

## AR12 - Service User Guide



**NIGHTINGALE**  

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**HOLISTIC SERVICES LTD**

**Service User's Handbook**

**Service User Guide**

**Nightingale Holistic Services**  
**85 Whyteleafe Road**  
**Caterham**  
**Surrey**  
**CR3 5EJ**

**Tel: 01883 332961**

## AR12 - Service User Guide

### Registered Provider:

Nightingale Holistic Services

85 Whyteleafe Road  
Caterham  
Surrey  
CR3 5EJ

07436813765

**Nominated Person: Jermaine Rodrigues**

### Supported Living (Adults)

### PHILOSOPHY OF CARE

The service aims to offer skilled support to enable people who live here to achieve their optimum state of health and well-being. Treat all people who live and work at the service and all people who visit with respect at all times. Uphold the human and citizenship rights of all who live, work and visit here. Support individual choice and personal decision-making as the right of all Service Users. Respect and encourage the right of independence of all Service Users. Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

### Principles and Values Underpinning Our Services

- | Nightingale Holistic Services considers its management team and employees to be the key factor in the delivery of quality services, and believes that the future success of the service is dependant on maintaining a skilled and trained workforce. Our principles and values are to provide a high standard of individualised support to all Service Users. It is our aim that all Service Users will be treated with care, dignity, respect and sensitivity, which matches individual needs and abilities. Our service will be delivered in a flexible manner, within the limitations of the service, in an attentive and non-discriminatory manner with respect for independence, privacy and the individual's right to make informed choices. We will respect the needs and values of Service Users in matters of religion, beliefs, culture, race, ethnic origin and sexuality. Our staff will encourage all Service Users to maintain where possible their social and cultural links within the community and encourage participation in activities. We will encourage our Service Users to be fully involved in our service provision, so that all can continue their lives with dignity and independence. Nightingale Holistic Services is committed to meeting the needs of those people entrusted to our support. Usually we see no conflict between meeting the needs of Service Users and those of workers. Where such conflict exists, the needs of Service Users must take precedence.
- | **Privacy of Service Users** - The support worker recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both his/her personal affairs and belongings. Written permission will be sought for access to Service User's records.
- | **Confidentiality of information** - Service Users' rights to confidentiality must be safeguarded. The support worker will not disclose any personal information about Service Users to a third party unless this has been agreed with the Service User concerned. Agreement to disclose information should only be sought if this is for the benefit of the Service User, e.g. for the purpose of assisting in his or her support from other relevant professionals.
- | **Fulfilment of aspirations** - To have their social, emotional, spiritual, cultural, political and sexual needs accepted and respected. Service Users will be enabled to achieve their potential capacity – physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.
- | **Consultation** - Service Users will be consulted about daily living arrangements and enabled to participate in

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discussions about any proposed changes to those arrangements; they should be fully involved in, and fully informed about, the individual assessments of their support needs. Service Users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. Nightingale Holistic Services's commitment will be to find the best and most cost effective way of meeting the Service User's needs and aspirations. Service Users will be supported to make informed choices about their future, which should be incorporated into their personal Service User Plans.

- | **Personal Choice** - The support worker will support each individual Service User to exercise, to his or her full potential, personal choice in opportunities and lifestyle. The support worker will ensure that the person whom they are supporting or for whom they are providing support plays a central role in all decisions being made. Where, for reasons of mental frailty, the person who is being supported and/or cared for is not able to participate fully in Service User Planning, consideration will nevertheless be given to their wishes, in so far as these are expressed and are practical to implement. We welcome designated advocates in this context. Our service users are fully advised of their planned support and their consent confirmed prior to any service delivery. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress.
- | **Review** - The Service User will have a regular review of their individual circumstances with the Agency and can be supported by their carer or advocate.
- | **Services Information** - The Service User will be fully informed about the Services provided by Nightingale Holistic Services.
- | **Legal Rights** - The Service User will be fully informed about their legal rights.
- | **Medication** - The Service User will be fully informed about their medication needs and they will be supported to make decisions about their medical treatment whenever possible. Service Users will be supported to seek medication reviews from their General Practitioner if appropriate.
- | **Family and Friends** - The Service User will be supported to maintain access to family, friends, facilities and the overall community.
- | **Complaints and Protection** - It is our aim to protect Service Users from any form of abuse and we have a duty of support to safeguard your wellbeing. We will implement the multi-disciplinary agency Protection of Vulnerable Adults Procedures should it be necessary, as a provider of services we will not tolerate any form of abusive practice. We have clear protocols and guidance in place to ensure that our Service Users are cared for in a safe and non-threatening environment, that our staff are fully trained and competent in their roles and are able to prevent abuse from occurring. The Service User will be provided with a copy of the formal complaints procedure and will be able to be represented by their carer or advocate if they so wish. Any concerns in the first instance should be brought to the attention of the person in charge at Nightingale Holistic Services.
- | **Supporting independence of Service User** - The Service User will be supported to take risks to the extent that they do so on the basis of their own, informed opinions. Service Users will have the opportunity to think, act and make decisions without reference to another person, and without other unreasonable restrictions. This will include the capacity to incur a degree of calculated risk. Risk assessments will be an integral part of the support planning process.
- | The principles outlined above must be guided by prior commitments imposed by health and safety or statutory Requirements.

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### Confidentiality

- i Our policy is that any information about Service Users is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, some information will be shared with members of staff who may be providing support and/or support work. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge within the agency. The Service User or, where appropriate, their principal Support Worker will be consulted where appropriate before information is released.
- i Information about you will be stored in paper form, and may also be held on computer. Both forms are treated in the same strictly confidential way. Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:
  - i Making sure our services meet your needs;
  - i Helping staff to review the support with which they provide you in order to help them achieve the highest standards;
  - i Investigating complaints or legal claims;
  - i Auditing of our services.
- i Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving support or support from a GP or hospital. The types of organisations with whom we may share information about you are:
  - i GPs;
  - i District Nurses;
  - i Other health professionals;
  - i Social workers;
  - i Care Quality Commission.

### Gifts, Wills and Other Documents

- i All employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Neither employees nor the service may be a beneficiary under a Will of any past or present Service User. Gifts to staff are subject to disclosure to the Registered Manager, and may be refused on the basis of conflict of interest.

### Service User's Personal Fulfilment

- i The aim of Nightingale Holistic Services is to actively help Service Users to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise.
- i Staff will take an interest in things that Service Users have done in the past and discuss current interests, particularly those that they wish to retain. They will assist Service Users in developing their skills and following their interests if they so wish, and they will facilitate the development of a varied range of new skills and interests for Service Users to pursue if desired.
- i Service Users will be central to the devising of their Service User Plan, A family member, friend or external advocate may also be involved whenever it is considered appropriate. Staff will endeavour at all times to create a stimulating environment and to focus on maximising Service Users' potentials. They will attend to all needs of the individual person irrespective of how the Service User's disabilities affect them. All Service Users are equal and unique human beings and will be offered help and services according to their own unique needs,

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irrespective of race, gender, sexuality, culture state of health or mental capacity.

### Risk Taking & Risk Management

- | Staff at Nightingale Holistic Services understand that there is a delicate and difficult balance between Service Users' self-determination in risk taking, and the responsibility of carers to protect Service Users from self-harm or from unintentionally harming others. The issue is further complicated when a Service User may not be able to make informed decisions due to mental capacity.
- | The assessment of risk is addressed as part of the commencement of service process for each person, and the results are integrated into the Service User Plan. By this process of integration the views of the Service User, principal carer, family members and professional advisors will be fully taken into account, as part of the participative Service User Planning process.
- | The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which Nightingale Holistic Services aims to undertake to meet the Service User's own wishes about their lifestyle:
  - | Privacy;
  - | Travelling alone;
  - | Visitors;
  - | Attendance at clubs and centres;
  - | Going to places of worship and other external activities;
  - | Engaging in leisure and recreational pursuits;
  - | Carrying identification;
  - | Bathing;
  - | Use of stairs;
  - | Degree of independence;
  - | Seeking help in an emergency.

### Service Users and Equal Opportunities

- | All Service Users have the right to practise their beliefs, religion or culture without constraint by restrictive or discriminatory practices.
- | Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant.
- | All complaints will be recorded in such a way as to highlight repeated problems.

### Seeking a Service

- | The first step is to visit the Agency with your principal carers or friends. Alternatively contact can be made and the Registered Manager will arrange to visit you in your own home. The Registered Manager or one of our senior staff will be very pleased to provide transport and an escort for a visit if you telephone the agency office to ask. The Registered Manager will discuss with you your individual requirements and the range of services we are able to provide at Nightingale Holistic Services. This process will be formalised into an assessment of your needs, which should form the basis for a decision by both you and the agency as to whether the necessary service can be provided. In common with all records regarding Service Users, the assessment(s) will be made

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with your full knowledge and cooperation, and the records will be shown to you and will be available to you at any time.

The premises at 85 Whyteleafe Road were converted over a two year period to meet the needs of Surrey County residents with Autism and/or associated difficulties. The building had for many years been a residential care home belonging to Surrey County Council. It lay empty for several years until re-opening as Nightingale Holistic Services Ltd in 2009.

The premises were converted into three flats to enable eleven people with complex needs to experience and learn about living independently, with shared communal resources, and as equal citizens in the community. The emphasis of the support team in the early days was and continues to be based on promoting and educating the service users about social living skills, managing social relationships, safety and self-responsibility.

The service was designed to offer tenancy opportunities with utility costs included, in low stimulus homely environment accommodation, which was sensitive to the sensory and social needs of people with Autism and associated difficulties. The Directors consulted with Surrey Social Service representatives whilst refurbishing and organising the service to ensure the premises were as fit for purpose as possible. Although the removal from residential and institutional care was well under way after the Community Care Act 2000 for some sectors, it had not yet become the norm for people with Autism. Nightingale was one of the few places in the country that offered a support model specifically for this group in this way.

Each service user would be managing a budget and Landlord tenancy agreement with assessed support from dedicated staff; over the 24 hour period – 365 days a year. It was clear from the onset that for people with Autism to fully integrate into the social community around them the support would need to be consistent, reliable, yet at the same time have a flexible availability factored into it. It was considered that for this group of people to succeed in independent living the Domiciliary Care Agency would need to be based on site and include overnight support. This model has proved to work and remains unchanged despite recent constraints and cuts in social care funding.

The last ten years has seen many changes in social care. The service continues to evolve and adapt. There are now more people with a support need living in flats and their own accommodation in the community and in 2016 Nightingale began to offer and are continuing to develop external support services as a Domiciliary Care Agency whilst retaining the original dedication to the independent living and learning of tenant service users.

Nightingale is a small business concern. There have been some internal structural board changes but the basic framework of the Company remains stable. The original Founder Directors and developers of the service were Ms S. Sansby and Mr R. Madhewoo, who were the Responsible Person and Landlord respectively and between them have approximately sixty years of experience of management in health and social care.

In January 2017, Director Mr J Rodrigues accepted the responsibility of the Responsible Registered Person. Mr Madhewoo remains as Landlord and Ms Sansby as Consultant/Advisor to the service. Miss Clare Ireland is the Registered Manager of the service, appointed July 2013.

- | The Registered Manager or one of our team will visit you in your The Service, or in hospital if necessary, and will document a pre-service start assessment with you. This initial set of information will form part of your support and Support Plan which illustrates and reviews how your family and our staff gain an understanding of how we can use our skills for an overall improvement to your health and well being.
- | If you have any questions please discuss them with your key worker, or contact the Registered Manager, who will be very happy to answer any questions The agency manages commencement of service arrangements according to a detailed Policy and Procedure, a copy of which is available within the The Service and on request.

### Key Workers

- | In order for you to receive quality care, we have initiated a Key Worker system. You will be offered an opportunity to choose your Key Worker. They will undertake to identify your needs with you and ensure that they can be met through a Service User Plan.
- | The aim of the Key Worker system is to provide each Service User with an advocate within the staff team, and develop a relationship between the Service User and staff based on trust and mutual respect. The Key Worker will undertake an assessment with you to establish your preferred name, personal circumstances, personal history, and social and medical circumstances, all of which will be entered into your Care Plan.

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- | The Key Worker will also assess your psychological and physical capabilities. Previous work, hobbies, and preferences with regards to activities and food will be noted, and a personal programme of support and/or support will be devised according to your wishes.
- | Your Key Worker will be the main point of contact for you and your principal carers/relatives, and will be available to answer any questions, to support your daily support routine and to simply have a chat with you whenever you so wish. They will also arrange meetings to review your Service User Plan periodically with you and your family or friends, and to measure the progress of your support programme.
- | Obviously not everyone gets on with each other. If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and a new Key Worker will be assigned to you if this is appropriate.

### Inappropriate Behaviour

- | Inappropriate behaviour is the systematic maltreatment, or physical, sexual emotional or financial abuse of one person by another. Nightingale Holistic Services is committed to preventing inappropriate behaviour, and if a Service User, carer, friend or relative has any concerns in this area then they should discuss this immediately with a senior staff member, or use the formal complaints procedure.
- | Service Users, principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

### Key Lines of Enquiry Table

Key Line of Enquiry (KLOE)	Supporting
E1 - Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	✓
E4 - How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?	✓
W2 - Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	✓
W3 - How are the people who use the service, the public and staff engaged and involved?	✓
W4 - How does the service continuously learn, improve, innovate and ensure sustainability?	✓

**Note: All QCS Policies are reviewed annually, more frequently, or as necessary.**

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