



freetime PLUS

New Street - Bungalow

STATEMENT OF PURPOSE

Contact Details

Freetime Plus Ltd / Freetime Care Services Ltd

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New Street – Bungalow

116A New Street, Quarry Bank, Brierley Hill, DY5 2BB

Directors

James Halstead / Elizabeth Williams / Carole Halstead / Harold Halstead

Registered Care Manager (with Care Quality Commission)

Elizabeth Williams

Regulated activity – Accommodation for persons who require nursing or personal care

Background

Freetime Plus is a subsidiary business of **Freetime Care Services Ltd**, which is a well-established day service for adults with complex needs, based in Halesowen.

Freetime Plus provide respite services to adults, aged 18-65 with:

- Learning disabilities
- Physical disabilities
- Sensory impairment
- Autism
- Challenging behaviour
- Other complex health needs

New Street located in Quarry Bank, Brierley Hill, is close to local amenities. The bungalow has a homely feel and is fully accessible. The bungalow will provide services 24 hours per

day, throughout the year (only closed on bank holidays). There is a company vehicle at the premises so that individuals can be safely transported into the local community.

The main purpose of **New Street** is to enable adults with complex needs to take a break in a safe and person-centred environment. The care package will focus on the individual's unique preferences, enabling them to live as independently as possible.

Aims

- Provide a safe, warm and homely environment.
- Provide easy access to the local community.
- Provide the highest possible standard of care.
- Provide a flexible, professional and person-centred service.
- Meet the emotional, social and physical needs of all clients.
- Offer compassionate, friendly and well-trained staff.

Objectives

- Provide and maintain a home that is a safe, warm and homely.
- Provide and maintain easy access to the local community.
- Provide a dedicated staff team (lead by a Registered Manager), that is well trained, supervised and motivated to deliver person centred care.
- Encourage clients, their families and representatives to participate in planning care delivery
- Ensure our client's privacy, dignity, respect and independence is respected at all times and incorporated into their care planning

- Use our quality assurance systems to encourage feedback from our clients, their families / representatives / advocates and other professionals to improve our services
- Be fully compliant with all relevant legislation.

Transition / Referral Process

Freetime Plus consider referrals from any local or health authority. First contact is often made by families themselves for a 'walk around' our premises. Referrals must however be supported by a local or health authority representative.

We have a clear, organised transition process. We work closely with schools, previous placements and professionals to get to know individuals on a personal basis. This helps us to plan a transition that is safe and effective.

A full, holistic assessment is carried out which culminates in a person-centred care plan. This plan is followed consistently by our staff to ensure the individual is supported according to their unique preferences.

Positive Behaviour Management

Freetime Plus has a proactive and positive attitude to challenging behaviour. Behaviour is a form of communication and we work closely with individuals to understand what they are trying to say and how best to support them.

All staff are trained in Positive Behavioural Management, which focusses on positive and proactive ways of supporting individuals with challenging behaviour.

Where an individual may require physical restraint, the relevant staff will be trained in CALM (Crisis, Aggression, Limitation, Management). This is a 4-day course which teaches positive and proactive ways of supporting individuals with challenging behaviour. In addition, CALM teaches practical restraint techniques. These can only be used as a 'last resort' and only where it is in the 'best interests' of the individual. It must have been agreed under the Mental Capacity Act (2005) that the person lacks capacity and requires physical intervention.

Quality Assurance

Freetime Plus has robust quality assurance systems in place to evaluate and improve upon the standards of care.

Systems include:

- Regular supervision of staff.
- Regular observation of staff.
- Surveys - staff / clients / families / professionals.
- Face to face reviews with client, their families and / or representatives.

Comments and Complaints

Freetime Plus welcome complaints and look upon them as an opportunity to learn, improve and provide better services. We would like to assure all clients, carers or representatives that complaints will be listened to, taken seriously and acted upon immediately.