

# Seashell

## Statement of function and purpose.

### Aims & Objectives

It is the aim of the Seashell Trust to deliver the highest standards of care and support for all its service users by providing an environment which safeguards, stimulates, promotes and respects the rights, independence and dignity of individuals.

<b>Date</b>	<b>September 2020</b>
	<b>Service Provider</b>
Name	Royal College Manchester home
Legal Status	Charity
Address	Seashell Trust Stanley road, Cheadle Hulme. SK8 6RQ.
E-mail	<a href="mailto:info@seashelltrust.org.uk">info@seashelltrust.org.uk</a>
Telephone	0161 610 0100
Fax	0161 610 0101
Service Provider ID	1-101620506
Responsible person	CEO Jolanta McCall <a href="mailto:Jolanta.McCall@seashelltrust.org.uk">Jolanta.McCall@seashelltrust.org.uk</a>
Company number	04216714 Charity no: 1092655

Number of places	Maximum of 40.
Service Type	Care home for persons who require nursing or personal care.
Regulated activities	Accommodation for persons who require nursing or personal care.
Service user band	People aged between; 18-25. Learning disabilities Physical disabilities
Care Category	52 week placement, term time boarder, weekly boarder. Short breaks.
Location ID	1-118539945
Registered Manager	Deborah Gittins <a href="mailto:Debbie.gittins@seashelltrust.org.uk">Debbie.gittins@seashelltrust.org.uk</a>  Seashell Trust Stanley road, Cheadle Hulme. SK8 6RQ.
Telephone	0161 610 0746
Manager ID	CON1-673820055

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Royal College Manchester home is part of the Seashell Trust. Seashell Trust Charity comprises of a Specialist School, an Independent Specialist FE College as well as registered care homes. The Royal College Manchester home comprises of ten, four bed, houses all located on the same site. Facilities and amenities are shared with the College and School. All the houses are new purpose built homes, designed to further promote the development of self-help skills, in a small home environment for those young adults transitioning to adulthood.

All young adults who reside at the Royal College Manchester registered home are aged between 18 and 25. The young adults have profound and multiple learning difficulties featuring significant communication, behavioural and sensory impairments. Some young adults have additional physical disabilities and or additional medical needs including progressive and degenerative conditions.

The home provides 24 hour waking care. We deliver programmes of care that are individually tailored, promote independence and help build confidence and self-esteem in the young people we work with. Placements can be either weekly & termly boarding as well as a comprehensive 52 week placement.

We offer the opportunity for young adults aged 18-25, with similar conditions, to access short breaks. Short breaks are tailored to meet the needs of the individual and delivered with the same skills, expertise and care we give to those in our full time care. Short breaks can range from overnight, weekend or week long stays.

The home does not accept emergency placements; all placements are planned and assessed prior to the placement being available.

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It is the objective of the home to provide a service of the highest quality, to improve and sustain the young adult's overall quality of life by;

- Ensuring that the service is delivered flexibly, attentively and in a non-discriminatory fashion, whilst respecting each young adult's rights to independence, privacy, dignity, fulfillment and the right to make informed choices, and to take risks.
- Ensuring that each young adult's values and needs are respected in matters of religion, culture, race or ethnic origin, gender, disabilities and impairments.
- Ensuring that the care service is delivered in accordance with the agreed contract of care.
- Ensuring that our policies and procedures proactively promote the health, safety and wellbeing of the young adult to enable them to lead a fulfilling lifestyle.

Communication is one of the key aims of the provision which includes supporting young adults to reach their goals using total communication, British Sign Language, objects of reference and picture exchange.

## **Admission & Assessment**

Referrals for residential placements are made through the young adult's local education, social services department/local authority or by the family or extended family.

All prospective young adults will be assessed prior to admission. After relevant information is gathered and discussed by the referral panel, the young adult will be invited to a short assessment period where they experience time in the residential home and at the same time allow a multi professional team to conduct a health care needs assessment and risk assessment and gather the young person's wishes and aspirations.

Working together with the young adult, their family and other professionals a comprehensive support plan is then assembled. The multi-disciplinary team will then make a decision as to whether the home best meets the individual's needs.

Prospective young adults and/or their families /representatives will be provided with brochures containing our statement of purpose which includes a definitive guide to the services we provide. A young adult's guide and other additional information will also be provided on admission. There is an interactive website [www.seashelltrust.org.uk](http://www.seashelltrust.org.uk) where the prospective young adult, their families and or representatives have the opportunity to read about the services and facilities we offer.

On admission, the young adult will be allocated a key worker who will coordinate the implementation of care and support programmes and activities and be a point of contact for the young adult and their family.

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Young adults, their families and representatives are encouraged to participate in regular meetings and customer surveys as this ensures that Seashell Trust maintains its high standards of care and identifies any areas for improvement.

## **Accommodation and Catering**

Each young adult has their own lockable bedroom which can be personalised to their own taste. Each house has a homely environment with its own spacious lounge, dining area and kitchen. Some Bathrooms and bedrooms are equipped with aides and adaptations to support individual needs, such as hoist / handrails /bath chairs / rise and fall work surfaces. All houses have internet access and young adults can make use of the computers within.

We consider nutrition to be of paramount importance to our young adult. Healthy and varied menus are offered daily to offer a balanced diet and choice to individuals ensuring that any specialist dietary needs are catered for. Each kitchen is open 24 hours a day and young people are encouraged, where possible, to make their own drinks and snacks from the well-stocked cupboards and fridges/freezers. Young adults are encouraged, where possible, to develop their life skills and assist staff with food preparation. Advice from Speech and Language Therapists on nutrition/hydration and issues surrounding diet and associated issues such as swallowing and oral problems are readily available should the young adult/staff require further support.

## **Leisure, Activities and Services**

It is the homes ethos that the young adult develops skills both on and off site with an emphasis on independence and communication skills. All staff work closely together, along with other professionals, parents / carer's, and the young adult to ensure that therapy, communication, daily living skills, social and creative and behaviour support programmes continue in all areas of the young adult's life. An individual timetable will be designed around the young adult's needs, interests and priorities for learning. Assessments are completed which will support the setting of individual targets and progress will be monitored and recorded regularly.

All young adults are encouraged to enjoy many new life experiences.

These include the following examples:

- Bike club – adapted bicycles.
- Archery-supported by qualified instructors (summer)
- Climbing club supported by qualified instructors
- Accessible Fitness Suite
- Swimming –Seashell Trust is fortunate to have a fully equipped disabled friendly swimming pool and hydrotherapy pool.
- Walking Clubs
- Art club
- Athletics club
- The religious needs of all denominations can be met by; visits to and from religious services such as the mosque, church or synagogue as appropriate.
- Cinema visits

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- Live entertainment
- Restaurant visits
- Nights out and luncheons at local pubs.
- Deaf club (if appropriate)

The young adults who reside at the home are supported to develop friendship groups on and off site.

It is anticipated that all young adults, wherever possible will be responsible for the upkeep of their own surroundings; by carrying out household duties and learning to live cooperatively with their peers who are of similar ages, needs and share similar interests.

If need be, staff will support the young adult to contact their friends and family if they want, if the individual is able to contact their friends and family independently they can do so in privacy. The young adult can talk to their family/friends on the phone or web cam. They can send letters or cards to people, and people can write to them. We will give the young adult any help they need – to read or write a letter.

Throughout the year from time to time Seashell Trust organises outings to local theatres, places of interest as well as holding fetes and other social events. We encourage young people, their families, relatives and friends to join in all social activities.

The Seashell Trust encourages family members and friends to visit their loved ones and our staff offer you a warm welcome. Visitors are welcomed at reasonable times, between 9am – 9pm. Visitors are asked to sign in and out of residential houses because of fire regulations and safeguarding procedures.

Young adults can access a range of therapies including hydrotherapy, rebound therapy, physiotherapy, occupational therapy, speech and language therapy and audiology. All staff who deliver therapeutic care to the young adults are qualified or trained and competent to do so.

Young adults accessing short breaks will have a personalized care plan and programme of activities and will have use of available facilities at the Seashell Trust and be able to participate in the array of activities on offer.

## **Medical / Health care**

Young adults, who reside at the home on a 52week or 38week placement, are encouraged to register with a local GP. All young adults have access to a G.P when required.

In College; there is a Registered General Nurse and a health care assistant who support the young adults with their medication, health and wellbeing needs. This is not a 24-hour service, the nurse and health care assistant is situated within the college and support between college hours.

In residence; trained care staff that have completed a course in the Administration of Medicines administer all medications; they also pass a practical competency course

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which is monitored by experienced staff before they are allowed to administer medicines to the young adult. All staff attend a yearly update and assessment which is competency based. Staff are trained to administer rescue remedies for epilepsy in the form of buccal and nasal midazolam and rectal diazepam as prescribed. Young adults are supported to self-medicate where possible.

Staff are trained in emergency first aid and House managers and senior support care workers receive First Aid at Work training.

All young adults have an individual Health Action plan and receive support as necessary with their personal health care and social needs with access to a Personal Health and Social Education (PHSE) program in college.

When young adults are ill they are cared for by staff in their own house. Staff support young people to hospital, dental and optician's appointments locally.

## **Safeguarding**

We take the well-being, health and safety of our young adults very seriously and operate strict procedures to ensure that this is maintained at all times. We have a very robust safeguarding policy in place which links in to Stockport Multi-Disciplinary Board safeguarding policy and procedures. All staff are trained around safeguarding, recognising and reporting any potentially abusive acts or causes for concerns. We promote our young adult's rights to choice, privacy, dignity, respect and confidentiality at all times.

We have an onsite behaviour coordinator who supports young adults and staff with devising and implementing programmes that support to minimise risk. The home has a Behaviour Management Policy which promotes positive handling techniques and, where necessary as a last resort the use of physical intervention. Staff are trained by our on-site approved trainers and monitored by The British Institute for Learning Disabilities (BILD)

The home takes a strong stand against bullying and has an anti-bullying policy and procedure, there is an e-safety policy in place which is monitored by Senior Managers and the College Governing Body.

The Home takes all complaints seriously and has a clear complaints policy and procedure. There is a young person's complaints procedure and staff are trained and encouraged to advocate for Young people who find it difficult to complain for themselves. The College Governing Body monitors all complaints.

## **Health & Safety, Fire Safety and Infection Control**

All of our staff are trained in fire safety and Health and Safety. We have fire prevention and evacuation measures in place. We work to strict policies and procedures, use NHS essential steps and follow a robust code of practise regarding infection control and have measures in place to minimise any risks to our young adults and staff.

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## **Staffing, Training and Development**

Seashell Trust holds the Investor in People accolade for its dedication to workforce development.

The home provides appropriate levels of qualified and trained staff on a 24-hour basis. Support levels for each young adult is identified at initial assessment then monitored and reviewed through continuing assessment. All staff are checked by the Disclosure and Barring Service (DBS) and references are checked prior to employment. While support staff are usually allocated to a particular house they are sometimes required to work across the campus to meet the changing needs. Staff are trained to recognise the importance of high standards and are dedicated to meet the needs of our young adults.

The senior service structure consists of a Registered Manager, Assistant manager and Short Breaks Manager. All houses are line managed by a House Manager who is responsible to the Registered Manager, Assistant Manager or Short Breaks Manager. In addition, each house will be staffed by a deputy team leader (RSW +AR) and Residential Support Workers (RSW) to oversee the day-to-day running and deliver care and support to the young adult.

The home provides waking night staff that regularly monitors and support individuals during the night based on assessment of need. In addition to staff on houses, a night coordinator is on duty to provide help, advice and guidance throughout the night and deal with any emergencies should they occur. The night team is managed by a night manager who has a flexible rota that allows them to work both on days and nights to further promote multi-disciplinary working.

The staff group reflects the local community of people from mixed gender, ethnic minority groups and people with disabilities as far as possible.

All new staff completes a two-week induction programme and additional e-learning programmes to promote their understanding of the role. We have a workforce training and development programme and individual development plans for our employees.

The staff appraisal and supervision process continually supports staff to reflect on practices. All care staff have an eight weekly supervision from their line manager and annual performance management assessments are held with the House managers and monitored by the Registered Manager and quality assurance team.

## **Staff Qualifications**

Staff work towards attaining the care certificate and then progress through to NVQ (National Vocational Qualification) levels 3 and 4 qualified in health and social care.

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All staff are trained in communication skills and/or sign assisted English and other forms of communication e.g. picture exchange, objects of reference. Regular staff training consists of, Food Hygiene, Infection Control, Manual Handling, First aid/CPR, Medicine Administration, Health and Safety and Safeguarding Vulnerable Adults, data protection, Disability awareness, Behaviour management, Autism awareness, Mental capacity and deprivation of liberty safeguards. Staff also undergo more specialised training where a training need is identified. We are constantly sourcing new and updated courses to further their development.

## **Making a complaint and giving compliments**

We believe that complaints and compliments are a valuable indicator of quality of service, and an opportunity to improve that quality. From time to time, we will ask service users to take part in surveys so we can gather their opinions and feedback on how well we are doing. If upset or unhappy with the service, we encourage all service users to instigate the complaints procedure whenever they feel that it is necessary. We encourage the young adult to comment when minor matters are a problem to them, so it will be looked into and corrective action taken.

Service users and their representatives may take their complaints to persons in authority outside the Seashell trust. For young adults funded all or in part by their local authority, complaints may in the first instance be directed at them. A range of advocacy services are also available locally. In the event of a serious issue and complaint, you may direct your concern to the Care Quality Commission.

## **Care Quality Commission**

CQC National Correspondence  
Citygate, Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Tel: 03000 616161

## **Stockport Quality Team**

Stockport Metropolitan Borough Council  
Town Hall  
Edward Street  
Stockport  
SK1 3XE

Tel: 0161 474 4600.

[asc.qualityteam@stockport.gov.uk](mailto:asc.qualityteam@stockport.gov.uk)

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## **The Ombudsman**

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Tel: 0300 061 0614

## **Service provider information**

The home and assets are owned by The Seashell Trustee Limited, which is a registered charity. The Seashell Trustee Limited has created a Scheme of Delegation which allows the Board of Governors to manage the College/Home for young adults. The Chief Executive of the Charity is the Responsible Individual. The registered manager is responsible for operational management of the home.

### **Responsible person:**

#### **Jolanta McCall – Chief Executive**

Seashell Trust,  
Stanley road,  
Cheadle Hulme.  
SK8 6RQ.

Telephone no.: 0161 610 0174

Email: [Jolanta.McCall@seashelltrust.org.uk](mailto:Jolanta.McCall@seashelltrust.org.uk)

## **Pen Picture**

Jolanta is a qualified teacher and Teacher of the Deaf with 29 years' experience (15 of which have been in leadership roles) of working with children with disabilities including sensory and complex needs. She has worked in residential specialty provisions, mainstream resourced bases, as well as LA peripatetic services in UK, Poland and Japan. She also holds an MSc qualification in educational audiology, and is trained in different modes of communication including PECs, Makaton and BSL level 1.

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Throughout her career she has been (and is recognised) as a champion for disabled children. Positive outcomes and the well-being of children, young people and their families have been at the heart of all her work.

After working within a number of Local Authority Education departments during her career in the UK, she held a unique post that encompasses leadership within both Health and Special Education, allowing her to provide co-ordinated leadership in a multidisciplinary environment using integrated approaches in Guy's & St Thomas' Foundation Trust and Southwark LA.

As a London Borough of Southwark Local Authority officer she has also been involved in the assessment of child and young person needs in consideration of out of borough placements, and have led on the monitoring of out of borough placements as well as providing Quality Assurance for Education Health and Care Plans across different disabilities.

She has considerable experience of supporting, mentoring and performance managing a wide range of professionals – always ensuring the safety and wellbeing of children and young people with special and complex needs.

Ultimately she regards the most important measure of success to be not only the well-being, safety and outcomes of disabled children, but also their satisfaction. Jolanta led on the development of a questionnaire based system designed to be easy to use by young disabled children and young people with limited communication abilities

In addition Jolanta has a national and international reputation, particularly for the development of innovative services, and was responsible for the development and establishment of the renowned Hummingbird Clinic, to date the only UK based specialist clinic for hearing assessment for children with autism and additional special needs. She is a frequent speaker at conferences at home and abroad, and has acted in an advisory capacity to the National Deaf Children's Society in the development of UK Quality Standards for Early Years provision. She serves as a member of an international working group on the development of new approaches to family centred care and support, and is actively involved in research in the field with a number of high profile partners in academia and industry.

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## **Registered Manager:**

### **Deborah Gittins**

Seashell Trust,  
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Cheadle Hulme.  
SK8 6RQ.

Telephone no.: 0161 610 0746

Email: [debbie.gittins@seashelltrust.org.uk](mailto:debbie.gittins@seashelltrust.org.uk)

### **Pen Picture**

The Registered Manager is Deborah Gittins. She has over 24 years' experience working with individuals who have epilepsy, learning difficulties, Autism, communication & behavioural difficulties. Debbie has a Level 7 leadership and management certificate, Level 5 certificate in health and social care for children and young adults, a Diploma in social care, D32 Assessors Award, British Sign Language Level 1 and a Group training certificate. She has completed a BILD accredited course in behaviour management and guides staff supporting individuals who present behaviour difficulties. Other relevant qualifications attained include, IOSH certificate in Health & Safety, Infection control level 2, CACHE/ administration of medication, First aid at work, Mental Capacity Act, Deprivation of Liberty, Safeguarding Children and young people S.A.C. Cert, including Prevent and Channel guidance, Equality & Diversity and Safer recruitment. In addition, Debbie has attended a 5-day course to be a trained intervenor, enabling her to work with individuals who have multi-sensory impairments.