

Seashell

Young Adult Care Service

Statement of function and purpose

Preamble

Seashell Trust is a Charity based in the North West of England which supports Children, Young People and Young Adults on its campus based in Cheadle Hulme. Seashell Trust comprises of Royal School Manchester (Non-Maintained Special School), Royal College Manchester (Independent Specialist FE College), Registered Care Homes, a Health Sare service and Family Services.

Our charity is dedicated to providing a creative, happy and secure environment for individuals 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 service users 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, young person and young adult placed with us is unique. We provide highly personalised packages of education and care which meet 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

Date	November 2023
	Service Provider
Name	Seashell
Legal Status	Charity
Address	Seashell Trust Stanley road, Cheadle Hulme. SK8 6RQ.
E-mail	info@seashelltrust.org.uk
Telephone	0161 610 0100
Fax	0161 610 0101
Service Provider ID	1-101620506
Responsible person	Director of Care and Education bernie.white@seashelltrust.org.uk ☎ Direct Line: 0161 610 0120
Company number	04216714 Charity no: 1092655

Responsible person:
Bernie White – Director of Care & Education

Pen Picture

Bernie's background is teaching people with learning difficulties. She went on to gain the Teacher of the Deaf qualification and taught young people with sensory impairment and severe to profound learning difficulties during her teaching career. She has carried out the role as a curriculum manager where she developed the curriculum framework for the college.

Bernie is passionate about the delivery of high quality teaching and learning and has led the organisation's work around Personal Health and Social Education, supporting staff in the development of individualised programmes and delivering training in this area both internally and externally. As Head of College at Seashell Trust, she developed a strategic role within the Senior Leadership Team, working in partnership with North West Specialist Colleges, local authorities and other bodies to bring about the most positive outcomes for students at the college. She brings this commitment to achieving positive outcomes for all students and her experience of working collaboratively to her role as Director of Education and Care.

2) Royal College Manchester Home

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 Debbie.gittins@seashelltrust.org.uk Seashell Trust Stanley road, Cheadle Hulme. SK8 6RQ.
Telephone	0161 610 0746
Manager ID	CON1-673820055

Registered Manager: Royal College Manchester Home

Deborah Gittins

Pen Picture

The Registered Manager is Deborah Gittins. She has over 28 years' experience working with individuals who have epilepsy, learning difficulties, Autism, communication & behavioural difficulties. Debbie has a Level 7 Leadership and management qualification, Level 5 certificate in Health and 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.

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 Director of Care and Education is the Responsible Individual. The registered manager is responsible for operational management of the home.



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 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 longer stays.

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

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 picture exchange and assistive technologies.



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 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.

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 riding – adapted bicycles.
- Accessible Fitness Suite
- Swimming –Seashell Trust is fortunate to have a fully equipped disabled friendly swimming pool and hydrotherapy pool.
- Walking Clubs
- Horse riding
- Art club
- Athletics
- 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
- 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.

Families are encouraged and supported to visit young people both at their homes and communities where it is appropriate for them to do so. Seashell trust has a family flat that can be used by families who may live further afield to stay on site for contact to be facilitated. Where required staff will support the young adult to contact their friends and family if they choose to. However, where 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 personalised 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.

Safeguarding

Safeguarding is our highest priority, and our 'Safe at Seashell' approach ensures that staff are proactively engaged and encouraged to uphold a positive culture of safeguarding throughout our homes. Within every team meeting a safeguarding topic is discussed to promote continued professional development and encourage staff to learn and maintain effective safeguarding practices.

All staff participate in mandatory safeguarding training to ensure compliance with regulatory standards to ensure they can recognise, report, record and refer any safeguarding concerns as required. We take the well-being, health, and safety of our young adults very seriously and operate strict procedures to ensure that this is always maintained.

We have a very robust safeguarding policy that aligns with the procedures outlined in 'The Multi Agency Policy for Safeguarding Adults at Risk in Stockport' as well as national legislation that includes but is not limited to the Care Act 2014 and the Mental Capacity Act 2005.

The Registered Manager and the Responsible Individual also act as Deputy Designated Safeguarding Leads and participate in regular safeguarding meetings to review cases and progress safeguarding issues. In addition to the scrutiny and challenge presented by the Governing Body, Seashell also has an Independent Safeguarding Board that provides an additional layer of governance. The Safeguarding Board has representatives from Stockport Adult Social Care and Disability Stockport.

We have an annual safeguarding development plan to ensure that our practices evolve, meet best practice standards and continue to meet the needs of our service users through innovative, engaging and co-produced pieces of work.

We promote our young adult's rights to choice, privacy, dignity, respect, and confidentiality at all times. We hold regular forums to elicit the views of all our young adults and promote our Learner Voice and Ambassador programmes to enhance co-production.

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 positive 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. Where applicable, all peer-peer incidents are reviewed by a senior manager to ensure both residents receive a post incident de-brief and the necessary actions have been taken to mitigate and

manage any risk of further harm. There is an Online Safety policy (inclusive of mobile devices and acceptable use) in place which is quality assured 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 adults who find it difficult to complain for themselves. The Executive leadership team monitors all complaints.

Obtaining and acting on feedback from service users

All young adults 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, social stories, symbols, photos and signs are used to support individuals to express their views on the service they receive. Accessible 'mood barometer' tools support young adults to share their feelings.

Health & Safety, Fire Safety and Infection Control

All 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, as far as is reasonably practicable, to our young adults and staff.

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.

- Multidisciplinary Practice

Staff work closely with the Seashell Health team and other department across the Trust to ensure holistic and person centered support. Liaison with external NHS specialists including epilepsy nurses, consultant psychiatrists and neurologists ensures that the specialist health needs of the young adults are met.

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 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 devised in conjunction with Seashell Health Service professionals 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 adults to hospital, dental and optician's appointments locally.



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 a

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 complete a two-week classroom 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.

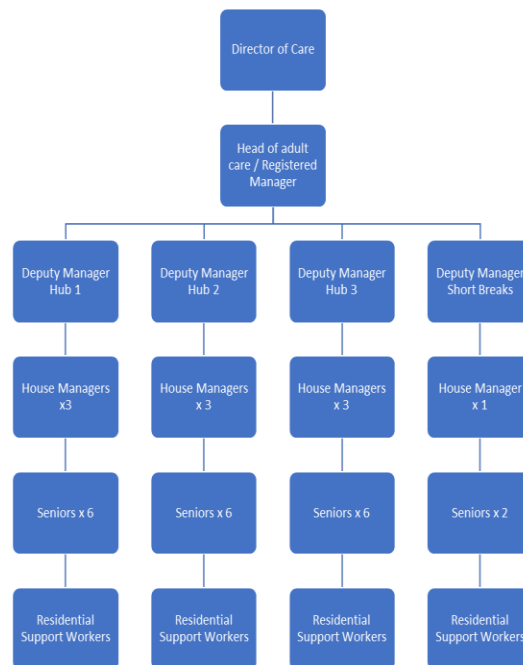
The staff appraisal and supervision process continually supports staff to reflect on practices. All care staff have an eight weekly supervision from their line manager and annual performance management assessments are held with the House managers and monitored by the Registered Manager and quality assurance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

Staff Qualifications

Staff work towards attaining the care certificate and then progress through to complete level 3 qualifications in health and social care.

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, risk management, Safeguarding Vulnerable Adults, GDPR, Disability awareness, Behaviour management, Autism awareness, Mental capacity and deprivation of liberty safeguards. Staff will also undergo more specialised training where a training need is identified. We are constantly sourcing new and updated courses to further their development.

The senior service structure consists of a Head of Care (Registered Manager), Four Deputy Care Managers. All Ten houses are line managed by a House Manager who is responsible to the Head of Care and Deputy Care Managers. In addition, each house is staffed by a Senior adult support worker and adult support workers (ASW) to oversee the day-to-day running and deliver care and support to the young adult. See below chart below.



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

The Ombudsman

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614