open and positive attitude. Take time to do things their way, don't make assumptions about how they want to be treated and be aware of how personal care may affect their dignity.

Respect - Respecting someone means believing and showing that they have importance as an individual. It means that they have their own opinions and feelings and that even though you may not agree with them, you do respect them.

Partnership - You work in partnership when you involve the individual and their family and work alongside other workers. The key to a successful partnership is good communication and trust; valuing and respecting what others have to say

Education / Employment / Training

Edenfield House provides innovative and creative support to individuals with learning disabilities, autism and/or mental health problems to live the lives they want and to achieve their goals within education, employment and training.

We work with individuals who require support and assistance to live as independently as possible, our goal is to work support the young adults to develop skills and confidence to move on from Edenfield House to their own accommodation or semi supported accommodation. Our team ensure the everyday focus is to teach and support;

- o Finances and economic wellbeing, including budgeting and debt management

- o Maintaining accommodation
- o Employment, volunteering, education and training
- o Relationships with family and friends
- o Leisure, cultural and faith activities
- o Developing self-confidence and community involvement
- o Mental and emotional health
- o Physical health, including exercise and healthy eating
- o Drug or alcohol issues
- o Dealing with offending issues
- o Domestic and living skills, including cooking, shopping and public transport
- o Moving to independent accommodation

Edenfield House pride themselves on being flexible and person centred in our approach, believing that no two people will have the same support needs, goals or aspirations and knowing therefore that everyone's support will be different. Our person-centred support plans are developed in partnership with the people we support and others who are important to them. We always ensure that the process is meaningful and that the person we support has real opportunities to direct the process and state their wishes.

Health and Wellbeing

The home will work within the guidance set out in the 'Transforming Care for People with learning disabilities – Next steps.

Community based support is provided at Edenfield House, when young adults arrive, they are registered with a local GP, dentist and optician and are supported to attend required and regular check-ups. All young adults are supported to attend their health appointments and annual medicals. Edenfield House will work with clinicians, families and other professionals who provide services for individuals with learning disabilities/autism/mental health and complex needs to ensure the emphasis is based upon personalised health care

6. How the services will be run and managed

Key staff

Our company has 3 actively involved directors: Michael Dwyer, Michaela Adams and Kevin Kinsley, who are qualified and experienced to run the service.

Charlie Brennan is the Registered Manager of the service. Charlie has a Level 5 Diploma in Leadership for Health and Social Care for Children and Young People (England). Charlie has over twelve years of extensive professional and personal experience in providing care to young people and young adults with Autism and Learning Disabilities / difficulties, as well as supporting people with complex mental health needs.

Michael Dwyer is the Nominated Individual for the service. He has over fifteen years experience working within statutory social work services across children and families, adults and mental health. He has a BA (Hons) Social Work, PG Cert Applied Mental Health (AMHP Training) and PG Cert Best Interest Assessor. Michael practices as a Senior Social Worker for an Emergency Duty Team for over five years, making complex and autonomous decisions regarding vulnerable people across the age spectrum, including statutory safeguarding investigations for vulnerable children and vulnerable adults, as well as assessments under the Mental Health Act. Michael will be responsible for ensuring the service not only meets the CQC Regulations, but ensure that the company values that are rooted in social work, permeate through the entire staff group and our core working practice.

Michaela Adams is a director, Registered Social Worker with a BA (Hons) Criminal Justice, PG Cert Social Work and PG Cert in Applied Mental Health (AMHP Training). Michaela practices as a Social Worker for an Emergency Duty Team, who has significant experience in safeguarding vulnerable children and young people within a statutory social work team. Michaela will be using her knowledge, skills and experience in order to professionally support the service.

Kevin Kinsley is a director as well as business and finance manager. Kevin's past history brings together an exciting blend of security management, engineering, operational delivery and commercial expertise. Kevin's role is to enable businesses to thrive within 'Safe and Secure' working environments. He empowers organisations to protect their people, assets and their intellectual property by working with them to identify the risks. His holistic methodology enables his business to get a better understanding of overall organisational security risks by applying converged governance and risk management across all its assets. This methodology supports smart bespoke solutions which will benefit an organisation as it grows.

Kevin's more recent work has taken him into the field of business development within the residential young people's home sector. Supporting the process of set up from embryonic to operational with regards to identification of property, navigation of the regulatory process, establishing infrastructure and support of the professional management structures.

Kevin has previous experience of working as a Residential Support Worker within a Young people's Home.

Jane Hobin is our Mental Health Practitioner. Jane is a Registered Mental Health Nurse with a Dip HE in Adult Mental Health Nursing and extensive experience across crisis mental health assessment, community assessment and inpatient nursing of adults with mental health disorders. Jane will be commissioned to the service in order to provide mental health assessments and crisis and safety planning.

Other individuals involved in the running of our company.

The employees of the company will undergo rigorous and regular training. The company will ensure that the carers are regularly equipped with suitable and necessary training, appointed after satisfactory DBS checks and obtaining of appropriate and relevant references.

Safeguarding young adults

Edenfield House is dedicated to ensuring the safety and wellbeing of all young adults placed at our homes. We have a designated person for dealing with safeguarding concerns – Registered Manager – Charlie Brennan. Her skill is supported with an extensive knowledge of safeguarding vulnerable adults and can also be supported by the professionally qualified directorship.

All staff are made aware of their responsibility to ensure that all young adults are safeguarded on commencement of employment at the house and prior to starting work they complete safeguarding training.

Joint working and sharing of information to relevant agencies is essential in ensuring children and adults are safeguarded. Our safeguarding procedures are written in line with the guidance of the Knowsley's Safeguarding and Quality Improvement Service.

At a point when young people / young adults are admitted to the home, any relevant information in regards of safeguarding is shared. This ensures that active and preventative planning can take place in partnership with the safeguarding team.

Any staff member who believes a safeguarding incident has occurred has a duty to inform in the first instance their line manager.

Any allegation or suspicion that a young adult has suffered abuse whilst in the care of Edenfield House will be dealt with swiftly in collaboration with outside agencies, including Placing Authorities, Knowsley Council LADO, Careline Adult and / or Children's Services, police and CQC. Any staff member under suspicion of having abused a young adult will be removed from working with the young adults at the home whilst advice is sought.

All safeguarding referrals are documented and held on file, which includes records of consultation with outside agencies.

Some of the young adults placed at the home are at risk of exploitation due to their levels of vulnerability, autistic people or those with learning disabilities may be at higher risk of being abused than other people. This may be because autistic people can have limited speech, struggle to communicate and find it difficult to identify their emotions.

All staff complete training safeguarding and exploitation training prior to starting in the home and receive face to face training on a regular basis to ensure that they are able to identify the early signs of this. The Manager has contact with the Knowsley City Council social work and safeguarding teams and works with them regarding any concerns in this area.

All young adults are supported, within their early keywork sessions, to devise a 'safe word' for use when in a potentially dangerous or unsettling situation.

Staff are also vigilant to the risks of young adults being drawn into extremism/radicalisation and are aware of the procedures in respect of Prevent Duty. Staff have completed e-learning in this area and the Registered Manager has established contact with the Merseyside Police lead for radicalization and extremism.

Policies regarding safeguarding, child sexual exploitation or behaviour management are available by request from Registered Manager.

It is recognised that the young adults living at Edenfield House are some of the most vulnerable young adults in our society. All young adults who come to live with us have a varied range of needs and pose an amount of risk to each other. Young adults are encouraged not to be in each other's bedrooms and where this does happen a staff member would remain present and the bedroom door left open.

The home employs both male and female staff in keeping with a homely family style environment. There are commonly accepted ground rules for bathroom and bedroom areas as follows:

If a staff member needs to enter a young person / adult's bedroom, the staff member will knock loudly and try to ascertain the state of dress of the young adult. The staff member will make it clear that they are entering the bedroom. This will be included in the young person / adult's daily contact record.

Young adults are expected to be appropriately dressed in all common areas of the home. The house has no CCTV equipment.

Where any young adults, which number with learning disabilities do due to the level of support they require, are subject of a deprivation of liberty order then we will work with this young adult placing authority to ensure that this can be safely and appropriately implemented without infringing on the liberty of others residing within the home.

Preventing Bullying

Edenfield House has a zero tolerance to bullying policy, irrespective of whom the victim or perpetrator may be.

Many of those referred to Future Aspirations Care Group may have suffered at the hands of bullies or been abused at school or at home and we take our role as safeguards seriously, bullying is not permitted in any shape or form at Edenfield House. Instances of racial abuse or inappropriate sexual behaviour are amongst the most serious examples of bullying and intimidation and are treated accordingly. The overall philosophy on these issues is set out in the company's comprehensive behaviour policy. This covers all forms of bullying and intimidation in all circumstances and applies equally to young adults, staff and visitors.

It is based on the philosophy that everyone is valued as an individual and for himself or herself. The basic respect inherent in our value and is the foundation for our expectations of each other. Vulnerable young adults such as those with learning disabilities should be protected from bullying. Bullying is abuse and/or intimidation by a person, a group of people or an organisation against others. When each young adult moves into Edenfield House the staff will introduce where there are clear boundaries and expectations of acceptable behaviour, particular attention will be drawn to our policies that operate zero tolerance on bullying.

Leadership and Management Standard Registered Provider

Future Aspirations Care Group Limited - 12487369

Nominated Individual

Michael Dwyer

Future Aspirations Care Group

[REDACTED]

Registered Manager

Charlie Brennan

Edenfield House, 22 Edenfield Crescent, Huyton, Knowsley L36 6DS

[REDACTED]

Experience and qualifications of staff

Edenfield House team have a wealth of experiences and qualifications that underpin the practices in the home. The home has a Staff Register in place in regards to staffing within Edenfield House the document is separate to the Statement of Purpose but is in conjunction to it and updated as and when there are changes to the staff team. (Available upon request)

Management and Staffing Structure Registered Manager

Charlie Brennan

Care Workers

8 full time staff and a number of bank staff (support to cover annual leave, training etc)

2 waking night staff (if required)

The staffing structure in the home will vary according to individual needs of young adults placed and occupancy levels in the home. Staffing requirements for any individual young adult will be discussed and agreed by the relevant placing authority.

The general staffing ratios are:

1-1 young person/staff ratio (dependent on individual care packages)

The Registered Manager works Monday – Friday 9am – 5pm, hours are variable depending on the needs of the home.

Overnight there is a sleep-in person or night wakes if required. Team meetings take place monthly.

There is a management on call system whereby a manager is on call to the home for a week at a time to the teams for on call support and advice over the phone.

Registered Manager is supervised by a Michael Dwyer, Director and Registered Social Worker.

Registered Manager provide supervision for the team. Supervisions for staff occur every 6 weeks as a minimum. Notes of staff supervisions are held on staff files which are backed up securely and electronically. Where staff are newly employed and in their 6 month probation period, they are supervised once a month. Supervisions are for a minimum of 1 hour. Additional time is always available, we are proud of our open door policy.

All staff receive written job descriptions and a person specification related to the homes Statement of Purpose which clearly state their responsibilities, duties and lines of accountability.

Edenfield House values and recognise both qualifications and previous experience that staff may arrive with. We promote professional development and training is identified as part of this. All staff have in place a professional development plan and an agreed training pathway.

Prior to commencing employment staff are expected to complete the following online learning:

- o Managing Medication
- o Learning Disability Awareness
- o Mental capacity act and Deprivation of Liberty orders

- o Health and Safety in Practice
- o Equality and Diversity in Practice
- o Understanding personal safety & security
- o Communication Skills
- o Common Induction standards
- o Managing challenging behaviour
- o Child Sexual Exploitation
- o Adult Safeguarding
- o Infection prevention Control (includes Covid 19)

All staff receive the Care Certificate and the following training in the first 6 months of employment:

- o First Aid
- o Food Hygiene
- o Fire Awareness

All staff complete their induction via use of the induction online program which is supported and guided by their manager within the first 6 months of employment.

The training schedule can be made available on request.

Staff have an individual and formal appraisal after 3 months of employment to review their probation period and annually thereafter. This is recorded with identified targets linked to their personal development plan.

All staff are provided with access to the homes policy and procedures prior to employment and expected to re-access these on an annual basis.

Visitors Policy

We actively encourage young adults 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. Young adults who do not have relatives are supported to access advocacy services and develop friendships outside of their home.

The following guidance is followed for all visitors to the home:

- o All persons not employed by Future Aspirations Care Group will sign the visitor's book when they enter and leave the home.
- o All visitors to the home will be supervised whilst in the home and have no unsupervised access to young adults they are not here to visit. Exceptions to this are social workers who can have unsupervised contact with their allocated young adult and other known or police checked persons who the Registered Manager has confirmed can be unsupervised with the young adult.
- o Workmen coming on site will be briefed with regards to safe storage of tools.

Care Planning

The admission of any young adults to the home, whether planned or an emergency, will be considered on:

- o Receipt of all relevant documentation, plans, assessments and reports
- o Agreement to a planning meeting within 7 days.

Admissions Procedure

Prior to the commencement of the young adult moving into Edenfield House, it is imperative that the following information is available, as requested on our referral form and pre-placement assessment;

- o Individual has a learning difficulty and/or autism and is in need of support.
- o Individual is not in need of nursing care.
- o Individual is 16 years old or over.
- o Individual is in need of longer-term care and support.
- o A referral form has been completed and returned.
- o Individual has had a relevant assessment, including a full risk assessment and a Care Plan has been produced.
- o Individual does not present a level of risk to other service users and staff.
- o The individual does not have a history or present concern regarding sexually harmful behaviours.
- o The individual is not a fire setter.
- o Individuals needs can be met and with whom effective communication can be developed.
- o A written or other suitable explanation will be provided to the user, carer and manager etc if a placement at Edenfield House is declined.

The arrangements for dealing with Review of Placement Plans

Placement plans will be reviewed following every LAC Review meeting. Changes will be made between reviews up to the age of 18 years old where this is required and in conjunction with a young adult's changing needs. Where there is any significant change to the presenting needs or risks for any individual young adults then an urgent review of placement will be required and requested to ensure that all agencies are working together to ensure the young adults 's needs continue to be effectively met.

Leaving / Moving On

In any planned discharge a transitional document is put together to consider the transition for the young adults and factors to consider during this time.

We can assist people in finding suitable accommodation, serviced by landlords with a greater understanding of the young adults on-going support needs. To minimize any interruptions in their living arrangements, we can also support the young adults in all matters regarding their tenancy, including agreements, inventories and deposits etc. Outreach services can be discussed if the individual requires.

