

# Seashell

## **Seashell Health Service Statement of Function and Purpose**

## **Preamble**

Seashell Trust is a Charity based in the North West which supports Children and Young People on its campus based in Cheadle Hulme. Seashell Trust comprises of a Specialist School, an Independent Specialist FE College, registered care homes and a health care service.

Our charity is dedicated to providing a creative, happy and secure environment for children and young people with complex and severe learning disabilities, which include little or no spoken language. With the expertise of our specialist teachers, care staff, onsite therapy team, assistive technologists, swimming teachers and sports coaches, our students learn how to express themselves, engage with the world around them, become more independent and live safe, creative and fulfilling lives.

We recognise that every child and young person placed with us is unique. We provide highly personalised packages of education and care which meet the individual needs.

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.

<http://www.seashelltrust.org.uk/about>

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## 1) Service Provider details

<b>Date</b>	<b>September 2020</b>
	<b>Service Provider</b>
Name	Seashell
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

### **Responsible person:**

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

Telephone no: 0161 610 0174

### **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 hold an MSc qualification in

educational audiology, and trained in different modes of communication including PECs, Makaton and BSL level 1.

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.

## 2) Seashell Health Service

Service Type	Community Health Care Service
Regulated activities	Treatment of disease, disorder and injury
Service user band	People aged between; 0-25 Learning disabilities and Autism Spectrum Conditions Physical disabilities Sensory impairment
Location ID	<b>1-10631701224</b>
Registered Manager	Katie Ruth Duggan Kate.duggan@seashelltrust.org.uk Seashell Trust Stanley road, Cheadle Hulme. SK8 6RQ.
Telephone	0161 610 0413
Manager ID	<b>CON1-9214920130</b>

Seashell Health team comprises of nurses and Allied Health Professionals including Speech and Language Therapists, Physiotherapists, Occupational Therapists, Audiologists and a Mental Health Nurse. The nursing service employs three qualified nurses based across the educational provisions on the site. All Allied Health Professionals are registered with the HCPC and nurses are NMC registered. The nurses carry out assessment and procedures to inform and maintain children and young people's (CYPs) Health Action Plans. The nursing team deliver training and assess competency to enable designated support staff within the education and care services to have the skills to deliver delegatable procedures as required by CYP in line with RCN guidance. Medication trained staff administer medication to CYP in line with their Health Action Plans and access primary care services as required.

## **Aims and Objectives**

The Seashell Trust Health Service aims to provide high quality, multi-disciplinary health care across services delivered by the Seashell Trust to:

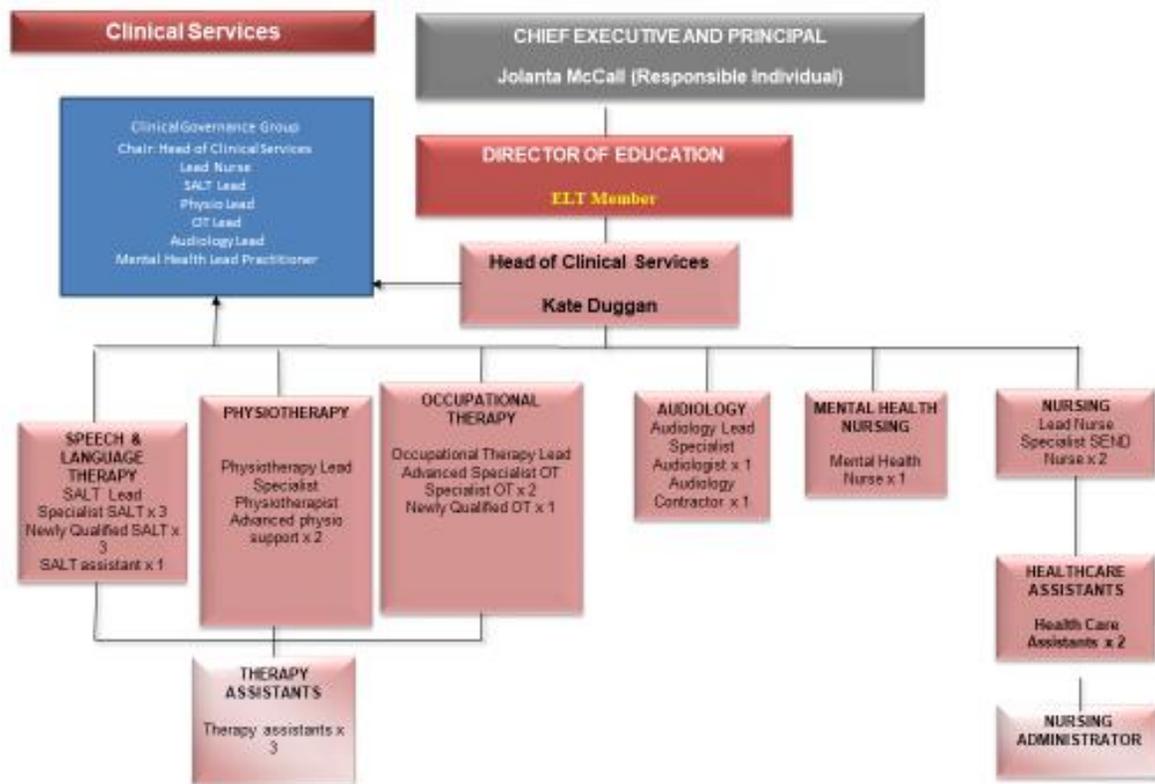
- Promote the health and wellbeing of all children and young people
- Comply with and exceed all regulatory and statutory requirements to ensure services provided are safe, effective, caring, responsive and well led
- Maximise opportunities for children and young people with complex health care needs to access education and residential settings
- Increase levels of participation within learning activities across both education and residential services
- Deliver person centred healthcare action plans in collaboration with the individual, their family and/or carers and NHS services
- Ensure all individuals accessing the service are protected from harm and provided with person centred support
- Provide support and guidance to individuals and their families and/or carers through training, coaching and provision of written guidance
- Provide training and coaching to Seashell Trust staff team to enable safe delivery of delegatable activities.
- Provide services which operate under the Seashell Trust policies and procedures
- Provide services delivered by a highly skilled and progressive workforce through a robust programme of continuing professional development activities and clinical supervision

## **The Seashell Trust Healthcare service will:**

- Ensure the right staffing levels are in place and that safe recruitment with robust vetting processes is conducted including a thorough induction to the Seashell Trust prior to staff commencing in post.
- Be responsible for maintaining up to date comprehensive risks assessment, Health Action Plans and inputting into Education, Health and Care plans for all children and young people accessing the Seashell Trust services on day placements.
- Support and advise Registered Managers and residential teams as required in maintaining clinical risk assessments, Health Action Plans and EHCPs for children and young people accessing residential placements operating under Ofsted regulations for Children's homes and CQC regulations for young adult's residential services.

- Ensure all staff delivering delegated activities are appropriately trained and have their competencies monitored to complete required procedures.
- Work in collaboration with NHS and appropriate private healthcare services to promote holistic care and positive outcomes for children and young people
- Undertake a cycle of internal clinical audit and ensure Policy and Procedures are in place to maintain high standards of effectiveness and safety
- Complete service evaluation to continually review and improve the service
- Ensure service developments are based on current best practice guidelines and available evidence base relating to children and young people with intellectual disabilities and autism spectrum conditions

## Organisational Chart



## **Person Centered Care**

All children and young people supported by the Health Service are assessed on admission to ensure that all clinical requirements are identified. Staff teams supporting children and young people receive training from the qualified health professionals within the health care service to ensure that their individual needs are met. Children and Young People are supported to contribute to development of their service via the use of a range of bespoke alternative and augmentative communication strategies. Close liaison with family services ensures that the views of parents and carers are also incorporated into the care provided to children and young people.

## **Dignity and Respect**

Children and Young People supported by the Health Service have wide ranging and complex health needs. All children and young people receive support which is respectful through the involvement of CYP wherever possible in decision making in relation their care. Privacy is maintained during the delivery of any sensitive clinical procedures. All clinical records are created, shared, stored and disposed of in line with Caldicott Principles and good data governance practice. No CYP supported by the service are discriminated against due to protected characteristics as defined in the Equality Act (2010)

## **Need for consent**

Parental consent is sought for children under the age of 16 in relation to clinical support. Mental Capacity Assessments are completed in relation to significant health decisions for all individuals 16+. Family members and professionals from across the MDT are involved in best interest's decision making where it is deemed that a young person lacks capacity.

## **Safe care and treatment and safeguarding**

The nursing team carry out assessment and procedures to inform and maintain young people's Health Action Plans. The nursing team deliver training and assess competency to enable Health Care Assistants based in education teams to have the skills to deliver delegatable procedures as required by children and young people in line with RCN guidance. Medication trained staff in the residential services administer medication to children and young people in line with their Health Action Plans and access primary care services as required. All medication is administered in line with the Safe Administration of Medication Policy and Procedure. The Audiology team work with CYP in the onsite

Audiology Clinic for assessment to contribute to and support community diagnostic services. A Standard operating Procedure based on BAA guidance is followed to maintain safe and high quality clinical standards within the clinic. Clinical staff contribute to CYP individual risk assessments and a dynamic risk register is maintained for the service. The Head of Service is a Deputy Designated Safeguarding Lead and all staff across the service have received up to date training in relation to safeguarding of children and vulnerable adults ensuring they are able to work in line with the Safeguarding Policy.

### **Premises and equipment**

The school and college medical rooms are equipped with secure storage, mounted on an internal wall, a sink and suitable flooring to ensure the facilities meet required standards for safe storage and dispensing of medication. Clinical equipment is serviced as required and checked within audit cycles. The audiology clinic is serviced and calibrated regularly to ensure all equipment is safe and in good working order.

### **Governance**

A Clinical Governance Group meets on a fortnightly basis. This includes the Lead SaLT, OT, Nurse, Audiologist, Physiotherapist and Mental Health Nurse. An annual quality cycle outlines the audit deadlines for the service and ensures data is available relating to clinical record keeping, Health Action Plans, storage of medication, covert medication, medication errors, tamper proofing of hearing aids and use and servicing of specialist equipment. Regular whole team meetings and Nursing team meetings ensure opportunities for sharing good practice and responding to audit findings. Internal and external training opportunities are available to ensure that the team can meet the needs of the CYP they support. All qualified clinical staff receive clinical supervision from a suitably qualified professional within their discipline. All staff across the health care service receive annual appraisals and half termly line management supervision.

### **Staffing**

The healthcare team includes nurses and Allied Health Professionals including Speech and Language Therapists, Physiotherapists, Occupational Therapists and Audiologists. The nursing service employs three qualified nurses based across the educational provisions on the site. A mental health nurse is also employed to work closely with the Positive Behaviour Support Team. All Allied Health Professionals are registered with the HCPC and nurses are NMC registered. Staffing ratios are informed by the needs of the CYP. Each discipline has a clear management structure with a Lead professional, specialist staff and newly qualified and assistant staff.

## **Multidisciplinary Practice**

The Seashell Health team works closely with other department across the Trust to ensure holistic and person centered support. Liaison with external NHS specialists including epilepsy nurses, consultant pediatricians, psychiatrists and neurologists ensures that the specialist health needs of children and young people are met and promotes smooth transitions into and out of Seashell Trust services.

## **Obtaining and acting on feedback from service users**

All children and young people in receipt of Seashell Trust services have complex communication impairments and neurological impairments. All individuals have a communication strategy written by the Speech and Language Therapy team which evidences how they can be supported to understand information and express themselves. In addition to this, Talking Mats are used to support children and young people to express their views on the service they receive. Accessible 'mood barometer' tools support CYP to share their feelings and the use of the 'Riding the wave' approach ensures that staff are highly responsive to individual's arousal levels when delivering their educational programme in school or college. A formal complaints policy is available for the use of service users, staff or parents. CYP are encouraged to provide feedback about the services they are receiving using their chosen communication method. All complaints are used to improve the quality of the service.

If CYP or parents/carers feel that complaints need to be taken outside of Seashell complaints may be addressed to the Local Authority for CYP whose placements are funded partially or wholly by the LA. In case of a serious complaint or issue concerns can be directed to the Care Quality Commission.

Accessible information and tools including social stories, symbols, photos and signs are used to communicate with CYP details of the concern or complaint they have raised and the response and actions that are being taken to resolve their concerns.

Registered Manager: Seashell Health Service

**Katie Duggan**

**Pen Picture**

Kate is a qualified Speech and Language Therapist with substantial experience of working with children and young people with complex needs and autism spectrum conditions (ASC). Kate began her career in the NHS working within community services for Adults with Learning Disabilities (LD). Kate has held Leadership roles overseeing health teams within a range of charities offering special education and care services. Kate has conducted studies relating to using Alternative and Augmentative Communication (AAC) and functional communication training to support a reduction in behaviours of concern for children and young people with Autism Spectrum Conditions. Kate is passionate about promoting maximum communication and independence skills for children and young people to allow them to experience participation within their educational setting and broader communities. Kate holds a Bsc Speech and Language Science as well as an Msc in Professional Practice Development (Health Leadership).

Kate has extensive experience of delivering Clinical Governance agendas within health teams supporting children and young people with ASC and LD. This includes the use of creative approaches to maximise involvement of young people in decision making and in ensuring that workforces are upskilled to use all methods of communication to support decision making in line with the Mental Capacity Act.

Kate acts as a consultant and coach to support senior leaders in Charity organisations to optimise the impact of their health teams on outcomes for children and young people. Kate has written national guidance to support the work of therapists during the Covid 19 Pandemic and presented at the National Natspec Therapy Conference, Communication Matters National AAC symposium and International Autism Conference.

### **3) 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)

#### **The Ombudsman**

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Tel: 0300 061 0614