

The Norman Laud Association
STATEMENT OF PURPOSE FOR

Emscote House

0121 382 1463

Registered Provider: The Norman Laud Association

335 Birmingham Road Sutton Coldfield B72 1DL

Responsible Person: Elaine Mountford

Legal Status: Company Ltd by guarantee with Registered Charitable Status

Quality Assurance

We at Emscote House will strive to provide a quality respite service to all guests with a learning disability and or physical disability and Autism

We will provide the service in an environment of equality which is accessible, safe, healthy, stimulating and welcoming to all people irrespective of race, gender, disability, sexual orientation, culture, religion, language or age beliefs or marital status.

The association operates a Quality Assurance System which is designed to ensure that every guest is provided with a service which is both of the very highest quality and is continually striving to improve.

The Quality Assurance System will be implemented by involving all stakeholders. It will involve the association's board of trustee's, staff the guest, advocates, social workers and other health care professionals and external inspectors. Information gathered will be both qualitative and quantitative and it will be updated and reviewed annually.

The Associations Quality Assurance System will be used to measure standards. Areas for improvement highlighted through the monitoring of services, staff, buildings and equipment will be implemented through and action planning system.

Management and administration

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following:

- Ensure the manager is qualified, competent and experienced for the task
- Create an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems
- Work to accounting and financial procedures that safeguard guests interests

- Supervise all staff and voluntary workers regularly and completely.
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- Keep up-to-date and accurate records on all aspects of the home and its residents.
- Ensure that the health, safety and welfare of guests and staff are promoted and protected

Choice of Home

Every prospective guest should have the opportunity to choose a respite home which suits their needs and abilities.

To facilitate that choice, we will do the following

- Publish a statement of purpose and detailed service user guide which will be given to the prospective guests
- Ensure that guests have their needs expertly assessed before a decision on admission is taken
- Demonstrate to every person about to be admitted that we can meet their needs as assessed
- Offer introductory visits to prospective guests and should they wish their family, carer, advocate or other significant person. e.g. this could take the form of the potential guest joining the other guests for a meal
- Give each prospective guest a copy of the last inspection report from Care Quality Commission and other appropriate policies and procedures.
- Encourage the prospective guests to speak to other residents (without staff)

Facilities provided by the home

Emscote House is a purpose built respite home providing a welcoming atmosphere in home from home well-maintained surroundings.

The home is based in a residential area within a short walking distance of local shops and amenities. We can be accessed from local rail and bus links. There is adequate parking for visitors.

The home has eight bedrooms all measuring approximately 2.7 x 3.6m. All bedrooms are individually decorated and contain space for each individual to keep clothes either in a wardrobe or chest of drawers, a comfortable chair and somewhere to lock personal possessions. Bedside lamps televisions, CD and DVD players are available to those guests who would like them.

There are two well equipped assisted bathrooms, one with a specialized spa bath, a shower trolley and overhead hoist. Both bathrooms meet all health and safety standards.

There are two communal lounges. One lounge has various chairs and bean bags and there is sufficient space for guests to have any specialised seating, the lounge has an entertainment system. The other lounge has a padded sensory area with sensory lights and bean bags for relaxation.

The home has a conservatory overlooking the large garden. There is a computer with printer, pool table and musical keyboard.

The home has a well equipped laundry where guests will be encouraged to do their own washing and drying, guests support will be available as appropriate.

The home has a pleasant garden with a sitting area, sensory garden with flowerbeds and a vegetable plot and for those more energetic a specialist swing and trampoline. Outdoor activities and barbeques will be available when the weather permits.

We have 1 kitchen and guests will be encouraged and supported to be as independent as possible by making their own drinks and preparing and cooking meals of their choice.

There are two dining rooms which provide a welcoming environment and ensures that meal times are pleasant and unhurried occasions providing opportunities for social interaction as well as nourishment.

Meals are served in the dining room or, on request, in a guest's own room or other area's around the home. Three full meals are provided each day with the menu changing on a regular basis. Guests are always offered a choice. All produce is home cooked and sourced locally. Hot and cold drinks and light refreshments are available at all times of the day and night. Special requests, parties and family gatherings can also be catered for. There is a choice of healthy and nutritious meals and any special dietary requirements as specified by the guest with input and advice from specialised staff and agreed in each guests care plan. Staff will support and provide discreet, sensitive, and individual help with those residents who need help with eating and drinking

The home has a wide-range of shared activities and staff will follow their individual interests and hobbies. Internet access is available to all guest's, with the support of a carer if required.

The home operates a no-smoking policy.

We can assure guests of the safe handling of medication whether prescribed or bought over the counter. If they wish the guest will be given the opportunity of being responsible for their own medication.

We recognise that informed risk taking is a vital and often enjoyable part of life and of social activities and that some guests will take risk despite or even because of their disability. We do not aim therefore to provide a totally risk free environment though we take care to ensure that guests are not subjected to unnecessary hazards. When a guest wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with the individual guest, involving if they choose a relative, friend or representative, and will agree and record actions which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of the experience.

Guests will be consulted on a regular basis regarding the running of the home and are encouraged to make suggestions. To ensure service improvements and guest satisfaction

Surveys will be sent out at least yearly. Guests will also participate in guest meetings, staff meetings (where appropriate) and complete a 'have your say' form on a yearly basis or as appropriate.

Needs Assessment

Emscote House will undertake a full detailed assessment of the prospective guest to be completed by the Home Manager or in their absence another competent staff member. As part of the assessment process we encourage potential guests to share with us as much information as possible about their social, cultural and leisure interests, as a basis for supporting them during the period of respite in the home.

Funding

For prospective residents who are already in touch with a social service work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the prospective guest that this particular home is suitable for them.

For prospective guests who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the prospective guest's permission, on specialist advice and reports as necessary.

If we feel the respite home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

The assessment will cover the range of health and social care needs set out in the Department of Health guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential guests requirements and to make an initial plan of the care we will provide

Aims of Emscote House

At Emscote House we recognise and understand the need for the fulfilment of the basic values, which underpin the quality of life for most people, such as being able to make choices about lifestyle or having human rights safeguarded. We offer a secure safe environment with a structure of support. We recognise people are different and have different values and beliefs.

Respite breaks may take the form of occasional or regular overnight stays, weekend stays, or day-care. We do not accept guests who require constant medical care from medical staff as we are registered as a care home although we can perform some medical procedures.

The guest will be supported to take a full part in daily life. This support will include an individual person centred plan which will identify existing skills enabling the home to develop new skills leading towards greater independence for the guest. The guest will participate in all decision making.

We at Emscote House specialise in the provision of care for adults with learning disabilities, physical disabilities, complex needs and Autism. The home, registered for 8 residents is dedicated to provide a family support service ensuring that its guest achieve the best quality of life that they can within a communal setting.

We will strive to nurture and promote each person's welfare and development physically, intellectually, emotionally, socially and culturally respecting each individual needs and diversity. It is our intention to work in partnership with residents, parents, families, other agencies and professionals whilst placing value on each individual's civil rights, choice, independence, fulfilment, privacy, dignity, civil and lifestyle

Staff take account of individual guests' wishes, their diverse needs, the needs of the larger group and the welfare of all the other guests receiving respite in day to day decision making. Prior to guests receiving respite at Emscote House the management will undertake an initial assessment which will include their needs and how the home will meet those needs this will include a section on the residents mental capacity to make decisions on a day-to-day basis, and include any future decision the guest wishes to make. The assessment will determine whether we can meet their needs and if considered suitable the guest will be

offered tea visits to the unit and meet other guests (preferable on their own without staff) before making a decision on whether the home is the right home for them.

Human Rights

The declaration of Human rights provides 'a common standard of achievement for all people' The Norman Laud Association has a commitment to uphold human rights by promoting sound ethical values and human right principles. We aim to be an aspiring organization for all.

Emscote House has a charter of rights, which list the main but not all the rights of the guest. Staff at Emscote House will make every effort to ensure that the following rights are respected and maintained for all residents. We recognise that the charter does not list all the rights the guest has:

- The right to be called by the name of your choice.
- The right to care for yourself as far as you can.
- The right to personal independence, personal choice and personal responsibility for your actions.
- The right to have your dignity respected especially in regard to very personal care and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture and language, gender, sexuality, disability and age.
- The right to access information on any matter relating to decisions made the placing authority staff that affect your life.
- The right to support with gender recognition.
- The right to personal privacy at all times and the right to lock your own room and secure your personal belongings.
- The right to invite within your room whomever you choose and the opportunity for privacy in any personal discussion.
- The right to be given every opportunity of mixing with other people in the community and the right to transport facilities so you can have a social life of your own choosing.
- The right to work or further education of your choice.
- The right to have a menu and a choice of appropriate meals and to participate in discussions regarding the menu.
- The right to look after your own medicines
- The right to have your own personal clothing.
- The right to have control of your own finances.
- The right to take a full part in significant decisions about daily living arrangements within the home and be consulted about any changes that may be proposed.
- The right to written notification of the reasons for any decisions that you view as an unreasonable restriction on your liberty or personal dignity.

- The right to expect management and staff to accept the degree of risk that is involved in these principals and not to have your independence unnecessarily restricted for fear of such risk.
- The right to purchase alcohol and drink it at Emscote.

The right to the following:

Your own G.P. consultant, community nurse, dentist, optician, chiropodist, dietician.

Your Social worker

Your family/carer or other family members

Your local councillor/MP

The Director of Social Services

A member of staff of your own choice

Your own religious advisor

The Care Quality commission

An informed independent advocate or representative who will act on behalf of yourself

Your own hairdresser

This list is not exhaustive

Privacy

Life in a communal setting, and the need to accept help with personal tasks, are inherently invasive of a guests ability to enjoy the pleasures of being alone and undisturbed. We retain as much privacy as possible for our guests in the following ways:

- Giving help in intimate situations as discreetly as possible.
- Helping residents to use their bedrooms as much as they wish for leisure, meals and entertainment.
- Offering a range of locations around the home for guest to be alone or with selected others.
- Providing locks on bedrooms and other rooms in which guest's need at times to be uninterrupted.
- Guaranteeing guests privacy when using the telephone, opening post and communicating with friends, relatives or advisers.
- Ensuring the confidentiality of information the home holds about guests.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways:

- Treating each guest as a special and valued individual.

- Helping guests to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public.
- Offering a range of activities which enables each guest to express themselves as a unique individual
- Compensating for the effects of disabilities which guests may experience on their communication, physical functioning, mobility or appearance.

Security

We aim to provide a secure environment and structure of support we will do this the following ways:

- Offering support in situations that could be dangerous for guests
- Protecting guests from all forms of abuse and from all possible abusers
- Providing readily accessible channels for dealing with complaints by guests and others
- Creating an open, positive and inclusive atmosphere.

Independence

We regard it as all the more important to foster guests' opportunities to think and act without reference to another person in the following ways:

- Providing as tactfully as possible support when it is needed
- Maximising the abilities our guests retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping guests take reasonable and fully thought-out risks
- Promoting possibilities to establish and retain contacts beyond the home
- Using any form of restraint on guests only in situations of urgency when it is essential for their own safety or the safety of others
- Encouraging guests to contribute to the records of their own care.

Civil rights

We will work to maintain the guests place in society as fully participating and benefiting citizens in the following ways:

- Ensuring guests have the opportunity to vote in elections
- Preserving for guest full access to the National Health Service
- Helping guests to claim all appropriate welfare benefits and social services
- Facilitating guests in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Fulfilment

We will help guests realise personal aspirations and abilities in all aspects of their lives by:

- Understanding each guest's history and characteristics.
- Responding to the personal, intellectual, artistic and spiritual values and practices of every guest.
- Respecting our guest's religious, ethnic and cultural diversity.
- Helping maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships if they wish.
- Listening and attending to a guests desire to communicate at whatever level.

Personal Health Care.

We draw on expert professional guidelines for the services the home provides:

- Produce with each guest, regular update, and thoroughly implement a guests plan of care, and then continuing assessment
- Arrange for appropriate professionals to meet the health needs of each guest
- Establish and carry out procedures for the administration of guests medication, or self administration
- Where periodic medical support is required, trained professionals are called.
- Safeguard privacy and dignity in all aspects of health and personal care.

Lifestyle

We aim to provide a lifestyle for guest's that satisfies their social, cultural, religious and recreational interests. We will do this in the following ways:

- Help guests to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasant surroundings and at times convenient to guests.

Active Listening

Emscote House will promote active listening. We will do this in the following ways:

- Treat everyone individually
- Pay attention
- Show that we listen
- Provide feedback
- Defer judgement
- Respond Appropriate

Freedom of emotional expression

We will maintain the guests right to have normal opportunities to develop personal relationships within and outside the home

Arrangements for religious observances

Guests who wish to practice their religion will be given every possible help and facility. In particular we will do the following.

- We will arrange transport to any local place of worship
- If asked to we will make contact or support the guest to make contact with any local place of worship.
- If the guest wishes to have a minister or a member of the relevant congregation visit the home we will contact or support the guest to make contact with the appropriate person.
- We will celebrate all religious celebrations which are significant to the individual guest. Other guests will have the opportunity to participate or not as they wish

We will endeavour to reflect the racial and cultural diversity of the local community and our guests within the care offered, the facilities and activities provided and the staff group employed, thereby promoting positive images.

Guests receive a person centred service tailored to their individual needs and guests whose assessed needs cannot be provided for will not receive respite. Activities are at the core of our holistic approach to care and guests will be encouraged to participate in the wide variety of recreational activities both in the home and in the local community. Meals are home cooked offering choice, special dietary requirements, cultural needs.

Each guest is allocated a member of the care staff to act as a key worker. The key worker is responsible for monitoring, reviewing and co-ordinating the care plans for their guest. Their duties include preparing guests and gathering information for their reviews, which are held yearly via social services and six monthly via Emscote and more often if needed. Key workers are offered regular supervisions by staff development officer. The management team will share responsibilities for chairing reviews and for communication with outside professionals, who may also be involved with particular residents.

Equality, Diversity, and Human Rights.

Emscote House consider the needs of each person using or working in our service. We will take into account the needs of each person using a service or working in a service against six key strands of diversity.

- Race
- Age

- Gender
- Disability
- Sexual orientation
- Religion and beliefs

The Underpinning Elements

A series of themes both cut across and underpin the aims we have relating to the rights of guests and quality care.

Focus on Guests

Everything we do is driven by the needs, abilities and aspirations of our guests. We will ensure that the facilities, resources, policies, activities and services of the home remain guest-led.

Fitness for purpose

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our guests and their representatives

Comprehensiveness

We aim to provide a total range of care to meet the overall personal and health care needs and preferences of our guests

Meeting assessed needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each guest

Quality Services

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management and we operate a comprehensive quality assurance system.

Staffing

The Homes manager is Lesley Somerfield and the Responsible Individual is Elaine Mountford. Elaine Mountford holds the Higher National Diploma Qualification for Registered Managers in Health and Social Care and has a level 5 HND in strategic management. Lesley Somerfield has NVQ3 & 4 in care and holds the Registered Managers award the D32 D33 training and development vocational assessor award.

The homes staffing is sufficient to meet the needs of the guest at any one time and members of staff on shift are arranged and vary according to the needs of the guests. Attention is paid to the mix of the group receiving respite in the home at any given time. There is always a minimum of 4 staff to enable trips and visits outside of the home to be pursued, or to allow for appointments to be attended.

Staff work shift which are from 7am – 3pm and 3pm - 11pm. Night staff work 11pm through to 7am. Day staff are managed by a duty manager who has extensive experience with young adults with special needs and who is either the manager, Deputy Manager or one of the Supporting Managers.

There are two waking night staff on Duty with a Manager or Deputy Manager on call. Should the number of guests decrease or the needs of the guests reduce there will be one waking night staff on duty with a sleep in member of staff and a Manager or Deputy Manager on call. There are never fewer than two members of staff in the building at any one time.

The association has a policy whereby agency staff are not used and all staff receive regular supervisions from the Staff Development Officer and their performance is appraised on an annual basis

Staff Training

All staff will receive regular training both in house and from external providers covering all aspects of the job and staff are encouraged to view training as an ongoing part of their personal development. Some training is mandatory and is organised when all staff can attend. Staff will receive training in Adult Safeguarding, Health and Safety, CPI Fire, Food Hygiene, First Aid, Manual Handling, Medication, Epilepsy, Makaton, Disability Diversity and Equality, Equal Opportunities, Behaviour Management, Autism awareness and Mental Capacity.

This list is not exhaustive.

Placement Planning

Emscote House will ensure all Guests have a placement care plan. This will set out clear assessment of the needs of the guest, the objectives of the placement and how these are clearly met by the home on a day to day basis. Emscote House will provide and promote a high quality of life for all guests empowering them to achieve a valued role within the home and in the community. The focus of the home is to be an enabler making sure all the guests who live in the home have choices and independence as much as possible within their capabilities.

A 24-hour package of support will be provided to all guests, which will include the provision of appropriate day, leisure and recreational activities.

Care packages will be devised using a person-centred approach to ensure that the individual's wishes and needs are fully met. The guest will receive the level of staff support that is appropriate to their needs.

The care plan also contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of G.P and

any community nursing or other therapeutic services provided or that the guest commission for her or himself

Opportunities for guests to participate in a wide range of activities will be encouraged throughout the home.

The resident is consulted throughout the day with regard to what activities and outing they wish to engage in. Those guests who do not wish to participate are not forced to as Emscote House recognise that there are times when guests just want to relax either in the lounge or in the privacy of their bedrooms.

The home has a people carrier enabling visits to different places of interest. Emscote House is easily accessible for local bus and train services and many local facilities are within walking distance.

The staff will organise many trips and outing which are optional and will be discussed with the guest.

The Plan includes:

- Health needs and health promotion.
- Care needs including support with personal care.
- Physical and emotional needs.
- The capacity of the guest to make decisions on a day-to-day basis and any advance decision making.
- Cultural, religion, language needs and how they are met.
- Leisure Needs.
- Further education needs.
- Where appropriate a plan format using a structure of a learning disability/autism spectrum disorder profile

Emscote House will empower all guests to be fully involved in all aspects of their lives and will have substantial input into the ways in which services will be provide

Each guest care plan is monitored by the key worker within the home who ensures the requirements of the plan are implemented in the day to day care of that guest. The key worker will also provide guidance and support to the guest. Time will be made available for the guest if they wish to have advice, support and guidance and to enable the individual to reflect upon their stay at the home. This will be recorded and filed on the guests file.

Multi disciplinary reviews will be carried on a regular basis or more frequently as required. These allow Emscote House and other professionals to make a continual assessment of service provisions and quality of care.

The Home Manager has an open door policy and actively encourages suggestions and recommendation from the guest. These suggestions will then be discussed at an appropriate meeting and an outcome agreed.

Emergency Admission Procedure

Emscote House will only admit guests on an emergency basis if it is considered that the needs of the guests will be met without compromise to the other guests receiving respite. Prior to admission the needs of the guests already receiving respite will be considered as well the adult requiring emergency accommodation. In the event of the existing guests receiving respite being considered at risk, admission will be denied.

Communication

The home endeavours to maintain representation in the staff group by employing staff with bi lingual skills. Guests whose first language is not English will be offered the support of staff with knowledge of their first language.

All guests will be given information or access to that information equally using their own individual way of communication

Guests who use alternative methods of communication will be supported by staff who are trained in alternative methods of communication e.g. makaton in order to counter isolation and to nurture friendships. It is Emscote House's policy that no guest shall be excluded from the homes social group unless it is by choice.

Visitors

Guests are given every possible support to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.

If a guest wishes, their friends and relatives are welcome to visit any time convenient to the guest and to become involved in daily routines and activities.

If a guest wished to be represented in any dealing with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

There are open arrangements for guests to receive visitors from family, friends, carers and significant others. A quiet, private room will be used for visitors away from the other guest if required. Guest's also have access to the telephone, which they can use in the privacy of their own bedroom.

Personal Support

Guests will be able to approach any member of the staff team as well as their key worker with regard to their personal concerns.

Staff will support guests who wish to access an independent advocate.

In order to protect the welfare of all guests receiving respite Emscote House has a behaviour management policy using non-violent crisis intervention responses.

Countering Bullying

Bullying is an act, which causes the victim to feel intimidated, threatened, humiliated, offended, harassed or generally emotionally uncomfortable. Bullying may be perpetrated either using verbal or non verbal communication, actual physical violence or threats of violence, which may or may not cause physical harm. Bullying may occur as a result of race, gender, disability, sexual orientation or name-calling

Bullying will not be tolerated under any circumstances at Emscote House.

The manager will investigate all cases or suspected cases of bullying sensitively on an individual basis.

Bullying will be countered by taking action to minimise the likelihood of bullying occurring by avoiding where possible the circumstances likely to increase the risk of bullying as identified in the homes risk assessment findings.

Training around bullying is provided at induction for all staff and is updated on a regular basis.

Behaviour Management

Emscote House aims to create an environment, which will be conducive to the well being of all guests accommodated. Staff will demonstrate that they value and care about the guests and are aware of their authority and responsibilities whilst delivering positive care practises.

All staff receive training in behaviour management and appropriate measures of intervention for guest who present particular behavioural difficulties.

Physical Restraint

The staff and management at Emscote House will only use physical restraint as a last resort and only in exceptional circumstances to manage the behaviour of a Guest and only if by failing to do so:

- The guest would be in danger of hurting him/herself

- The guest would be in danger of hurting another resident
- The guest would be in danger of causing serious physical harm to a member of staff
- The guest would be in danger of causing serious damage to property.

Physical intervention will be written in the care plan with a description and the reason for use and on whose authority. It will be subject to frequent review.

Physical restraint will never to be used as a punishment or in response to challenging behaviour or to force compliance with staff instructions when there is no immediate risk to themselves or others.

When physical restraint has been used a GP or nurse will examine the guest within 24 hours if this is the wish of that guest. Guests will also be encourage to have their views with regard to the incident recorded on their file.

Sexuality and Relationships

At Emscote House we will endeavour to provide ongoing support for guests with their sexual lives.

We will uphold the following rights:

- The right to freedom from sexual abuse and exploitation and to protection by Emscote House.
- The right to support which recognises an individuals sexual needs and helps them respond in a variety of appropriate ways
- The right to same sex relationships and sexual expression and support in relation to such choices
- The right to sex education
- The right to safer sex education, access to condoms and the support required to practice safer sex.
- The right to confidentiality regarding information about their sexuality and personal relationships.
- The right to live with dignity and to be treated with respect, particularly during intimate care.
- The right to privacy in personal and sexual lives.
- The right to buy and use pornography or sexual aids and to education about their use by using pornography as an aid to sexual gratification in an appropriate private place.
- The right to counselling for reproduction and to choose and practice contraception.

Privacy and confidentiality

In the interests of respecting guests privacy, guests names, addresses, phone numbers and personal information will not be discussed with or given to people outside of Emscote House without prior agreement from those involved.

In the interest of protecting guests dignity staff will support guests with bathing and showering arrangements, use of toilets and all personal care matters only when required to do so as identified in the care plan. Guests requiring support with intimate care will be treated very sensitively and will adhere at all times to the cross gender care policy.

Entry into the guest's bedrooms will be with their express permission. Entry without permission will only occur in the case of an emergency or if failure to do so may put a guest at risk.

Invasive medication and manual handling will be carried out with respect for the guest's privacy and dignity and on no account will staff be present unless required to assist with the procedure. Only staff trained in the specific procedure and given the express permission of the guest, medical practitioner and/or multi disciplinary team will be permitted to carry out invasive clinical procedures.

The Home Manager is responsible for informing staff and guests of the importance of confidentiality. Staff have access to guest's files but no other person working in the building has access to these files, which will be kept in a locked cupboard. Staff do not discuss the contents of guest's files with any person not involved in the placement.

If disclosures of sexual, physical or emotional abuse are made in confidence to a member of staff, that person cannot agree to be bound by a request to keep a secret. Any suspicions or disclosures of abuse or illegal activities will be acted upon immediately and reported to the duty care manager for adult protection purposes.

Breaches of confidentiality will be dealt with as appropriate e.g. through the association's disciplinary procedure.

Cross Gender Care

Wherever possible guests will be allowed to choose the support worker who supports them with their personal care. It is explained to guests that the ratio of male to female staff may mean that this choice cannot always be met. Where ever possible during personal care male guests will be supported by male carers and female guests will be supported by female carers. If a situation arises where a male carer has to support a female guest during personal care the Home Manager must be notified. A recording of this situation must be written on the

guests file including date, time, name of the support worker, and the nature of the level of support carried out. Choice will be discussed with the guest and significant others before admittance to the home.

Emscote House will not provide or amend a service to take account of racial prejudice or racist behaviour of guests.

Complaints Procedure

Who can use it? Guest, parents, carers, students, staff, anyone.

Why? So that any issues or problems can be dealt with as quickly and as fairly as possible.

What about support? You can be represented by anyone of your choice at any stage of the process. All complaints will be taken seriously and there will be no repercussions.

They must either take action on the complaint or explain to you why they have not taken action within 5 days.

Talk to the Chief Executive.

They must either take action on the complaint or explain to you why they have not taken action within 5 days.

Talk to the Board of Trustees

Ask for an interview with the chairperson of the Board of Trustees. This person will talk to you about the complaint within 5 days of getting the request. They will tell you of their decision within 3 days.

Talk to someone outside Emscote House.

You can talk to either:

West Midlands Region
Care Quality Commission

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Telephone: 03000 616161

Your Social Worker

PO Box 16471

B2 2DW

Telephone 0121 303 2202.

Where your social worker is within another authority please obtain the address and phone number from the duty manager.

The Complaints Administrator

Inspection Division
3rd Floor, Honeywell House
38-50 Orphanage Road
Erdington
Birmingham
B24 9HZ
Telephone 0121 303 5161

The Local Government Ombudsman Birmingham Area

The Oaks
Westwood Way
Coventry
CV4 8JB
Telephone 0204 76820000

All complaints will be recorded in the complaints register located in the office.