

# THE CHILTERN CENTRE STATEMENT OF PURPOSE





## AIMS AND OBJECTIVES

The overarching aim of The Chiltern Centre is to care for the person and everything that makes them. Although we aim to see the person not the disability, we acknowledge that their medical diagnosis is part of them and we aim to support our young adults to live life to the full; encouraging them to express themselves as a person, and everything that comes with who they are. We will do this by:

- Developing and implementing appropriate support for young adults in consultation with the individual, their family and other relevant parties to meet their individual needs.
- Valuing young adults as individuals, promoting choice, positive self-image, independence and individual identity.
- Encouraging full participation of the young adults in the running of the Centre, sharing responsibilities and decisions.
- Providing individualised person-centred care by involving each individual in every aspect of their care with regular monitoring and review.
- Treating young adults and their views with dignity and respect.
- Working in partnership with associated agencies to provide a holistic approach to meeting the needs of young adults and to develop additional opportunities and promote life chances.
- Safeguarding the health and wellbeing of young adults, ensuring that they are protected from harm.
- Offering a small-scale friendly environment that is flexible and which seeks to meet the needs and of young adults it supports
- Providing a safe, secure, and stimulating environment where young adults can relax and have fun.
- Giving young adults the opportunity to continue to develop social and life skills and become an active part of the community.
- Encouraging young adults to respect individuals' diversity, needs, values and human rights.
- Ensure confidentiality and personal privacy are always maintained and respected.
- Promoting the service in the wider community and encouraging participation in, and support of, our work.
- Being a source of information and support for young adults, families and professionals.

## NATURE OF THE SERVICES PROVIDED

The Chiltern Centre provides support, leisure and overnight short break services to young adults, from 16 to 30, with a learning disability. Some young adults may have associated conditions such as:

- Sensory impairment
- Physical disability
- Acquired Brain injury
- Autistic Spectrum Disorder
- Epilepsy
- Specific health diagnosis

The service can currently accommodate a maximum of 4 individuals at any one time for overnight stays, and an additional 2-3 young people during the day.

The service can provide overnight respite from 1 to 7 nights.

The overall number of young adults supported depends on the size of individual care packages and individual levels of support required. High importance is placed on compatible groups when considering young adult's allocation of care at the Centre. Continued good practice around compatible groups and monitoring will remain a priority.

By providing short breaks we allow the family/carers to have a period of respite whilst enabling the young adult to gain independence.

The Chiltern Centre has applied to be registered with CQC to carry out the following regulated activity **Accommodation for persons who require (nursing or) personal care**. We have applied for our service type to be **Care home service without nursing (CHS)**.

This would allow us to provide short break care and support young adults, where required, with the following:

- Support in accessing the community
- Support with preferred activities
- Support with daily living tasks
- Building and maintaining friendships
- Positive Behaviour Management
- Personal care tasks
- Eating and drinking
- Medication
- Mobility
- Specific health tasks – these will be carried out by staff who have had the required training and assessment i.e. gastrostomy feeding

The Chiltern Centre is unable to support young adults that have specific needs that require the task to be carried out by a Registered Nurse i.e.:

- Nail cutting
- Ear syringing
- Removal and replacement of catheters
- Bowel evacuation
- Bladder washouts
- Intravenous injections
- Tracheotomy care

## **SAFEGUARDING**

The Chiltern Centre is committed to safeguarding vulnerable adults and we promote and safeguard the welfare of the young adults that use the service and our aim is to be proactive in responding to any signs of neglect, maltreatment or abuse.

The Chiltern Centre has policies and procedures in place and will refer to the relevant safeguarding board as required.

The Chiltern Centre staff team are provided with appropriate training and support to enable them to identify the types and causes of abuse, the role they take in prevention and how to respond to neglect, maltreatment and abuse

## **COMPLAINTS AND COMPLIMENTS**

The Chiltern Centre aims to provide a high quality, responsive and effective service. To ensure this, we need to take account of the views and wishes of those we support. We welcome every opportunity to monitor and improve our service we therefore welcome both complaints and compliments as a way of doing this.

The Chiltern Centre recognises that there may be occasions when we get things wrong and individuals may be unhappy about aspects of our service.

In these instances, The Chiltern Centre welcomes and encourages comments and complaints, so we can learn from such mistakes. Any comment or complaint will always be taken seriously, recorded and responded to as outlined in the Complaints Procedure.

Compliments are also valuable, welcome and important and when they are received, either verbally or in writing, we will record them individually and use them to:

- Recognise that our service is being provided to the satisfaction of the young adults and families
- Provide positive feedback to the staff
- Inform our organisation and service development plan
- Inform our quality assurance program

## **REFERRALS AND ADMISSIONS**

The Chiltern Centre welcomes referrals directly from families or through local authorities and the service is open to all families and people from neighbouring Counties regardless of their home location.

On considering whether we would be able to support a young adult, we will take into account the young adult's full range of needs and support requirements, together with the needs of others who are already accessing the service. A service for a young adult will only be agreed if we have the appropriate resources, environment and staffing to properly support the needs of that young adult and their family.

Following a referral and initial assessment, allocated staff will visit the young adult and their family at home to gather the required information and complete the relevant documentation. This will be shared with other staff at the Chiltern Centre.

We will then discuss and arrange an introduction period, with a minimum of three transition visits, for the young adult and make links with other professionals as required.

Each referral is different and therefore the process may take longer for some than others dependent on the needs of the individual and whether staff require training around a specific need.

## **CAPACITY AND DECISION MAKING**

One aspect of the support provided to young adults is to promote choice and control. The Chiltern Centre works on the assumption that everyone we support has the ability to make decisions for themselves.

We also understand, however, that the young adults we support may not be able to make particular decisions at particular times. In such cases, we will work with the individual and where appropriate the family and other professionals, to support them to make choices and decisions they want.

If we are unable to do this, we will work with the family and other professionals to make best interest decisions on the individuals' behalf. In such an event we will use relevant guidance and legislation.

## STAFFING AND RECRUITMENT

The Chiltern Centre adheres to safer recruitment procedures which involves individual face to face interviews, use of written exercises, group exercises. Part of the interview process also involves the candidate visiting the service to meet service users and staff. This process enables the service users to be involved in the process of recruitment as far as they are able and interested while wholly safeguarding them.

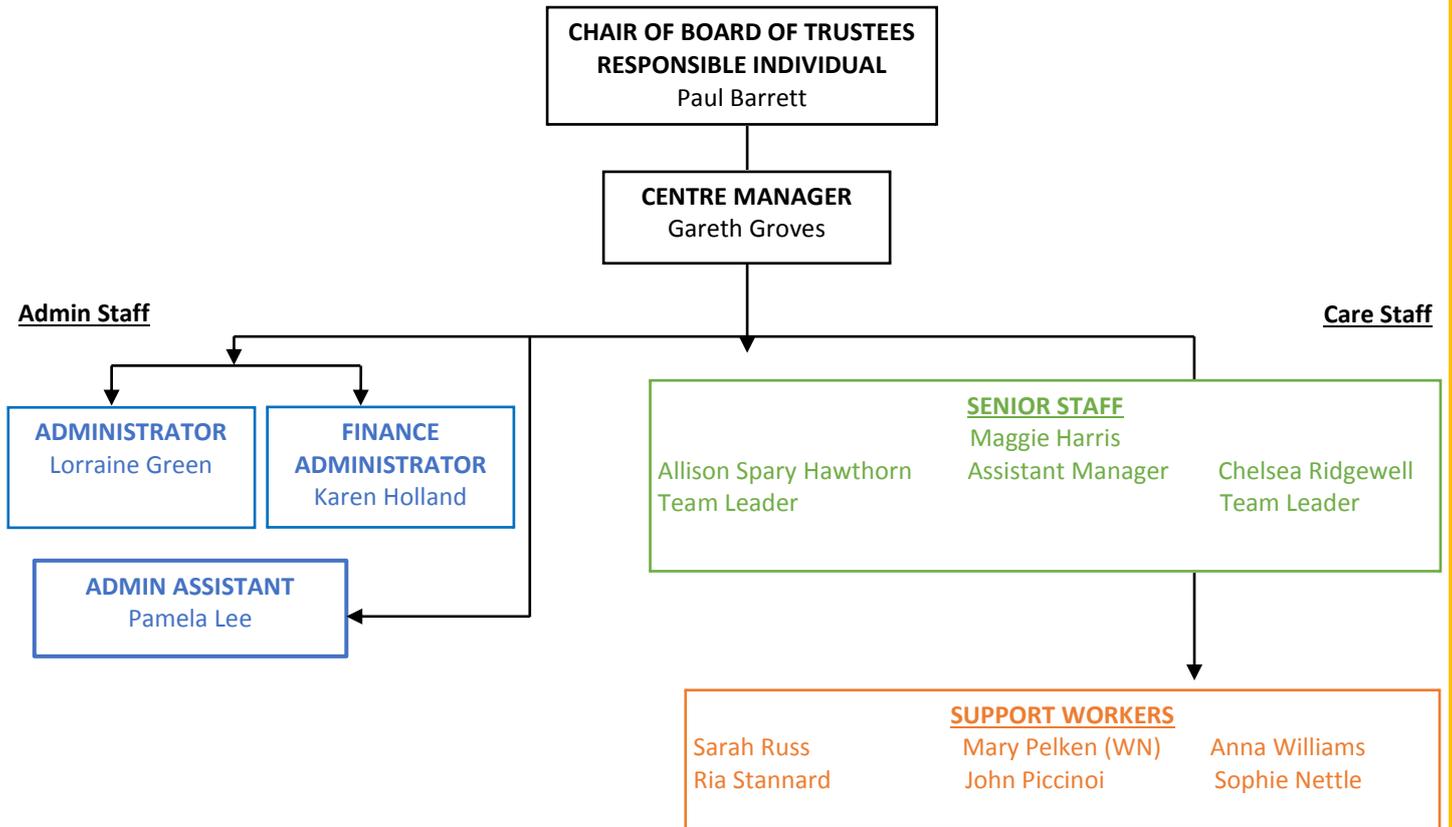
Before the commencement of employment, satisfactory references, enhanced criminal records and DBS checks and health questionnaires are required. The selection process complies with the Equality Act, with the same questions used for all candidates (dependent on the position being applied for); they are designed to enable candidates to show their knowledge, experience and skills in areas which are important when working with vulnerable young people, their families and within a team.

As a short break setting providing services for young adults with learning and physical disabilities, all potential and existing staff are evaluated as to their level of experience and appropriateness when working with vulnerable adults

All staff have or will undergo and complete The Care Certificate. The support and development of staff members following on from their induction is achieved and continued through training and accreditation opportunities as well as regular supervisions and appraisal sessions which identify individual learning and development plans for staff.

Staff are supported regularly through a formal supervision process. Continued Personal development is visited with each member of staff in every supervision. This plan also links to the needs of the young adults that use the service to ensure all their needs are being met by the staff team.

## THE CHILTERN CENTRE STAFF TEAM



## PROVIDER, MANAGER AND NOMINATED INDIVIDUAL DETAILS

### Provider: The Chiltern Centre Limited

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**Charity Registered No:** 4843950

**CQC provider ID:** 1-101676189  
**CQC Location ID:** 1-123459469

### Registered Manager: Gareth Groves

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### Nominated Individual: Paul Barrett

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