

Total Statement of Purpose for



MY PESP
Personal Enablement
Support Partnership

Date:

My PESP – The Watson Room
St Elizabeth Church and Community Centre
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Eastbourne
East Sussex
BN20 8QX

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CQC inspection report My Personal Enablement Support Partnership CIC **Good**

Overall Good Read overall summary	Safe	Good ●	Type of service
	Effective	Good ●	Homecare agencies, Supported living
	Caring	Good ●	Specialisms/services
	Responsive	Good ●	Learning disabilities, Mental health conditions, Personal care, Caring for children (0 - 18yrs), Caring for adults under 65 yrs, Caring for adults over 65
	Well-led	Good ●	

<https://www.cqc.org.uk/location/1-6083548935>



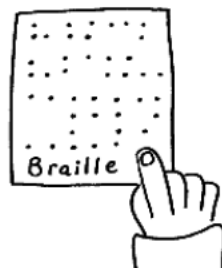
CQC march
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easy read CQC
march 2020.pdf

Registered Manager: Luke Watts

This leaflet is available in other languages or formats



Date Applied: June 2018

Last Review: Feb 2023

Next Review: Feb 2024 (unless needed)

Regulation 12: Statement of purpose
Care Quality Commission (Registration) Regulations 2009: Regulation 12

1. The registered person must give the Commission a statement of purpose containing the information listed in Schedule 3.
2. The registered person must keep under review and, where appropriate, revise the statement of purpose.
3. The registered person must provide written details of any revision to the statement of purpose to the Commission within 28 days of any such revision.




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1. Introduction

Welcome to our Statement of purpose, we have this in place to inform others of our services and how we do the following: -

-  How we provide 'Care and Support' to a high quality
-  What our key values and visions are
-  What skills we have that enable us to be a quality provider of 'Care and Support'









Our Statement of Purpose is available to all relevant and interested parties, but it should be noted that it only summarises our company structure, ethos and service provision. This should be read in conjunction with our wider policies and procedures.

With all support, we undertake a comprehensive assessment to ensure we can excel at meeting the needs of an individual. We then produce a detailed Support Plan around the unique needs of the person. We then have a clear and total partnership around the person with their family and friends. The package supplied is based on the personal needs however, provided within either Supported Living Support, Domiciliary Care or Outreach Support. The package is either provided as a direct contract with the local authority, using Personal Budgets or an Individual Service Fund.

The aim of our support is Enabling people, Empowering Lives, Fulfilling Choice and Positive outcomes for all. This means a specialist and quality partnership package, using a wide range of tools to have excellent support always. Our ultimate vision is to enable outstanding Quality of Life for people with complex needs and intellectual disability

2. Who copies of this are shared with:

-  THE CARE QUALITY COMMISSION (CQC)
-  SPECIALIST PLACEMENT TEAM
-  ALL FAMILY MEMBERS
-  THE SERVICE USERS ON A YEARLY BASIS (September)
-  THE WELCOME TO OUR SUPPORT FOLDER
-  FILED IN STATEMENT OF PURPOSE FOLDER

This document is also available in an easy read version and simplified 2-page version according to the needs of the Service Users (Accessible Information) and people interested (available upon request).

3. My PESP Domiciliary Care, Outreach Support and Supported Living Registration Details

Registered Provider:	My Personal Enablement Support Partnership (CIC)
Director	Luke Watts
Registered Address:	My PESP, St Elizabeth Church and Community Centre, 268 Victoria Drive, Eastbourne, East Sussex, BN20 8QX
Telephone:	07771357075
Email:	Luke.watts.my.pesp@hotmail.com
Opening date of registered premises:	August 2018
Registered Manager:	Luke Watts
Registered Managers address:	My PESP, St Elizabeth Church and Community Centre, 268 Victoria Drive, Eastbourne, East Sussex, BN20 8QX
Location ID for My PESP is:	1-6083548935
Provider ID:	1-5763454001
Manager ID:	1-5353583141
Opening date of registered premises:	7 th February 2019

Registered Manager's contact details:	Luke.watts.my.pesp@hotmail.com
Tel:	07771357075
Director of Services:	Luke Watts
Notes:	Registration is based on providing Supported Living Services (SLS), Domiciliary Care (DOC) and Outreach Services for the Service Users.
Regulated Activity:	Personal Care. This is for adults over 18 but under 65 and with either a Learning Disability, Physical Disability, Learning Difficulty, Autistic Spectrum Disorder, Sensory Impairment or Mental Health Condition
Registered Age Range:	0 to 12-year-olds, 13 to 17 year olds and 18 to 65 years of age
Registered Service User Bands	Learning difficulties or autistic spectrum disorder, Mental health, Physical disability and Sensory impairment
Registered Company Number:	11421110
Legal Status:	Community Interest Company Ltd by Guarantee
Providers Address:	My PESP, St Elizabeth Church and Community Centre, 268 Victoria Drive, Eastbourne, East Sussex, BN20 8QX

Everyone has their own PESP – it's 'My PESP'

Each person we support will have their own PESP (Personal Enablement Support Partnership) built with them, around them! Each person has their own My PESP!

This will be based on a clear 'assessed support need' and with the person at the centre with as much support as they need. The partnership will focus on being personal to the person's total needs and life wishes. It will focus on enablement and enjoyment of life. Support will be provided using the highest quality principles of Adult Social Care. The partnership will be a PESP group that will work around and with the person – this will include family, friends, keyworkers and My PESP workforce/management to support the best life opportunities.



This PESP will support all decisions, enablement, life progress and needs, and they will meet regularly and work to ensure the best standards in place within the agreed budget unique to the person.

The logo of My PESP supports this, with the globe in the middle being the person with a ring around them (the PESP) that supports them.

Supported Living and Support in their own homes (Domiciliary Care):

We can assist people in finding suitable accommodation, serviced by landlords. These landlords will have a great understanding of the type of Service Users that we support. We can also support the Service Users in all matters regarding their tenancy, including agreements, inventories, bills, amenities and deposits etc. We work closely with local landlords and in various properties.

We apply detailed systems around the Support Plans in all our My PESP's. These detail the 'Duty of Care' provision that My PESP will put in place according to the needs of each individual Service User and other persons involved. This enables Services that are tailor-made for each individual Service User.

Each person is encouraged to take responsibility for their daily lives and appropriate tenancy compliance in all areas (including tenancy's), we will provide just the right amount of support and enable! We encourage the Service Users to do as much for themselves as possible within their daily person-centred routine and overall care provision.

Our Supported living services are focused to the locality of East Sussex and Kent.

Outreach support and Personal Assistants (PA Agency work):

This is provided from our Registered Office in Eastbourne. This enables support for Adults and Children in their own homes or into the community with support as needed and assessed for. Outreach is far more than just providing care staff. It is about using our skilled and experienced staff to work with adults and young people who live at home and to help enhance their lives and develop their life skills. We put in place care plans which are developed with our clients,

their parents and carers and social workers. We aim for the long-term development of our clients within their home setting. Therefore, there will be a detailed My PESP in place and we provide whatever is needed as agreed.

We are registered as a Personal Assistant agency and can provide PA's as needed for people in the community.

Triple L Social Hub (LifeLong Learning)

Our dream at the LifeLong Learning Social Hub (Triple L Social Hub) is to be able to continue to offer a safe place for our attendees to have social interaction. This is in a way that they can handle and to be involved in a setting which offers the chance to build on their life skills and learning.

The project is largely set up with the support and generosity of the local community with donations for resources to start up the Triple L Social Hub.

The outcomes of the Triple L Social Hub are around the high demand for a service for people with severe learning disabilities and very complex needs who do not have the opportunities to access the community and are marginalised and excluded from Day Centres and alternative day opportunities. The service aims to boost their quality of life and self-esteem.

What we know and feel that brought this about

- Historically, people of all ages with learning disabilities have faced poor life chances, largely due to social exclusion.
- They've struggled with acceptance from mainstream society, facing stigmatisation, prejudice and even fear
- Social exclusion has been a major factor in the lives of many learning-disabled people, who continue to live a life of limited opportunity. Social isolation can lead to many problems such as mental illness. This can be especially true for people with a learning disability who have no support or co-operation from within their community
- People who need a great deal of support to do things because they have complex impairments or challenging behaviour should have the right for equal opportunities to do the same as everyone else. This can be achieved with 'reasonable adjustments' and if there is a will.

We are taking positive steps to change direction towards social inclusion for these very complex people by offering our bespoke sessions. We offer person centred approach and base this around the assessed needs and wishes of each individual, taking into account the views of their carers.

As part of this, we do not provide any personal care and very limited direct support – people bring their own support workers.

Key outcomes

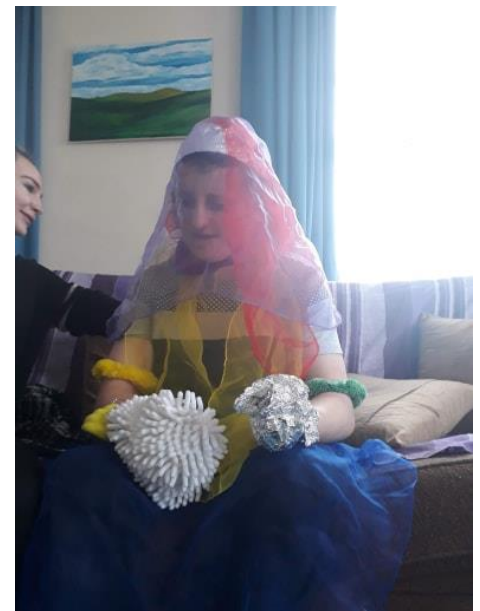
1. They are doing activities that have purpose and are meaningful to them.
2. They are doing things that are uniquely right for them, with support that meets their individual requirements.
3. They are out of their isolated homes and improving their quality of life.
4. They are interacting and socialising

The ethos behind this Project is to provide assistance for lifelong learning for learning disabled people to gather the skills to live a less marginalised and more independent life within society therefore improve their quality of life.

Some of the Activities on offer our:

- Sensory Equipment
- Musical instruments
- Karaoke machine
- Tv and DVD
- Dress up
- Foot Spa and Massage
- Art and crafts including Sensory Art
- Kinetic sand and play dough
- Personalised Puzzles
- Personalised Pair Games
- Exercise bike and Gym ball/exercise mats
- Fully equipped Kitchen
- Smoothie making
- Baking

And more.....We like to make the sessions bespoke to the individual by taking on board their likes and dislikes.



We generally have people from the same setting come together but can always put people together if they match well. Or certain individuals have the sessions to themselves.

Registered Manager and Best Interest Director:

Luke Watts is a passionate and accomplished Registered Manager with 14 years' experience focusing on supporting and encouraging innovative care for individuals with both Learning Disabilities and Mental Health needs. He has organised and overseen the establishment, registration and operation of the service providing regulated activities for young people in East Sussex with Learning Disabilities, Autism and other complex needs. Luke has been party to supporting Service Users in their transition from childhood to adulthood, working with their families and providing the demanding and often challenging support required on an individual basis.

Luke has the Registered Manager award (Level 4 National Vocation Qualification in Health and Social Care) and has devoted time and effort to achieving the Advanced Positive Behavioural Support Diploma awarded in 2013. His managerial experience encompasses the organisation and supervision of both supported living services and Residential support, and his skills include training and mentoring people to provide high quality services, induction processes, workforce development and expert support for adults with different degrees of Learning Disabilities, Physical Disabilities, Personality Disorders, Mental Health diagnoses, Prader-Willi Syndrome and behaviours that are perceived as challenging.

Luke is qualified to train others in Safeguarding Adults at Risk and Moving and Handling. He has an expert, practical and 'hands on' approach and a passion for modern ethical and holistic support to meet the complex needs of individual Clients. He incorporates the PBS academy works in all practice that he oversees and is a practice and sector leader in East Sussex.

Luke has worked closely with East Sussex County Council in the successful set up of several Supported Living and Service Residential Services. This has resulted in the honing of his skills and enhanced his understanding of the processes of tendering, commissioning, needs assessments and transitioning with positive outcomes.

He is an active participant in the East Sussex Learning Disabilities Provider Forum, the East Sussex Positive Behavioural Support Network (where he Co-Chairs since its inception) and the Restrictive Intervention Focus Group facilitated by the East Sussex Learning Disabilities Commissioning Team.

As part of his continual professional development Luke is completing the Advanced Professional Diploma in Positive Behavioural Support (PBS) from the University of Abertawe Bro Morgannwg/University of Wales. In connection with this, he is being informally mentored by Dr. Brian McClean, a specialist Clinical Psychologist from County Roscommon, Ireland, lecturing and practicing in Mindfulness approaches to PBS (MB-PBS).

In late 2017, Luke applied and undertook and completed a Social Enterprise Start Up course with the School of Social Entrepreneurs (funded by Lloyds bank). This gave him the skills to undertake significant Social Impact, Business, Not-for profit and sustainability skills.

Ena-QoL Director:

Amanda Nolletti is a driven, forward-thinking professional with 12 years' experience supporting individuals with Autism and Learning Disabilities. Amanda's background is in children's services and education where she led the special needs provision in mainstream schools, as well as working in specialist provisions for complex needs. Amanda supported young people to transition from children to adult services and became involved in adult social care full time from 2018.

Amanda uses her educational background and training to lead all systems relating to improving quality of life outcomes and developing individual's skills through person centred active support, lifelong learning programs as well as creatively finding vocation opportunities.

In 2020, Amanda studied a post graduate certificate in Trauma-informed Care and is leading My Pesp CIC's journey to become a fully trauma-informed organisation.

4 Aims and objectives of what we do and our philosophy of care

My PESP strive to achieve high quality support and care for Young Adults with Learning Disabilities and Challenging Behaviours. We aim to have massive social impact and be a beacon and hub of quality for East Sussex learning disability population and family.

Through our Supported Living, Outreach and Domiciliary care model we provide a range of personalised support and personal care (without nursing) but with the focus on the individual strengths, abilities, needs, confidence and wishes.

We aim for our Service Users to become part of the local community, experiencing activities and quality outcomes with appropriate support according to their needs. The five key Principles of our care and support are: -

- 👤 Community Presence and Participation

- 👤 Informed choice
- 👤 Competence and independence – Enablement model
- 👤 Respect
- 👤 Participation

Within the above five Principles, Positive Behavioural Support and Person-Centred Active Support is at the centre of our Support Aims. Focus is always placed on Outcomes, Quality Of Life Enhancement and Support for any challenging behaviours that the Service User may display.

Our staff team are fully aware of the Principles of Positive Behavioural Support and are extensively skilled and trained.

Each Service User is encouraged to take responsibility for their daily lives, and to do as much for themselves as possible within their daily routine, whilst exercising their right to 'choice'. Service users are offered appropriate opportunities and experiences within the wider community, to educate, stimulate and provide greater access to employment, training, health, leisure and recreational facilities.

We believe that we can build support that means vocation, enjoyment, power, love, happiness and progress.

We support Service User to make informed decisions that reflect individual choice and preference either within their home or through external agencies. Whether or not people will live together in a shared environment or alone our focus remains the same – it's their home. They will be supported to live as they would in an ordinary household, undertaking the ordinary tasks. Enablement is applied to enable the best outcomes of life through decreasing needs for support and increasing engagement in meaningful activities.

Systems are in place to empower, enable and involve the Service Users to participate in managing 'their own' lives to the best of their ability, using several tools such as: -

- 👤 A weekly house meeting or tenants meeting depending on where they live
- 👤 Weekly 'My Time's' where plans can be made,
- 👤 Daily planners that are based on the informed choice of the Service Users
- 👤 Easy read systems to support the Service Users who may find pictures, Makaton and creative communications more informative for their needs
- 👤 Consultation and involvement with families, to support each Service Users progress – partnerships will be set up around each person to involve and work with families
- 👤 Monthly Reports and Meetings using a Person-Centred approach including: -
 - Periodic Service Review meetings
 - Pathway meetings
 - Continually Growing meetings
- 👤 Staff training and Workforce development to ensure an understanding of the Service Users needs and ensure total encompassing of their views and choices
- 👤 Culturally appropriate support ensuring equal opportunities and that diversity is celebrated
- 👤 Detailed planning documentation including Support Plans, Person-Centred Plans, Progression Plans and Safety Systems together with regular and responsive reviews and in consultation with the Service Users wherever possible.
- 👤 Assigned keyworkers to work closely with individuals, advocating, supporting and enhancing choice, and ideas for their lifestyles
- 👤 Planned professional links with the local specialist Professional Health Team
- 👤 My PESP aims to provide a service that supports modern principles of Social Care such as Positive Behavioural Support (PBS), Person-Centred Active Support (PCAS) and Person-Centred Planning (PCP). All are based on encouraging the Service Users to become part of the local community, valued as participants, analysis of individual behaviours in order to formulate person centred plans, focus on increasing Quality of Life and progressive and enabling support. We work extensively with families and friends to be a provider that is built around the person
- 👤 Our approach and support is always working within Legislation requirements and guidelines of the Human Rights Act, Mental Capacity Act, Health & Social Care Act, Care Act and Valuing People.

The location of My PESP is Eastbourne, however, support is provided as where needed.

At My PESP, we understand the principles of the rights of the people we support, this is pivotal in our systems and approaches to Social Care in the following areas:

- 👤 Training or Workforce Development
- 👤 Recruitment
- 👤 Supervisions and Workforce Support
- 👤 Management skills and working practice
- 👤 Day to day provisions of care and expectations of staff performance
- 👤 Provisions of safe, safeguarding and empowering systems to ensure the Service Users are aware of how to keep themselves safe and protect them where needed/vulnerable
- 👤 Care/Support Planning
- 👤 Staff support

- 👤 Day to day standards and expectations of working practice

The Human Rights Act and principles of intimate care support are central to everything that we do.

Support and Care are provided to the highest level but with systems in place to 'step in and support' with any additional help necessary. Some of our Service Users may lack the skills, confidence and understanding and many have needs that are complex. The difference between Support and Care will be mapped out in 'My Support' plans to ensure just enough support is provided.

The provision of care will be in understanding of: -

- 👤 'Who am I?'
- 👤 'Where have I come from?'
- 👤 'What do I like/dislike?'
- 👤 'Where do I see myself being?'
- 👤 'Who do I want to support me?'
- 👤 'Where do I want to be?'
- 👤 'Who do I want to live with?'
- 👤 'The uniqueness of me?'
- 👤 'What I am great at and not so great at?'
- 👤 'What makes me happy and smile?'
- 👤 The changing needs and ideals that people have

My PESP will run with the best interests of the Service Users who receive support, this will be dependent on their abilities, skills and functioning ability. However, each person's PESP is theirs and we will just support management as needed. We are a social enterprise, thus a business run to function well as a business but reinvest surplus.

Extra support will always be available including liaising with families, empowerment, skill teaching and enablement. Overall, we ensure that we provide supportive and professional management and skilled Staff who have an ethos of providing support in order to achieve outcomes that are in the best interests of the Service Users themselves.

We have in place a parent's panel to incorporate support and partnership with family members involved for My PESP as an organisation – this impact on the service delivery and overall planning of the support we provide.

Specialism and who we can support:

At My PESP, we have specialisms in support for people with the following needs, including excellent in-house training to support our workforce skill base:

- 👤 Learning Disabilities
- 👤 Prader-Willi Syndrome
- 👤 Personality Disorders and Mental Health Conditions
- 👤 Autistic Spectrum Disorder
- 👤 Diabetes and insulin administration
- 👤 Challenging Behaviours
- 👤 Bipolar affective disorder
- 👤 Epilepsy

We focus on providing the necessary skills, experience and qualifications for the provision of services to individuals in their own homes, with a wide range of support/care needs (as outlined above). We are committed to the highest standards and quality of care with delivery based on a multi-disciplinary contribution. The service will be provided for any length of time required. There are no limits set, ensuring that services can be tailor made and appropriate care plans can be put in place with realistic time scales.

Fundamental standards and Key Lines Of Enquiry (KLOE):

My PESP provides Care and Support that meets the Fundamental Standards always – these are the standards from CQC (The Care Quality Commission).

We, at My PESP, are required to comply and excel at meeting these. We pride ourselves on doing so and aiming high.

In complying and excelling at the Fundamental Standards of Quality and Safety, we focus on ensuring we are:

- 👤 **Well led** – with skilful managers, leaders and systems in place. Good quality assurance and focus on quality and best practice of PCP, PBS, Safeguarding culture
- 👤 **Responsive** – personalised care, changing care as needs change, listen to the Service Users
- 👤 **Caring** – the Service Users are heard, valued, cared for, supported, given just the right support, independence promoted
- 👤 **Effective** – with skilful, caring, value base staff, that are focused on best practice, well trained, safeguarding aware and outcome focused
- 👤 **Safe** – risk are taken and planned with risk awareness and just the right amount of support

In all areas we have systems to meet the fundamental standards and provide support that is of the highest quality – this Statement Of Purpose outlines this.

Social vision, networks and the local Learning Disabilities community

As a key philosophy of care and support, we have a clear social vision. We have clear policies and procedures around the reinvestment of surplus into quality delivery of care and support. As a Community Interest Company, we are trained and upskilled by the School of Social Entrepreneurs and have received several grants (and continue to source) towards social impact and the betterment of the Learning Disability Community.

PROUDLY SUPPORTED BY THE
Lloyds Bank Social Entrepreneurs Programme



We strongly want to lead quality care for people with Learning disabilities and thus have a clear Social Vision for how we see this and how we are party to its progress. This is in the community of East Sussex's Learning Disability population and their families.

As a service we are keen to be a sector leader as a beacon or hub of quality specialist care, using PBS and its approaches. We work to be a consult, guide, leader and trailblazer for quality Care and Support. We do this in many ways and all in line with our desired Social Impact and Ultimate Social Aim -

Social Impact

Leading local PBS and quality support and housing towards a better quality of life for people and their family with Learning Disabilities, Autism, Complex needs and Challenging behaviours.

Ultimate Social Aim












The entire local Learning Disabilities, Autism, Complex needs and Challenging behaviours population to be enabled to have outstanding, progressive and personalised quality of life with reduced challenging behaviours for people and their families. To be a hub of excellence for East Sussex.

We undertake this using the below approaches as social commitments with the desired outcomes of our Social Vision, Social Aim and Social Impact: -

Network

- Managers/Leaders network for Learning Disabilities services for the East Sussex area (skills for care) – We have set up (Co-Chair and managed) this network to support providers to work together. This involves the sharing of information, group workshops and a platform for better care and support for the East Sussex Learning Disabilities Residents. This is undertaken using grants and sourced funding
- East Sussex PBS providers circle – We work exceptionally closely with 3 other value likeminded providers in East Sussex who are using and championing PBS in their services. This remains an informal network however, we undertake Quality audits across each other services and support each other extensively.
- Family networks and advice and support for families – via grant funding, we operate family networks including Story Nights, Support sessions and information sharing for families to get the support they need in relation to their children with Learning Disabilities

Training and consultancy - As a sector leader, we are eager to work with other providers and families. This is to undertake the following support, which can be partially funded by grants (community training) and using measurable outcomes to ensure quality application: -

-  Positive Behavioural Support – training, consultancy, mentoring (mini courses, full courses, PBS academy competency assessments etc.) and audits
-  Person-Centred Active Support - training, consultancy, mentoring and audits
-  Mental health needs in people with Learning Disabilities – training
-  Practice leadership and management – training, consultancy, mentoring
-  The care certificate – training
-  Safeguarding and best practice – training and management mentoring
-  Total communication and Learning disability friendly communication settings (including needed Makaton skills for Support staff) - training, consultancy
-  Complying with CQC standards, including PIR and policy compliance - training, consultancy, mentoring
-  Periodic service reviews/audits - consultancy, mentoring
-  Keep Abuse Safe Workshops for people with Learning Disabilities
-  Prader-Willi syndrome - training, consultancy and audits



Social Enterprise UK
Supporting Member

Social enterprise sustainability

With Love Accountancy's assistance (Love Accountancy are a Social Minded accountancy service – (<http://www.loveaccountancy.co.uk/>)), using Xero, we'll help ensure that live accounting records are maintained and reviewed, with a particular emphasis on reviewing cash flow and keeping on top of debtors. Love Accountancy provide

ongoing support for all clients, which enables us to be more proactive when it comes to cash flow, rather than the traditional once a year approach of most accountants.

This, along with the investment capital available to the client (from grant income and personal funding), should ensure they have a high chance of making this business a success. We have a clear business plan that includes a Strategic business plan, Networking and social impact plan and Sustainability plan.

Ena-QoL, PBS and Wellbeing team

My Pesp prides itself on the outcomes of our specialist Enablement & Quality of Life (Ena- QoL) team, directed by Amanda. The vision of the team is that ‘good quality care’ does not necessarily equate to a good, person-centred quality of life and that individual’s with Learning Disabilities have the right to access lifelong learning opportunities.

The team’s dedicated focus is on improving quality of life via a range of assessments, systems, tools and processes. Each My Pesp user has a lifelong learning plan, co-constructed with them and in partnership with their families. The lifelong learning plan aims high and dreams big, outlining a person-centred pathway plan towards their best life. Outcomes are then broken down with action plans and skill teaching strategies applied, following an outcome focused approach.

The Ena-QoL team includes Simran, our in-house PBS consultant, Kelsey (Systems and Service Coordinator), Yasmin (Systems and Service Coordinator).

With a Quality of Life focus, service users are viewed as active and valued members of society with a focus on: -

- 👁️ Human Rights
- 👁️ Inclusion
- 👁️ Person centred planning
- 👁️ Empowerment
- 👁️ Choice & Control
- 👁️ Ordinary lives
- 👁️ Utilising strengths and interests
- 👁️ Personal development and lifelong learning



	Quality of care	Quality of life
Perspective	Provider/company	Service user/MPU +family
Interest	Process	Outcomes
Content	System management	Support & impact on life
Success criteria	Efficiency & cost effectiveness	Values led outcomes – social inclusion, personal development etc
Structures	Fixed systems/regulations/standards	Person centred planning

Quality of life systems are data driven, with standard quality of life assessments completed every 3 months and 6 weekly team meetings with a sole focus on quality of life outcomes and development of the individual.

The Ena-QoL team also encompasses our staff wellbeing support systems, managed by our appointed wellbeing champion Jess Corson. My Pesp recognise that it is the direct behaviours from our front life staff to our service users that has the greatest impact on their quality of life, therefore we must also provide sufficient support for workforce wellbeing and workforce quality of life.

Monthly wellbeing focussed supervisions, away from line managers, provide staff with a safe space to be supported by Jess, or signposted to external professional support. My Pesp view the wellbeing support provided to the workforce as a vital component of staff retention to maintain relationships and belonging for our service users, many of which have a history of broken attachment relationships.

5 How we will provide a quality service

This Statement Of Purpose explains how we at My PESP always provides a quality services to all the Service Users, staff and visitors.

5-1 Policies and Procedures

The policies and procedures which inform our daily practice will proactively reflect the needs of the individuals we support. They outline our business, our ‘duty of candour’, our practice and leadership in all areas. They demonstrate our ‘fit and proper person requirement for Directors’. We aim to offer and achieve an outstanding level of service that is underpinned by our clear and transparent policies and procedures.

Overall, our policies and procedures direct our practice around systems of assessment, recording, planning, monitoring, reviewing, management, workforce development, direct care, supervision, and all areas of coordination. This overall reflects the individual's needs, preferences, views and aspirations of the Service Users. Each person we support will be encouraged to consent to and collaborate wherever possible.

The Policies and Procedures create a comprehensive Support Plan based upon specialist 'tailored' assessments. These assessments include set SMART objectives that will be reviewed regularly in the form of a Periodic Service Review (PSR) for each Service User.

Our person and family-centered approach is embedded within our Policies and Procedures to ensure continuity and consistency of services. This actively encourages Service Users to be involved in making decisions about their care and treatment. We will actively respond to the needs and views of family members by maintaining regular and on-going communication and joint working.

Various policies and procedures are in place and are live documents linked to every day working practice. Our Policies and Procedures are reviewed annually but will also be reviewed and improved as and when necessary according to circumstances. Our Quality Assurance Manager carries out Internal Quality Monthly Audits which use our Policies and Procedures to audit the service provision.

Our policies and procedures are outlined in the conclusion of this document (see Appendix 3).

5-2 CPD's and Staff Skills – Wellbeing for staff:

At My PESP, our staff are the most valuable part of the provision of care - therefore we expect and support an ethos of Continual Professional Development. This incorporates a planned induction, rolling programme of mandatory and specialist training, formal and informal supervisions, six monthly appraisals, reflective practice, in-depth recruitment procedures and reflective practice linked to all areas of staff performance.

Effective and progressive CPD programmes are built into our training programmes and monitored by our Training and Quality Assurance Manager.

We focus extensively on the wellbeing of the workforce and perceive this to be key to our service delivery. We demand an excellent level of passion, hard work, care, intelligence and brilliance from our workforce. We thus provide a lot of support around training and overall wellbeing for the workforce.

5-3 Training and Workforce Development

Our staff team is skilled in offering professional care to the Service Users. Training is comprehensive and focused around the needs of the Service Users and Staff Skills.

Our team are highly skilled in the 'Care and Support' they offer the Service Users. All staff can have access to a full range of qualifications that are appropriate to their job role this includes the Level 2/3 Diploma in Health and Social Care (Adults).



At My PESP we are keen to allow the staff the opportunity to develop their skills and as they progress in their job role from a Support Worker to Team Leader to Deputy Manager/Manager. We provide the opportunity for advanced management training towards the Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services. In addition to the range of in-house qualifications we have on offer, staff are able access external training that is applicable and appropriate to their job role.

5-4 Supervision:

The process of supervisions is a continual role of management and covers the support, progress, attitude and performance of the staff. There is a constant monitoring of supervision that enables a network of resources to empower and support staff with the skills they have and skills they need. We firmly believe that supervision is a constant process of support that enables all to understand what high-quality support entails.

5-5 Reflective Practice:

This is incorporated into all areas of work at My PESP to enable all the elements of the service (management, training, systems etc.) to reflect and learn to continually support the provision of care to grow. Our constant reflective practice system allows growth and improvement always. This ensures openness and willingness to learn from mistakes, look outwards and learn. All staff undertake constant reflective practice as part of their CPD and general performance.

5-6 Recruitment:

Comprehensive recruitment systems are in place to employ appropriate, value based and capable staff who can support and work to our expected high standards. They will undertake extensive training as necessary in order to provide the high standards of individual care expected.

Our management team are driven towards employing the most skilled, experienced and capable workers in East Sussex.

5-7 Quality Assurance and Continual Improvements:

We understand how the Service Users are challenged by the world in which they live, and systems are in place at My PESP that ensure we are always high quality and aware of changes in Social Care both from the Government and Local policy. Our Quality assurance systems encourage continual growth and improvements. We apply multiple systems to assess quality and make sure that we set high standards and continually progress them – this is led by our Quality assurance manager. This is in multiple ways within all areas of the service and using an array of systems and tools.

Overall, we have a Person-Centred approach to everyone – regarding our Quality assurance this includes Periodic Service Reviews, constant feedback and openness to the application of our services. The Service Users will be listened to and their comments acted upon in order to improve their safety, care and wellbeing.

We undertake major and continual reviews with Positive Management systems including: -

- 👁 Monthly reports,
- 👁 Internal monthly audits,
- 👁 Extensive reports and data collection
- 👁 Periodic Service Reviews – for the Support provided and Overall Service
- 👁 Continually Growing systems – for the Support provided and Overall Service

5-8 Feedback

We work closely with all to ensure that we are getting it right. We are open to both when we don't and when we do. We seek to know and understand how we are always doing. We always incorporate our principles of reflective practice.

In house confidential staff questionnaires are in place for staff with regular and private release. We undertake group reflective practice meetings, external questionnaires and constant relations with the Service Users, their families, friends and health professionals to enable constant informal feedback and scheduled formal feedback with questionnaires.

5-9 Care Planning, Positive Behavioural Support and Reviews of Care

Comprehensive, person centred, friendly Support Plans that reflect the person and their: -

- 👁 Needs
- 👁 Wishes
- 👁 Goals
- 👁 Life choices
- 👁 Choices
- 👁 Routines
- 👁 Complexities/Challenges they face and present

These are in place using various systems of Person-Centred Planning and Positive Behavioural Support principles. Training and induction for staff is comprehensive with constant quality assessments to ensure application as detailed in the care plans. Our internal monthly audit systems enables reviews of all care planning processes to ensure these are always dynamic and best practice performed.

As well as Person-Centred plans, our service has in place: -

- 👁 Positive Behavioural Support plans (for Challenging behaviours),
- 👁 Communication Passports
- 👁 Personal Interaction Profiles
- 👁 Essential Lifestyle Plans
- 👁 Support Guidance
- 👁 Health Passports
- 👁 Hospital passports – DisDat & A&E Emergency
- 👁 Health Action Plans
- 👁 Dreams, Objectives and Targets that include: Periodic Service Reviews, Continually Growing Plans/Meetings and Pathway Plans/Meetings. This also includes the Service Users Lifelong Learning Plans (LLP's)
- 👁 Pictorial easy read plans
- 👁 Risk Assessments

The Support Plans are used to train Staff directly in having an excellent understanding of who the Service User is, their needs, how they want support and how to provide excellent outcomes of life.

This is my **Hospital Passport** NHS

For people with learning disabilities coming into hospital

My name is: _____

If I have to go to hospital this book needs to go with me. It gives hospital staff important information about me.

It needs to hang on the end of my bed and a copy should be put in my notes.

This passport belongs to me. Please return it when I am discharged.

Nursing and medical staff please look at my passport before you do any interventions with me.

Things you must know about me

Things that are important to me

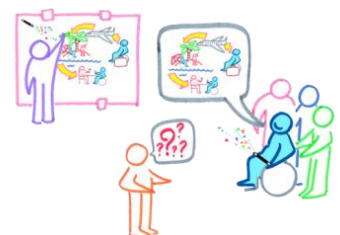
My likes and dislikes

Epsom and St Helier University Hospitals NHS Trust
Kingston Hospital NHS Trust
Majesty Healthcare NHS Trust
St George's Healthcare NHS Trust
Foundation of Nursing Studies

Orkney Community Learning Disability Team
Kingston Community Learning Disability Team
Merton Team for People with Learning Disabilities
Rothamsted Specialist Healthcare Team (Learning Disabilities)
Sutton Learning Disabilities Team
Wandsworth Community Learning Disability Team

My Health Plan

Every Support Plan Starts Here



I like ... **I don't like ...**

spy films

going for walks

spaghetti

coffee

being left in front of the TV by myself

being treated like a baby

5-10 Its 'Your' life - Working with the Service Users, consent and informing:

At My PESP, we know we are here to support, and that everything that is actioned is about the 'Service User' we support. We know it's 'their life' to manage and our role 'to support'. Where they have challenges, difficulties or needs - we provide just the right amount of support. Our drive for quality is based on supporting this in all available and creative ways.

Furthermore, enabling and empowering the Service Users to influence the services that we offer is paramount to how we work. By giving each Service User a 'real say' in how our services are delivered via various resources. We encourage decisions and empowerment over the direction of the Houses, Services and the Support Staff. Consent is actioned in all areas, this is planned, recorded and applied wherever necessary and in coordination with the Mental Capacity Act – in people's best interests. We work with families and others to perform best interest working.

5-11 Outcome Based Care:

Our focus is always on the positive outcomes for the people that we support, the outcomes of a good, meaningful and happy life is our passion. We ensure progression, stimulation and reward is at the centre of all that is achieved and that we do. Support will be provided with activity, stimulation and progress always.

Our unique personalised Quality of Life Stars work to assess and progress what our Service Users 'excellent quality of life' looks like and how we can support this. We use advanced systems around assessing 'Quality of Life' and person-centred tools to ensure Outcomes are set and achieved. We apply a system called 'LifeLong Learning Plans (LLP's)' where there is coordination around objectives, skill teaching, enablement, formal teaching plans, outcome stars and dreams. The entire process is applied using Periodic Service Reviews.

5-12 Strong and Supportive Management

The focus of the Management and Directors of My PESP is to be party to the direction of high standards of Social Care. Our skilful Management Team provide support and progression of a high-quality workforce that are full of value for the Service Users. Our Management are leadership and mentoring trained, capable, enthusiastic and caring. There is a high-quality drive around the meeting of the needs of the Service Users.

The management team ensure that there is a constant process of progressing skills in all areas. There is comprehensive 'progress plans' for the overall services and systems. The management team focus on ensuring we work with outside agencies to stay on top of changes in policy, systems, practice etc, and get the right support needed for the Service User. This is undertaken with:-

- 👂 Attendance at providers forums
- 👂 Close links with the local health teams
- 👂 Constant CPD works by all
- 👂 Use of newsletters, journals, subscriptions, trainings, partnership working

Our Management Team understand the significance of their roles and how leadership is applied to the highest quality. Support and care is provided to the staff with exceptional passion and skill towards getting the best from the workforce towards the highest outcomes.

Our management team link closely with the Nations Skills Academy and operate with expert awareness in Organisational Behaviour Management. There is always an open-door policy for families and for the Service Users and we operate a Parent Panel to enable partnership and incorporating families into the overall services we provide.

5-13 Our values, mission and visions, the Social Care Commitment, Restraint reduction network, Audit tools

We have signed up to various principle of high-quality social care and follow these as requirements and fundamental processes. We have our 'Values' that underline everything that we do and our Workforce attitudes, behaviours, beliefs and practice.

Our value set is what makes us a service that strives for the best for the Service Users and all values are embedded in all areas. Our values also form part of our recruitment process, staff inductions, workforce development, staff supervision and general support.

Our vision:

Our vision as a company is our statement. This highlights our core processes towards the best care and support.

My PESP

– 'Enabling People, Empowering Lives, Fulfilling Choice & Positive Outcomes'

Our Mission:

'To support, empower and care for young people with learning disabilities and complex needs using the foundations of Positive Behavioural Support. Working in partnership with families and friends to build environments and enable the individual to be the most able and happy they can be whilst having the best quality of life. All undertaken for social good and improvement – rather than business profit.'

Our values:

Social Value and partnering

Analytical and outstanding

Positive

Enablement focused

Personalised

- Being positive
- Being professionally caring
- Enabling people
- Providing just enough support
- We grow as people and reflect
- Being open and accountable
- We aim for excellence
- We are Honest
- We go the extra mile
- We work together in unison
- We Support uniqueness
- Celebrating success and reward
- Leading well – great behaviours to lead
- Attention to detail in all area
- Our Service Users come first
- Meeting needs, excelling lives
- Following support plans and PCP plans
- Being scientific and analytical
- Being reliable
- Helping others – just enough support
- Making it their home
- Improving quality of life
- We are resilient
- Betterment of the Learning disability Community and their families
- We are consistent and patient
- We add to skills and teach well
- We celebrate tiny success
- Doing what is needed to make the extraordinary seem ordinary
- Making surplus to have a Social Impact

Service Users are encouraged to make informed choices in all aspects of their care package. We believe that providing responsible empowerment is an important step towards increased self-confidence and self-determination. Our aim is that with ongoing support, our Service Users will make their own choices and determine the course of their daily lives.

Informed decision making is encouraged and enabled via informal discussions, review meetings and consultations with professionals.

The Service User's safety is of paramount importance and risk assessments form a part of this process. However, we support everyone's right to self-determination and assist in reducing risks, so that Service User can benefit from making personal choices that develop self-reliance and contain acceptable levels of risk.

A recognised part of decision-making is being able to make independent, informed choices. We will arrange for Service User's to access an independent advocate if they wish or if a situation arises where an individual would benefit from this specialist provision.

Adhering to the social care commitment

We've made the Social Care Commitment

Working together to provide quality care and support

www.thesocialcarecommitment.org.uk @carecommitment



We are signed up to and comply in all areas with the Social care commitment, the table below highlights how we do this:

Employer statements and tasks	Employee statements and tasks
Statement 1: I will take account of potential employees' values, attitudes and behaviours when recruiting new staff.	Statement 1: I will always take responsibility for the things I do or don't do
Statement 2: I will provide thorough induction for all new staff and for those changing job roles.	Statement 2: I will always promote and uphold the privacy, dignity, rights, health and wellbeing of people who need care and support.
Statement 3: I will provide timely, appropriate and accessible education, learning and development opportunities to enable my employees to develop and	Statement 3: I will work co-operatively with others to ensure the delivery of safe, high-quality care and support.

strengthen their skills and knowledge.	
Statement 4: I will encourage everyone I employ to sign up to the Social Care Commitment and to commit to any codes, standards or registration systems applicable to their job role.	Statement 4: I will communicate in an effective way to promote the wellbeing of people who need care and support.
Statement 5: I will take responsibility for the values, attitudes and behaviours that my employees display at work, including upholding and promoting equality, diversity and inclusion.	Statement 5: I will respect people's right to confidentiality, protecting and upholding their privacy and dignity.
Statement 6: I will regularly monitor the skills and behaviour of everyone I employ, ensuring that feedback is encouraged from anyone they support or have direct contact with, including families and carers.	Statement 6: I will improve the quality of the care and support I provide by constantly reflecting on and updating my own knowledge, skills and experience.
Statement 7: I will work to ensure a positive culture and working environment where all employees are supported to do what they've said they will as part of their Social Care Commitment.	Statement 7: I will promote equality, diversity and inclusion by treating all people fairly and without bias.

The restraint reduction network and BILD PBS Mission

We have signed up to **The Restraint Reduction Network**, this is an independent network which brings us together with other committed organisations providing education, health and social care services for people who may challenge. The network has an ambitious vision to deliver restraint-free care and support and make a real difference in the lives of people who use services.



The PBS mission is a BILD coordinated approach that we are signed up to. Within the PBS mission, we: -

- 👁️ Make sure that all people with learning disabilities can exercise their human rights and be valued members of their local communities
- 👁️ Focus on vulnerable and disadvantaged groups including; People with complex needs; People from black, minority and ethnic communities; people with Autism; offenders and those in the judicial system.
- 👁️ Work in partnership with families, carers, friends and the key individuals in people's lives.
- 👁️ Ensure that people's individual communication needs are positively addressed.
- 👁️ Develop an evidence base for practice.
- 👁️ Develop a framework of good practice guidance that focuses on positive behaviour support and person-centered planning.
- 👁️ Identify, disseminate and promote good practice in reducing the use of restrictive practices and the implementation of positive behaviour support.
- 👁️ Educate all stakeholders that the use of restrictive practices is potentially dangerous.
- 👁️ Eliminate the use of unnecessary restrictive and aversive practice.
- 👁️ Ensure appropriate training and learning opportunities are available for all staff and supporters.

TOTAL communication and The Communication Bill of Right audit systems

We use systems that support our best practice throughout the service and to ensure that best outcomes are achieved around communication, interaction, structure and enablement. This includes advanced communication systems tailored around the Service User's needs. The TOTAL communication approach is adopted incorporates assessments, care planning, audits of the service and positive communication systems.



We also use The Communication Bill of rights as a system and audit to enable the service to have detailed understanding of the communication needs and enable the best approach to communication.

Personalisation audit systems

Our focus remains on services that are suited, tailored and designed around our Service User's unique and dynamic needs. Personalisation systems are always in place that place the Service Users at the centre of all we do. We undertake personalisation audits of the service and have PCP audits of the care provided.

Periodic Service Reviews and Organisational Behavioural Management – internal audits

We set ourselves very specific standards in all areas and undertake a management technique called Organisation Behavioural Management. Within this, we use Periodic Service Reviews with agreed standards that are then reviewed to ensure a system of working towards excellent and scoring of our works. We incorporate this into many areas, however, some areas include: -

- 👁️ Staff Supervision
- 👁️ The cleanliness of the service

- Our daily records
- Policies and Procedures
- Compliance with the KLOE
- Our values
- STOMP
- PWS compliance
- Specific to the Service Users needs



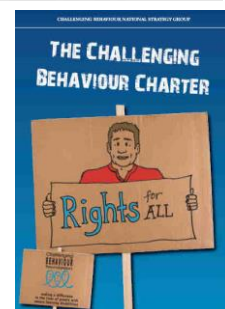
Signed up to STOMP

In July 2018, we signed up and comply with the national initiative STOMP. STOMP is about making sure people get the right medicine if they need it and that people get all the help they need in other ways as well. It is about encouraging people to have regular medication reviews, supporting health professionals to involve people in decisions and showing how families and social care providers can be involved. STOMP also aims to improve awareness of non-drug therapies and practical ways of supporting people whose behaviour is seen as challenging.

<https://www.vodg.org.uk/campaigns/stompcampaign/> .

Signed up to the Challenging Behaviour Foundation Charter

In March 2018, we signed up to the Challenging Behaviour Foundation Charter. We use this as an audit tool to ensure we support behaviours in the best way.



The PBS academy

We advocate and implement the PBS Academy works in all ways and line of our works. Our Best Interest Director and Practice Leader was heavily involved in the set-up of the Support Workers standards and induction paperwork for the workforce. Finally, we continue to work closely with them to ensure we stay on top of best practice.



Equality and diversity health inequalities

We are signed up to a local equality and diversity agreement with a 'The Voluntary Community and Social Enterprise (VCSE) Health and Wellbeing Alliance (HW Alliance)'. This is a key element of the [Health and Wellbeing Programme](https://www.inclusion-health.org/about-us/) - <https://www.inclusion-health.org/about-us/> .



This means that we agree with the process of health and wellbeing for all marginalised members of society include the people we support. Based on this, we have an equality and diversity monitoring form and are working to reduce health inequalities.

WHATEVER YOUR WORLD, YOU'RE WELCOME IN OURS

VODG health charter

We are signed up to the health charter – VODG and work to ensure our compliance at all times.



'Thumbs Up' Pledge to support people with learning disabilities

We are signed up to the Thumbs up pledge for Brighton and Hove. This means ensure we: -



5-14 Positive Behavioural Support (PBS) and Person-Centred Active Support (PCAS):

The services supplied by My PESP are always underpinned by the principles of enabling active support. The staff are extensively trained in PCAS (Person Centred Active Support)

whereby every moment is an opportunity to be involved in an activity meaningful for them. We thoroughly encourage our Service Users to be as independent as possible with the aim of providing the minimum of support needed to achieve the goal as possible.

Focus is always on planned approaches of enablement and increasing self-care and an overall support system of care and support that 'enables' rather than disables.

The essential practice for PCAS is: -

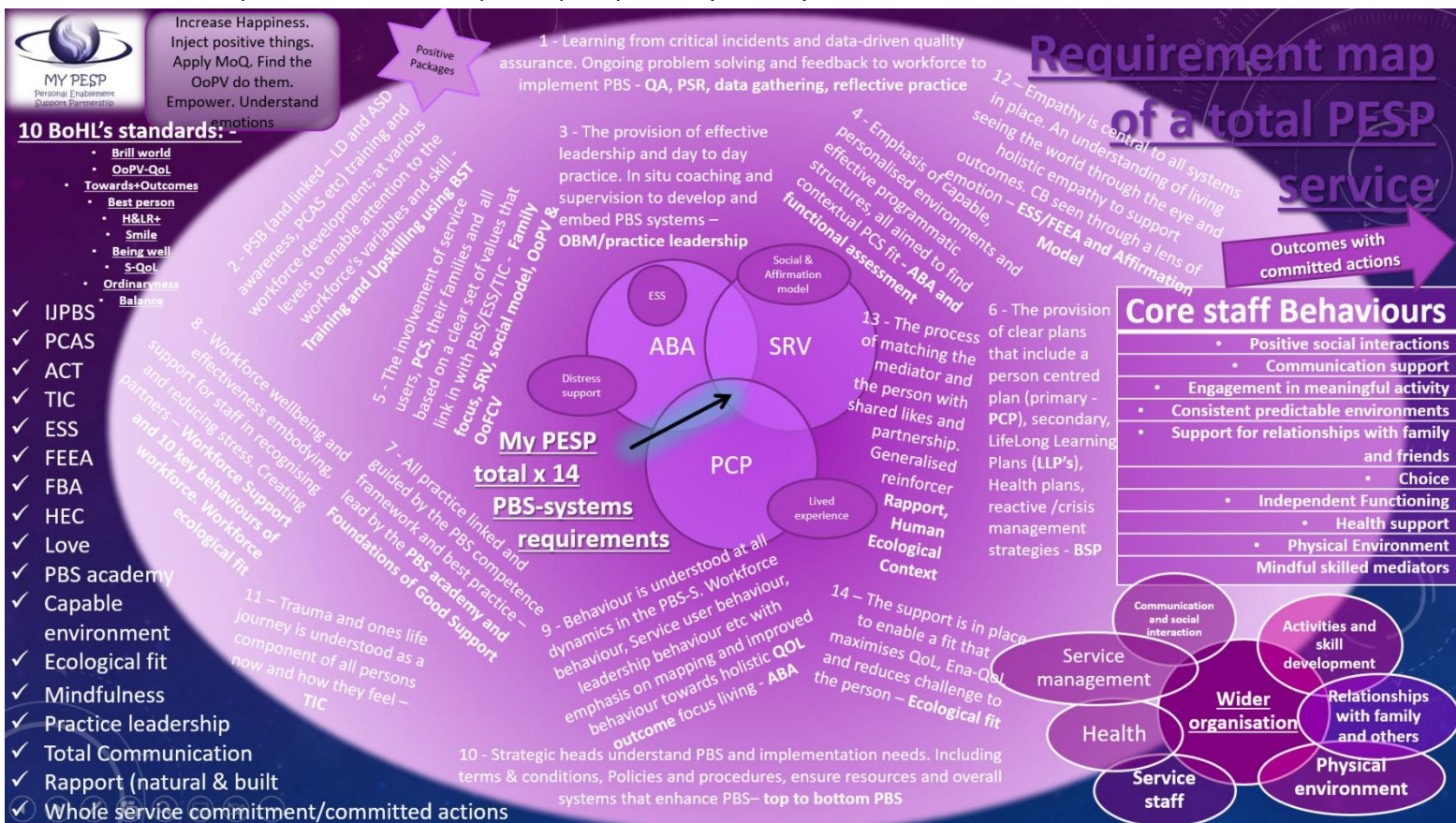
- Every moment has potential
- Do things little and often
- Maximize choice and control
- Graded assistance to ensure success – so supporting just the right amount, planning so the task is not failed and knowing when to support and when not to
- It is not planned detailed support plans, but a culture of supporting

1. Listen to what the person is saying	
2. Give the person extra time.	
3. Use plain English that avoids jargon	
4. Use pictures as well as writing. For example a picture of a venue as well as a map	
5. If the person has a carer, talk to the person rather than the carer	
6. If the person asks for help, show them as well as tell them.	
7. Not ignore bullying. We will do the best we can to help if we think someone is being bullied.	
8. Offer good customer service. If we notice someone may need extra help, we will offer it	
9. Offer help with access if we think someone needs it (e.g. steps and doors).	
10. Do our best to make our service accessible to people.	

Furthermore, My PESP focuses on Positive Behavioural Support as a means of providing the right support to: -

Value the person positively (Values), using Person Centred Principles

- Applies scientific systems e.g. functional analysis of the behaviour and person. This provides multiple approaches and strategies (Theory)
- And finally focus on data to improve quality of life (Process).



PBS is based on the values of recognising each person's individuality and their human rights, the importance of self-determination, a rejection of aversive and restrictive practices, and an acceptance that behaviours which challenge develop to serve an important function or are useful for people.

PBS thus promotes: -

- A person-centred and value led approach.
- Behaviour as having meaning.
- The understanding of behaviour in leading to change.
- Predicting behaviour in reducing its likelihood.
- Focusing on the elimination of problems by helping to establish new behaviour or skills; or by re-establishing those which have been lost or distorted.

We implement Positive Behavioural Support and Intervention Plans based upon Functional Behavioural Assessments. We employ ethical, evidence-based proactive interventions based upon respect for the individual and the functions of their behaviour

PBS consultant and Practice Leader

Simran Sabharwal, our PBS consultant and Practice Leader has a high degree of skill, knowledge, and passion in PBS, Empathetic Stress Support (ESS), Positive Psychology, Organisational Behaviour Management (OBM), Trauma-informed Care (TIC) and Person-centred Planning (PCP). Simran leads these areas and works in partnership with the other elements of My PESP to achieve the best outcomes for the people we support and the service overall. This includes consulting in the care management (key working), Ena-QoL, workforce wellbeing and culture of the service. Simran's background is Psychology and 2023 achieved qualification in PBS (Level 5 diploma) are accompanied by supervision by a BCBA to uphold her skills.

Data analysis of the people we support lives (including challenging behaviour) enables a data driven system for the total provision of PBS, ESS, positive psychology, PCP, and support for all Adult Residents overall lives - with a focus on the highest Quality of Life and great Moments of Quality. The specialist PBS knowledge Simran brings allows the team to ensure all service users have Capable Environments, meaningful engagement and can be taught functionally equivalent skills to reduce behaviours of concern or challenging behaviours.

5-15 Intensive Interaction:

My PESP incorporate to principles and practice of intensive interaction. We use this to teach the pre-speech fundamentals of communication and spend time with the adults we support. This fully incorporates training and systems to enable a total and progressive approach.

5-16 Systemic Practice:

My PESP has a systemic therapeutic approach to its practice This moulds the way we work with our young people, who in some cases have had difficult and traumatic experiences in their lives. My PESP recognises that all individuals have different backgrounds, values and beliefs, so it is vital that there is a level of therapeutic input in our daily practice to ensure that we are working in a safe, understanding and person-centred way with our young people who have such complex needs.

5-17 Trauma Informed Care approach:

At My Pesp, we recognise that the individual's we support have often experienced trauma's in their lives that have a significant effect on their wellbeing and behavioural presentation. By committing to trauma informed principles, My Pesp ensure physical and emotional safety at all times and provide an optimum environment for trauma recovery. In doing so, the quality of life of our service users can be maximised. Furthermore, trauma informed workforce wellbeing support aims to retain a positive and motivated staff team, further strengthening and sustaining positive, safe, trusting relationships for our service users.

This includes a focus on Empathetic Stress Support (ESS), viewing behaviours that we may find challenging with a trauma informed lens, asking 'what happened to the person' rather than 'what's wrong with them' and recognising that functions of behaviour (attention, tangible, escape, sensory, automatic) can be rooted in trauma e.g. low self-esteem, insecure attachment relationships, a need for control, loneliness, power or shame.

Being trauma informed means My Pesp are committed to working in line with trauma-informed principles, summarised by the Four Rs:

The Four R's of Trauma Informed Care



6 The rights of the people we support and our Skill and Value base

At My PESP we support and believe in the principles of Social Role Valorization/normalisation and the Human Rights Act and we champion them, this is in the following ways: -

- 👤 The right to be called by the name of your choice – this will be detailed on the care plan
- 👤 The right to be part of a society where you are safe and free from abuse
- 👤 The right to care for yourself as far as you are able
- 👤 The rights to have freedom of movement
- 👤 The right to make choices
- 👤 The right to independence
- 👤 The right to have your dignity respected and to be treated as an individual
- 👤 The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- 👤 The right of access to your own personal records and information relating to decisions made with all Home Support staff that affect your life, and where necessary to be assisted with this.
- 👤 The right to take an active part in any decisions about daily living arrangements that affect your life.
- 👤 The right to look after your own medicines
- 👤 The right to control your own finances, if you can do so.
- 👤 The right to make personal life choices such as what food you eat and what time you get up and go to bed within the scope of the service provision
- 👤 The right to be involved in the writing of your own "Service Users Plan" and be involved in any formal reviews of your needs, which take place at regular intervals
- 👤 The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary

7 Facilities, Policies and Services

Services

This list is not exhaustive and will be dependent on the assessment and care package, but can include: -

- 👤 Assisting Service Users to get up
- 👤 Assisting Service Users to go to bed
- 👤 Dressing and undressing
- 👤 Support with Personal hygiene, toileting, washing, bathing, shaving & hair care.
- 👤 Assistance with eating and drinking.
- 👤 Continence Management
- 👤 Making or changing a Service Users bed
- 👤 Grocery and cleaning services
- 👤 Paying Service Users bills
- 👤 Support with Money management, benefits etc.
- 👤 Advice and management of monies
- 👤 Service Users laundry and ironing
- 👤 Preparing Service Users meals
- 👤 Ensuring safety systems and facilities in place (Risk assessing)
- 👤 Assistance with Service Users pets
- 👤 Support with Health professional liaison and coordination
- 👤 Holiday planning and participation
- 👤 Community access
- 👤 Planning of community access
- 👤 The coordination of special occasions
- 👤 Cultural events and coordination
- 👤 Medication coordination and administration
- 👤 Blood sugar monitoring

Health and Social Care Professionals

Breakdown of the local health provisions and support available for when/if needed: -

- 👤 Optician
- 👤 Dentist
- 👤 Physiotherapist
- 👤 Psychiatry
- 👤 Psychology
- 👤 Occupational Therapist
- 👤 Chiropody
- 👤 Chiropractic
- 👤 Osteopathy
- 👤 Podiatry
- 👤 Acupuncture
- 👤 Reflexology
- 👤 Aromatherapy
- 👤 Hypnotherapy
- 👤 Anger management
- 👤 Positive behavioural Support
- 👤 Social inclusion / other activities

8 The Complaints Procedure (including Easy Read):

Regulation 16: Receiving and acting on complaints

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 16

1. Any complaint received must be investigated and necessary and proportionate action must be taken in response to any failure identified by the complaint or investigation.
2. The registered person must establish and operate effectively an accessible system for identifying, receiving, recording, handling and responding to complaints by service users and other persons in relation to the carrying on of the regulated activity.
3. The registered person must provide to the Commission, when requested to do so and by no later than 28 days beginning on the day after receipt of the request, a summary of—
 - a. complaints made under such complaints system,
 - b. responses made by the registered person to such complaints and any further correspondence with the complainants in relation to such complaints, and any other relevant information in relation to such complaints as the Commission may request.

Comments or Complaints, whether formal or informal, can be made at any time regarding the Houses, our Services or the provision of care we offer. This includes Comments or Complaints from the general public, our young adults, families or staff.

It is hoped that any informal complaint can be dealt with efficiently and effectively by talking to the Registered Manager. If, however, it is felt that the issue has not been dealt with appropriately it can then be dealt with officially by The Quality Assurance manager.

Official Complaints should be put in writing, stating very clearly the matter in question and sent to the Registered Manager who will discuss the matter with appropriate (Manager's), staff member, Service Users and endeavour to settle the matter to everyone's satisfaction.

Our whole company, My PESP is built on the ethos of transparency throughout all our management systems and working practice. However, we always welcome comments, concerns, and complaints about the service we offer as these can only go towards improving the care we offer for our Service Users. All contact and correspondence will be treated very seriously and confidentially, in line with the Data Protection Regulation.

Complaint management

Any person against whom a complaint has been made is precluded from dealing with the complaint. Normally the Registered Manager will deal with any complaint and try to resolve it informally, unless it is against them personally. We take complaints very seriously and will always endeavour to resolve them satisfactorily.

In the main, we will attempt to achieve this internally, but we understand that complainants may at any time ask for an independent person, not employed by My PESP to conduct investigations. In such circumstance's complainants may invoke their own local authority procedures.

We will do our utmost to work to the following (a) receipt (b) investigation (c) resolution: -

- 👁️ Complaint received, reported to line manager, depending how serious will depend how urgently reported (if necessary, this can be out of hours)
- 👁️ The person who receives the complaint must try to resolve if appropriate and if possible, at the time. They must also inform the complainant that the complaint has been resolved satisfactorily
- 👁️ The complaint is recorded on a complaint form
- 👁️ Where necessary this will be managed informally and constant liaison with the complainant about its progress. However, receipt of the complaint will be made formally within 48 hours. Regulatory bodies, families etc may need to be informed
- 👁️ The aim of ourselves will be to resolve professionally via investigation, with an outcome given within 28 days if it did not have an immediate resolution
- 👁️ The outcome reviewed with the person making the complaint
- 👁️ Where the outcome is not satisfactory to the complainant, then an appeal can be lodged and Progressed forwards, this then activates an additional 28 days resolution timeframe.
- 👁️ At any point the complainant may report to CQC or Social Services and request their involvement

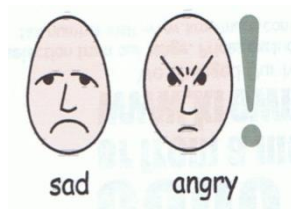
If the complainant feels this has not been achieved the matter can be referred to: -

- 👁️ The Quality Assurance Manager

Should a Service User or a member of his/her family wish to make a complaint and require additional support, internal systems are in place including Advocacy if necessary (available whenever possible upon request.) Any complaints about the Registered Manager are to go to The Quality Assurance Manager.

Based on the needs of the Service Users, they may lack the skills to complain – we therefore review all incidents and periods of unhappiness as complaints against the service or workforce and follow this procedure where needed with incidents.

8-1 Easy Read Complaints Procedure:



ideas



Complain



Well done



suggestion

It is our policy that all comments, suggestions and complaints are dealt with quickly and effectively in line with the Complaints Policy.

We shall make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service.

We recognise the right of all Service Users, relatives, representatives and members of staff to inform us of any problems or complaints they may have.

This can be: -

By phone: -



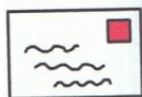
phone

By email: -



email

By post: -



Letter

Or meeting with staff



chatting

We are always looking to improve our services. All comments, suggestions or complaints regardless of how small are treated as serious by us and we are continually striving to improve.

We will always try to complete our investigations within 28 days.

First the Home Manager will deal with the complaint as quickly as possible

The Manager will make arrangements to discuss the outcome of the investigation with the person that is unhappy. However, if the Home Manager cannot make you feel better about your complaint you may contact the Director.



happy

Luke Watts

By phone: - 07771357075

By email: - Luke.watts.my.pesp@hotmail.com

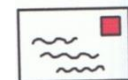
By post: - My PESP, St Elizabeth Church and Community Centre, 268 Victoria Drive, Eastbourne, East Sussex, BN20 8QX



phone



email



Letter

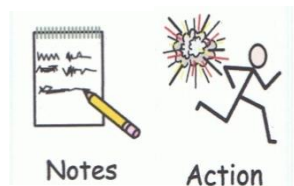
Quality assurance manager

By phone: - 07779 040047

By email: - Kerry.french.my.pesp@hotmail.com

By post: - My PESP, St Elizabeth Church and Community Centre, 268 Victoria Drive, Eastbourne, East Sussex, BN20 8QX

If you are still not happy or have a complaint about the above people, then again you can tell a member of the Advisory Board (Warren Poll, Naomi Watts, Julie Champion or Brett Harding) and alternative arrangements can be made to hear your concerns via other persons who are part of My PESP.



We will always take notes and try to action support for people with complaints about us and we welcome any comments.



If you are happy or unhappy with the way we have managed this you can talk to an inspector with the **'Care Quality Commission (CQC)'**



By phone: - 03000616161

By email: - enquiries@cqc.org.uk

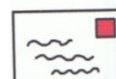
By post: - CQC South East, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA



phone



email



Letter

9 Care Quality Commission (CQC):

CQC are the regulatory body that is part of centralised management of the regulation and registration of Health and Social Care providers, this regulates the conduct of Registered Care Homes in England. There are several Regional Offices from which Commissioners carry out their duties however, all correspondence, should be addressed to the details below.

The Registered Person must notify CQC under various Outcome and Regulation of certain events and to changes to the provider's statement of purpose.

Care Quality Commission National Correspondence

**Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**

Telephone: 03000 616161
Fax: 03000 616171
E-Mail: enquiries@cqc.org.uk

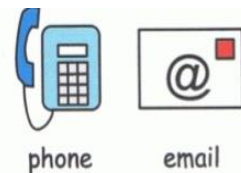
Appendix 1 – What we can do – My PESP CIC

The service:

Supported Living Services,
Outreach/Dom care

Registered Manager:

Luke Watts
07771357075
luke.watts.my.pesp@hotmail.com
www.my-pestp.co.uk



ABOUT US: -

Supported Living Services/Houses – Summerfield House

Capacity:	4 tenants
Accommodation:	4 large bedrooms with 4 lounges
House details:	Large spacious house in Telscombe Cliffs. 5 min walk to the beach and close to local shops. Social Landlord in place.
S/U needs Category:	Younger adults, 'Learning Disabilities' 'Mental Health Problems (including Personality disorders)', 'Autistic Spectrum Disorder', 'Epilepsy', 'Sensory Needs', 'Prader-Willi Syndrome', 'Physical Disabilities' and 'Challenging Behaviour'
Current Service User's notes:	Young adult who are active and progressive
Specialisms and skills:	Our provision of support is based on Positive Behavioural Support and expertise in high standards of Care for Adults that challenge, have high support needs who need advanced and excellent holistic provision
S/U Age Range:	0 to 12 year olds, 13 to 17 year olds and 18 to 65 years of age
S/U Gender Specification:	None
Core staffing:	1-1 support with share of 1 waking and 1 sleepin staff member

Supported Living Services/Houses – Autumn House

Capacity:	3 tenants
Accommodation:	3 flats
House details:	3 flats, all self contained. Shared garden.
S/U needs Category:	Younger adults, 'Learning Disabilities' 'Mental Health Problems (including Personality disorders)', 'Autistic Spectrum Disorder', 'Epilepsy', 'Sensory Needs', 'Prader-Willi Syndrome' and 'Challenging Behaviour'
Current Service User's notes:	Young adult who are active and progressive
Specialisms and skills:	Our provision of support is based on Positive Behavioural Support and expertise in high standards of Care for Adults that challenge, have high support needs who need advanced and excellent holistic provision
S/U Age Range:	0 to 12 year olds, 13 to 17 year olds and 18 to 65 years of age
S/U Gender Specification:	None
Core staffing:	1-1 support with share of 1 waking and 1 sleepin staff member

Supported Living Services/Houses – Gow House

Capacity:	8 tenants
Accommodation:	8 flats (bedroom/lounge and bathroom), shared kitchen and lounge
House details:	8 flats (bedroom/lounge and bathroom), shared kitchen and lounge

S/U needs Category:	Adults, 'Learning Disabilities' 'Mental Health Problems (including Personality disorders)', 'Autistic Spectrum Disorder', 'Epilepsy', 'Sensory Needs', 'Prader-Willi Syndrome' and 'low level Challenging Behaviour'
Current Service User's notes:	none in place
Specialisms and skills:	Our provision of support is based on Positive Behavioural Support and expertise in high standards of Care for Adults that challenge, have high support needs who need advanced and excellent holistic provision
S/U Age Range:	0 to 12 year olds, 13 to 17 year olds and 18 to 65 years of age
S/U Gender Specification:	None
Core staffing:	1:4 support day and 1 waking and 1 sleepin shared between 8 people


Outreach support

S/U needs Category:	Younger adults, 'Learning Disabilities' 'Mental Health Problems (including Personality disorders)', 'Autistic Spectrum Disorder', 'Epilepsy', 'Sensory Needs', 'Prader-Willi Syndrome', 'Physical Disabilities' and 'Challenging Behaviour'
Specialisms and skills:	Our provision of support is based on Positive Behavioural Support and expertise in high standards of Care for Adults that challenge, have high support needs who need advanced and excellent holistic provision
S/U Age Range:	0 to 12 year olds, 13 to 17 year olds and 18 to 65 years of age
S/U Gender Specification:	None
Current details:	Support staff, with transport able to support in the community

Appendix 2 – ISTP or My PESP Training Targets

At My PESP, our staff are our greatest asset and the main part of providing high quality care. Therefore, we produce a regular training programme and staff complete the following mandatory training within their six-month probationary period as well as additional training to suit roles and responsibilities.

Mandatory and refreshed		
Name of course	Training	Aims and Outcomes
The Care Certificate 1. Understand Your Role – Covered in PBS Modular training 2. Your Personal Development 3. Duty of Care – Covered in PBS Modular training 4. Equality and Diversity 5. Work in a Person Centred Way – Covered in PBS Modular training 6. Communication – Covered in PBS Modular training 7. Privacy and Dignity – throughout training sessions 8. Fluids and Nutrition – incorporated in Food Hygiene 9. Awareness of mental health, dementia and learning disabilities – Covered in PBS Modular training and when funding is available to undertake L2 qualification 10. Safeguarding Adults 11. Safeguarding Children 12. Basic Life Support (L2 Emergency First Aid at Work 3 year certificate) 13. Health and Safety and Infection Control (15) 14. Handling Information	Completed with assessments within the first 12 weeks	To ensure knowledge and skills support Service Users appropriately Self-Assessment tool undertaken as soon as possible, and observations carried out and signed off by Registered Manager or staff member as designated
L2 Emergency First Aid at Work	3-year Certificate	To ensure safety of Service Users, colleagues, visitors and self
Environmental Induction Pack	First 2 weeks of Induction	New employees' awareness
Fire Safety	Fire Awareness workbook followed by Fire Training when booked by Training Centre	To ensure safety of Service Users, self, colleagues, visitors always and understand emergency procedures
Food Hygiene and Nutrition and Hydration	Workbook annually	To ensure all food preparation is undertaken according to legislation, policies and procedures for the safety of all
Health & Safety/COSHH incorporating Infection Control and Principles of Manual Handling	Training Centre delivery with annual workbook up-date or further training as appropriate to legislation	To ensure all staff are aware of policies, procedures and legislation in accordance to keeping Service Users, colleagues, self and visitors safe always SecuriCare training also incorporates handling and transporting of young people which incorporates sufficiently for Adult Service
L2 Safeguarding Adults at Risk and L2 Safeguarding Children	3-year certificate Annual up-date according to changes in legislation or as appropriate to needs	To ensure all staff are aware of their Duty of Care in safeguarding our Service Users and providing an appropriate, caring environment. To ensure all staff are aware of their Duty to act according to the Company's Whistle Blowing policy and procedure with the interests of our Service Users in mind at all times
Lone Working	Incorporated in induction training	To ensure all new staff are aware of how to keep themselves and Service Users safe
Additional courses as required		

Autism	Literature available at Induction Undertake L2 Autism Awareness when funding available or attend Autism Awareness Day when organised by Training Centre	To give an awareness of the disability To help support Service Users appropriately To enhance staff knowledge and skills by undertaking qualification courses whenever possible
Bereavement of care of dying	Literature available at Induction To attend external training as and when necessary	To enable compassionate care to be provided as necessary
Conflict Management-Physical Intervention skills	SecuriCare training mandatory before or on Start Date Annual refresher or as appropriate	To enable all new recruits and existing staff to be able to offer appropriate intervention and de-escalation in their care of Service Users
Documentation	Part of the induction procedures	To ensure all staff are aware of necessary documentation and following correct procedures
Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS)	Training Centre deliver according to needs of the service	To ensure all staff are aware of legislation and policies and procedures are in the best interest of our Service Users
Effective communication/total communication – Makaton	Undertaken during probation period whenever available	To ensure all staff are aware of appropriate communication systems according to the needs of the Service Users
Epilepsy, with Buccal midazolam	Literature available during induction Training available as appropriate during probation period	To ensure all staff are trained appropriately according to the needs of the Service Users
Equality & Diversity	Literature available during Probation period and embedded into every training session	To ensure all staff are aware of equality and diversity in their support of the Service Users and their needs
Diploma	L3 Health & Social Care (Adults) L4 Health & Social Care L5 Management in Service Userial Care Registration according to roles and responsibilities and requirements of the Company and Inspectorate	To enhance knowledge and skills to the advancement of staff and the benefit of our Service Users
Learning Disabilities Awareness	Literature available during Probation period	To enhance staff knowledge in order to support Service Users appropriately
Mental Health Awareness	Literature available during Probation period L2 Mental Health Awareness course to be undertaken as appropriate and as funding is available	To expand staff knowledge and understanding in order to support appropriately our young adults
 1 - Positive Behavioural Support	Literature available during probation period	To ensure staff skills and knowledge according to the needs of Service Users







		Modular specialist training when available by Sussex Partnership Trust or in-house PBS training	
	2 - Challenging behaviour	Incorporated within SecuriCare training sessions Training delivered by our in-house Behavioural Therapist when possible	To ensure staff understand the procedures and strategies in order to keep our Service Users safe and offer appropriate de-escalation intervention
	3a – Positive Behavioural Support Tier One	Understanding the basics of PBS and how the right environment prevents 80% of behaviours	To ensure staff understand the procedures and strategies in order to keep our Service Users safe and offer appropriate de-escalation intervention
	3b - Positive Behavioural Support Tier Two	As above, but including FBA	To ensure staff understand the procedures and strategies in order to keep our Service Users safe and offer appropriate de-escalation intervention
	3c - Positive Behavioural Support First resort of Last resort	Short course around dealing with CB when happens – least restrictive	To ensure staff understand the procedures and strategies in order to keep our Service Users safe and offer appropriate de-escalation intervention
	3d - Positive Behavioural Support personal to the person being supported (S/U specific)	Using PBS around individuals and understanding their plans – key to who is worked with	To ensure staff understand the procedures and strategies in order to keep our Service Users safe and offer appropriate de-escalation intervention
	4 - Positive Behavioural Support	Literature available during probation period In-house training delivered by Registered Manager On-line training during probation period http://elearning.nsahealth.org.uk	To ensure staff are aware of appropriate care and support of our Service Users
Diabetes Awareness		Literature available within probation period In-house training available as and when appropriate to needs	To ensure all staff are trained appropriately according to the needs of the Service Users
Prada-Willi Syndrome		Literature available within induction and probation period. In house reading and DVD pack	To ensure all staff are trained as appropriate to the needs of our young Service Users
Person Centred Active Support		Embedded within all training sessions	To ensure all staff offer this to all Service Users
Risk assessment and care planning		Literature available during induction and probation period In-house training delivered by designated	To ensure all staff are aware of legislation, policies and procedures in order to keep Service Users safe always and allow least restrictive practice

	member of staff team	
Systemic Practice	Literature available within probation period An element of systemic practice runs throughout the adult service	To give staff an awareness of systemic practice and how to incorporate this within working practice
ACT – Acceptance and Commitment Therapy	Full training course run in house	To support staff to be mindfully skilled workers to support wellbeing improvement for fall
Sensory needs for people with Autism	Full training course run in house	Understanding the sensory needs and building sensory friendly support environments for the people we support
Total Communication - Intensive Interaction	Full training course run in house	Application of a holistically communication friendly environment and workforce to meet the My PESP users needs
Leadership training – including Behavioural Skills Training	Full training course run in house	All the leadership skills to lead workers to applying skills to the best outcomes for the service users
LifeLong Learning and Improving Quality of Life training (ABA based application)	Full training course run in house	How we teach and support our My PESP users to have the best outcomes
Belonging and creating a supported life	Full training course run in house	How we move beyond creating rapport to the person feeling a sense of belonging
Trauma Informed Care	Full training course run in house	Understanding how trauma affects the people we support and providing a therapeutic support to recover
Resilience within social care/stressful environments	Staff trained at induction and certain staff attend courses	To enable staff to manage stress and be resilient in the support of social care, challenging behaviour and supporting people with complex needs
Medication	Medication Guidelines and My PESP Protocol incorporated within the probation period	As appropriate to staff who will be undertaking administration of medication in whatever form
Level 2 courses in various topics including: - <ul style="list-style-type: none"> • L2 Safeguarding Children • L2 Safeguarding Adults at Risk • L2 Emergency First Aid at Work • L2 Mental Health • L2 Learning Disabilities • L2 Equal opportunities • L2 Challenging behaviour • L2 Autism Spectrum Disorder • L2 Team Leading • Level 3 Leadership and Management 	<ul style="list-style-type: none"> • L2 Safeguarding Children • L2 Safeguarding Adults at Risk • L2 Emergency First Aid at Work • L2 Mental Health • L2 Learning Disabilities • L2 Equal opportunities • L2 Challenging behaviour • L2 Autism Spectrum Disorder • L2 Team leading 	To give staff an awareness and skill base in the areas listed and how to incorporate this within working practice
PCAS	Literature available within probation period <ul style="list-style-type: none"> • In-house training available as and when appropriate to needs 	To ensure all staff are trained appropriately according to the needs of the Service Users
Moving and handling	•	
Putting the B in PBS	Literature available within probation period	To ensure all staff are trained appropriately according to the needs of

	In-house training available as and when appropriate to needs. This is to understand in detail the implementation of behaviouralism to support our MPU's	the Service Users
EPS/ESS empathetic positive support or empathetic stress support – including low arousal approaches	Literature available during induction and probation period. In-house training delivered by designated member of staff team This is to understand in detail the implementation an alternative to PBS in the form of a stress reduction and understanding based training	To ensure all staff are aware of legislation, policies and procedures in order to keep Service Users safe always and allow least restrictive practice
Positive psychology	Literature available during induction and probation period. In-house training delivered by designated member of staff team	To ensure all staff are aware of legislation, policies and procedures in order to keep Service Users safe always and allow least restrictive practice
Sensory Integration Dysfunction	Literature available during induction and probation period. In-house training delivered by designated member of staff team This is to understand in detail the application of support for people sensory needs	To ensure all staff are aware of legislation, policies and procedures in order to keep Service Users safe always and allow least restrictive practice
Leadership and creating a supported workforce	Literature available during induction and probation period. In-house training delivered by designated member of staff team. This includes the soft skills associated with empathetic supportive management	To ensure all staff are aware of legislation, policies and procedures in order to keep Service Users safe always and allow least restrictive practice
Reactive strategies – first resort of last resort	Literature available during induction and probation period. In-house training delivered by designated member of staff team This is to understanding how to meet peoples needs as they begin to	To ensure all staff are aware of legislation, policies and procedures in order to keep Service Users safe always and allow least restrictive practice

	become distressed	
Mental health general, LD specific and workforce/wellbeing	<p>Literature available during induction and probation period. In-house training delivered by designated member of staff team</p> <p>This is to understand in detail the application of support for people mental health needs, including people with LD and the workforce.</p>	To ensure all staff are aware of legislation, policies and procedures in order to keep Service Users safe always and allow least restrictive practice
Atlass - https://www.studio3.org/atlass	Course undertaken	<p>The full understanding of distress, supporting Autistic people and the outline below: -</p> <ul style="list-style-type: none"> - Coping - Resilience - Wellbeing - Perma Model - Stress - Positive Psychology - Mindfulness

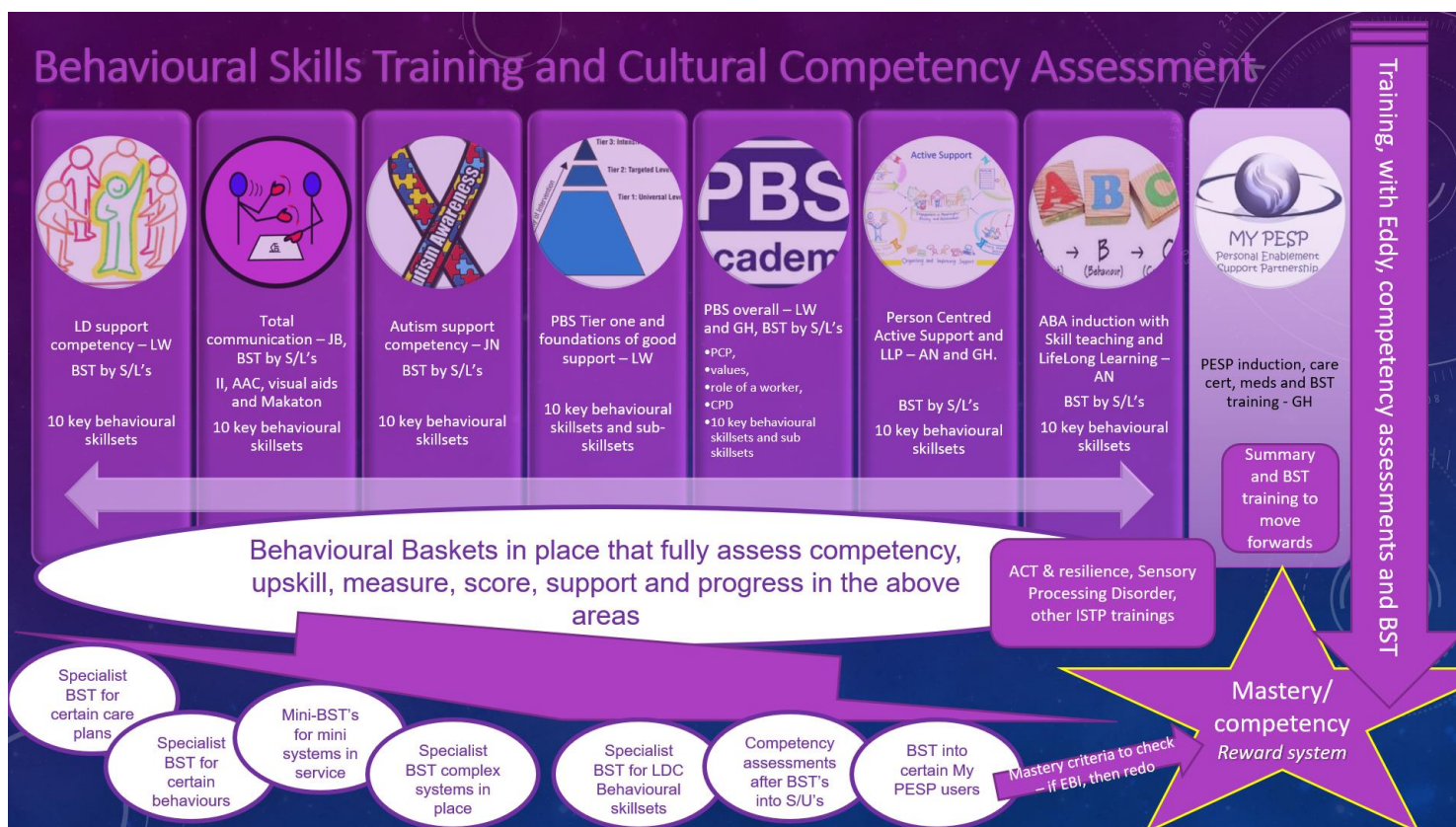
Other training, learning and development opportunities will be provided during employment when a need has been identified. This will include the relevant Health & Social Care Diploma. Within certain courses competency assessments are undertaken rather than re-training (or as well as training – such as medication), this is as follows: -

-  PBS
-  COSHH
-  Makaton
-  Diagnosis specific
-  Correct documentation
-  Infection control

Additional courses – that we can get externally that upskill the staff

Course details	Course benefit
Learning disabilities awareness	The LD training will enable a broader understanding of the field and needs of adults with learning disabilities, focusing on their communication, difficulties processing and what a Learning disability is. This will enable workers to direct their understanding to being mindful about their role in increasing quality of lives
Autism Spectrum Disorder/Condition	ASD will direct towards understanding the complex world that the adults we support live in and how our creative and Autism specific support will enable progress and support that enables the best outcomes
Total communication	This will increase the staff's understanding around complete communication that incorporates signs, pictures, Makaton, objects and unique communication provisions around the adults
Graphics facilitation	The use of pictures and visual tools to enhance communication, comprehension and structuring the lives of the Service Users
Prader-Willi Syndrome	Increase understanding about the needs of someone with PWS and the role of support workers in enabling appropriate support
NVQ level 3 in management	This incorporates leadership skills, styles and techniques with focus on management systems to enable good leading/managing behaviors that great skills that encourage best management practice
Mental health awareness	A broad understand of mental health needs and how to support them, signposting off towards the right support needs around someone with mental health problems
Positive Behavioral Support	Recommended best practice around total support, that encourages focus on a scientific approach towards understanding challenging behavior that leads towards a focus around increasing quality of life via skill teaching, person center approaches, social role valorization and proactive environmental management to prevent behaviors
Bi-Polar Affective Disorder	2 of our 4 Service Users have a recognized mental health problem that is linked/likened to bi-polar and have an unstable mood that we must try to prevent deterioration and have affective management of when there is deterioration.
Diabetes	Prevention and affective management of diabetes, one Service User has, and another is at risk of getting due to PWS and weight
Learning disabilities with SIB	All 4 of our Service Users display some SIB in various forms and increased understanding about prevention and management appropriately of would be great
Understanding depression	Crossing over staff's self-reflection (stress) and also the recognized low periods that some of our Service Users are presenting as having.
Person centered communication	Crossing over with Total communication
Active support	engaging our Service Users in how to support our Service Users to be busy and active with engagement at their level safely and based on their unique needs for each day
Management, being assertive, managing conflict	The skills around managing others around difficult situations, how to direct and support others
Person Centered Thinking	Increasing the skills around understanding the Service Users needs and how they must plan and lead their own lives
Support planning	Currently all care planning is undertaken by myself and it would be good to have more skills, also, quality assessing what care planning we have in place
Education and training certificate	Organised by Training Centre when appropriate
Makaton	Focus on visual sign communication

Intensive interaction	Support that engages adults with severe learning disabilities and classic Autism within their own world and with their own tasks.
Medication advanced and competency assessing	To be able to assess medication and be moved involved
Attachment training	E-learning course around



Appendix 3 – Table of Policies and procedures

Name of P & P	Num of P & P	Date applied	Date reviewed	SL	OS	PSR score	PSR date
Management and service - M-S							
Admission to Hospital	M-S-1	July 2018	Feb 2023	x	X		
Advocacy	M-S-2	July 2018	Feb 2023	x	X		
Complaints, comments, suggestions and commendations	M-S-4	July 2018	Feb 2023	X	X		
Confidentiality and Data Protection	M-S-5	July 2018	Feb 2023	X	X		
Deprivation of Liberty and Mental capacity act	M-S-6	July 2018	Feb 2023	x	X		
Disciplinary procedure	M-S-7	July 2018	Feb 2023	x	X		
Effective communication and handovers	M-S-8	July 2018	Feb 2023	x	X		
Emergency Planning	M-S-9	July 2018	Feb 2023	x	X		
Business continuity plan	M-S-9a	July 2018	Feb 2023	x	X		
enquiries for care services, assessments and transition	M-S-10	July 2018	Feb 2023	x	X		
Environmental sustainability	M-S-11	July 2018	Feb 2023	x	X		
Equal opportunities and ensuring diversity - Easy read pack	M-S-12	July 2018	Feb 2023	x	X		
E-Safety and ICT policy	M-S-13	July 2018	Feb 2023	x	X		
Fire policy	M-S-14	July 2018	Feb 2023	x	X		
First aid	M-S-15	July 2018	Feb 2023	x	X		
General and specialised Cleaning	M-S-16	July 2018	Feb 2023	x	X		
Giving and receiving gifts	M-S-17	July 2018	Feb 2023	x	X		
Harassment, bullying and Grievance procedure	M-S-18	July 2018	Feb 2023	x	X		
Health and Safety and the environment,	M-S-19	July 2018	Feb 2023				

moving and handling and slips trips and falls, specialised equipment – including Fire							
Good governance and improving outcomes - High quality, quality assessing and quality improving	M-S-20	July 2018	Feb 2023	x	X		
Infection Control, blood borne viruses, flu pandemic and legionnaires disease	M-S-21	July 2018	Feb 2023	X	X		
Infection control, corona concerns	M-S-21	March 2020		X	X		
Laundry	M-S-22	July 2018	Feb 2023	x	X		
Lone Working	M-S-23	July 2018	Feb 2023	x	X		
Supportive Management and open door and transparent systems	M-S-24	July 2018	Feb 2023	x	X		
Work related stress, 'stressor' support and personal concerns	M-S-24a						
	M-S-24b						
	M-S-24c	July 2018	Feb 2023	X	X		
Social entrepreneurship, business planning, surplus management and partnership with the workforce		July 2018	Feb 2023	X	X		
Competency, Behavioural Skills training, excellent culture and Organisational behavioural management		May 2020		X	X		
TEMP POLICY – CORONA RELATED, STAFF SUPPORT ETC	M-S-24D	March 2020		X	X		
Beginning support from My PESP	M-S-25	July 2018	Feb 2023	X	X		
Missing Service User	M-S-26	July 2018	Feb 2023	x	X		
On call policy	M-S-27	July 2018	Feb 2023	x	X		
Pets	M-S-28	July 2018	Feb 2023	x	X		
Petty Cash and money management	M-S-29	July 2018	Feb 2023	x	X		
Holistic Professionalism	M-S-30	July 2018	Feb 2023	x	X		
Records of support and care	M-S-31	July 2018	Feb 2023	x	X		
Resuscitation	M-S-32	July 2018	Feb 2023	x	X		
Positive risk management with enablement and freedom	M-S-33	July 2018	Feb 2023	x	X		
Safeguarding Adults At Risk and whistle blowing	M-S-34	July 2018	Feb 2023	x	X		
Service Users having holiday	M-S-36	July 2018	Feb 2023	x	X		
Understanding and meeting the diagnosis of the Service Users	M-S-37	July 2018	Feb 2023	x	X		
Medication and specific first aid/medical care for individuals	M-S-38	July 2018	Feb 2023	x	X		
Sexuality and relationships	M-S-40	July 2018	Feb 2023	x	X		
Smoking policy	M-S-41	July 2018	Feb 2023	x	X		
Staff induction and probation	M-S-42	July 2018	Feb 2023	x	X		
Staff meetings	M-S-43	July 2018	Feb 2023	x	X		
Staff recruitment, positive recognition and DBS checks, volunteers – rehabilitation of offenders.	M-S-44	July 2018	Feb 2023	x	X		
Staff resignations and exit	M-S-45	July 2018	Feb 2023	x	X		
Staff training, supervisions, reflective practice, development and CPD's	M-S-46	July 2018	Feb 2023	x	X		
Termination of My PESP support	M-S-47	July 2018	Feb 2023	X	X		
Working with outside professionals and regulatory bodies and to regulatory standards – including reporting	M-S-50 and 50a and 50b	July 2018	Feb 2023	x	X		
Supporting processes around the fundamental standards, Key Lines of Enquiry (KLOE) and the Provider Information Return (PIR)		July 2018	Feb 2023	x	X		
Compliance with Duty of Candour and Being open		July 2018	Feb 2023	x	X		
Safer food	M-S-51	July 2018	Feb 2023	x	X		
Rota planning and all staff leave	M-S-52	July 2018	Feb 2023	x	X		
Use of Agency Staff	M-S-53	July 2018	Feb 2023	x	X		
Duty of care	M-S-54	July 2018	Feb 2023	x	X		
Transport, vehicles, public transport and Staying safe	M-S-55	July 2018	Feb 2023	x	X		

Instant messaging and E-based apps for the workforce	M-S-56	May 2019	Feb 2023	X	X		
Trauma informed care	M-S-57	Oct 2022		X	X		
Personal care and Supporting people - PC-SP							
'Managing our lives' and consenting to support, care, treatment	PC-SP-1	July 2018	Feb 2023	x	X		
All dietary, food and liquid intake needs	PC-SP-2	July 2018	Feb 2023	x	X		
All personal care and gender specific	PC-SP-3	July 2018	Feb 2023	x	X		
Attending, arranging and managing medical appointments	PC-SP-4	July 2018	Feb 2023	x	X		
Basement, dying and death support	PC-SP-5	July 2018	Feb 2023	x	X		
Being and staying healthy	PC-SP-6	July 2018	Feb 2023	x	X		
Effective care, support and personalised planning with positive risk assessing, dreams, objectives and outcome stars	PC-SP-7	July 2018	Feb 2023	x	X		
Families support, contact and good relations Policy reviewed May 2018 with the Parents Panel member	PC-SP-8	July 2018	Feb 2023	x	X		
Family Charter	F/C	July 2018	Feb 2023	x	X		
Supporting Challenging behaviour and Positive Behavioural Support, including recording and de-briefing Policy reviewed May 2018 with the Parents Panel member	PC-SP-9	July 2018	Feb 2023	x	X		
Additions of an easy read PBS and RI policy							
Positive physical contact policy Policy reviewed May 2018 with the Parents Panel member	PC-SP-10	July 2018	Feb 2023 (AN – II added)	x	x		
Referrals to professionals	PC-SP-11	July 2018	Feb 2023	x	X		
Social Role Valorization	PC-SP-12	July 2018	Feb 2023	x	X		
Unique and specialist communication Policy reviewed May 2018 with the Parents Panel member	PC-SP-13	July 2018	Feb 2023	x	X		
Supporting and encouraging human rights	PC-SP-14	July 2018	Feb 2023	x	X		
Supporting mobility issues and falls, physical support	PC-SP-15	July 2018	Feb 2023	x	X		
Supporting self-injurious behaviour and self-harm	PC-SP-17	July 2018	Feb 2023	x	X		
What's is the Outcome of what you are doing – where are we going policy Policy reviewed May 2018 with the Parents Panel member	PC-SP-18	July 2018	Feb 2023	X	x		
Person centred active support and independence promotion	PC-SP-20	July 2018	Feb 2023	x	X		
Keyworking Policy reviewed May 2018 with the Parents Panel member	PC-SP-21 PC-SP-21a	July 2018	Feb 2023	X	x		
Belonging, Rapport and Champions		Dec 2020	Dec 2021	X	x		
Maximising quality of life – Lifelong Learning Plans, vocation, enterprise and measuring betterment of lives. There is no ceiling Policy reviewed May 2018 with the Parents Panel member	PC-SP-22	July 2018	Feb 2023	X	x		
What's a My PESP	PC-SP-23	July 2018	Feb 2023	X	x		
Oral Hygiene	PC-SP-24	Nov 2019	Feb 2023	X	x		
Supported living specific – S-L							
General overview and working with families in supported living	S-L-1	July 2018	Feb 2023		X		
Access to accommodation and suitable provisions	S-L-2	July 2018	Feb 2023		X		
Maintenance and accommodation	S-L-3	Sept 2018	Feb 2023		X		

Paying bills and rent	S-L-4	July 2018	Feb 2023		X		
Neighbourly relations and partnership	S-L-5	July 2018	Feb 2023		X		
Outreach specific - O-S							
General overview and working with families in Outreach and partnership	O-S-1	July 2018	Feb 2023		X		
Duty of care and our role	O-S-2	July 2018	Feb 2023		X		
Total outreach services and support	O-S-3	July 2018	Feb 2023		X		
Summerfield House Lifeskill Development Centre - SH-LDC							
Families partnership committee	SH-LDC-1	July 2018	Feb 2023		X		
My PESP contingency plan for concerns	SH-LDC-2	July 2018	Feb 2023		X		
Concerns between the residents, conflict, incidents and poor relations	SH-LDC-3	July 2018	Feb 2023		X		
Agreed visitors and family visits to Summerfield House	SH-LDC-4	July 2018	Feb 2023		X		
JPK project and My PESP CIC - JPK-GOW house							
The outcomes of the project and partnership My PESP and JPK	JPK-PESP-1	August 2022			X		
My PESP contingency plan for concerns	JPK-PESP-2	August 2022			X		
Concerns between the residents, conflict, incidents and poor relations	JPK-PESP-3	August 2022			X		
Agreed visitors and family visits to The JPK project	JPK-PESP-4	August 2022			X		
Complex health needs	JPK-PESP-5	August 2022			X		
Families partnership committee	JPK-PESP-6	August 2022			X		
JPK wider contact and social commitment	JPK-PESP-7	August 2022			X		
Additional policies - A-P							
My PESP Consultancy services	A-P-2	Feb 2023			X		
My PESP Social Commitment and Wider community Policy	A-P-2	Feb 2023			X		