

STATEMENT OF PURPOSE



Specialist care home for adults
with mental health needs
Opening the door to recovery



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This document has been written in accordance with the Health and Social Care Act 2008.

A copy of the latest inspection report is available on request

About High Oaks

High Oaks is a specialist, independent care home for adults aged over 18, including over 65's, with mental health needs and those with a dual diagnosis of learning disability with associated mental health needs.

The home is set in a quiet location near Diss, Norfolk.

The spacious, peaceful environment together with our dedicated core team led by our Registered Mental Health Nurse manager, produces a positive track record – reduced anger and challenging behaviour, beneficial for schizophrenia, bi-polar affective disorder, past drug and alcohol mis-use.

We offer sixteen residential places and two places for day-care. Short, medium and long-term placements including emergency/crisis respite care as an alternative to hospital admission and planned respite care are accommodated.

Local towns and Norwich city are easily accessed with regular trips using High Oaks own transportation or local bus services.

We take referrals from throughout the UK.

High Oaks also has an additional service, **High Oaks Community Care and Support** (a separate Statement of Purpose is available for this). This is a domiciliary support service in people's homes and their local community. Services include accompanying individuals to appointments, social events and activities, assistance with medication, cooking, shopping, housework, correspondence, bills and budgeting. We support adults of all ages and specialise in mental health.

Residents ready to move to a more independent setting (within the extended area we will serve) can benefit from the transitional support we can provide with familiar staff supporting them in their new home.

Philosophy, Values and Purpose (including Aims and Objectives)

- To provide a specialist mental health rehabilitation and recovery service
- To promote independence, self confidence and well-being; allowing residents to discover their own potential
- To create a safe and homely atmosphere that encourages a person-centred, rather than a problem-centred approach
- To promote health and social recovery with professional structure and guidance recognising strengths and achievements

The aim of care at High Oaks is to assist residents in acquiring the emotional, psychological, social and practical skills needed to enable them to enjoy the quality of life they aspire to. This includes individual sessions with members of the staff team, attendance at activity, therapy sessions and daily living skills within and outside the home. Attendance is based upon individual Support Plans and health outcomes that are agreed with the resident and relevant members of the team. These activities have therapeutic, leisure and /or occupational aims.

Residents are encouraged to make positive contributions to the formulation and implementation of their Support Plans secure in the knowledge that they will be listened to and their views treated with respect. Similarly, all members of staff, regardless of status are free to express their opinions and make suggestions and/or encourage constructive criticisms.

Home Owner/Director/Nominated Individual for CQC Registration

Name: Bernadine Pritchett / High Oaks Farm Limited
Address: High Oaks, Rectory Road, Gissing, Diss, Norfolk, IP22 5UU
Telephone: 01379 674456
Email: bernadine@high-oaks.co.uk

It was in 2003 that Bernadine's affair with High Oaks began when she purchased it from the previous owner. She loved that it was independent, peaceful and spacious with a beautiful big garden and it felt like a real home where people with mental health needs were being supported rather than a clinical mental health unit.

Bernadine worked with the staff to build up the home's reputation and their ability to successfully support residents with severe and complex mental health needs. Many improvements to the service and the building have been made over the years.

In recent years, moving with the drive of central and local Government policies to provide a greater level of support to keep people living in their own homes, developing the [home care service](#) was a natural progression especially given the shortfall of specialist mental health and learning disability community home support services in the area.

Bernadine is passionate about High Oaks and helping people on their life journey.

Registered Manager

Name: Claire Caswell
Address: High Oaks, Rectory Road, Gissing, Diss, Norfolk, IP22 5UU
Telephone: 01379 674456
Email: manager@high-oaks.co.uk

Main Areas of Responsibility: Leading the staff team and the day-to-day running of both services, delivery of care and support including all clinical aspects, assessing potential new clients and residents, delivering in-house staff training. Claire gained her Level 3 Award in Education and Training (City and Guilds) qualification in 2015.

Claire has professionally practiced within mental health since 1993. In 2006 she gained a Diploma of Higher Education in Mental Health Nursing and worked as a Registered Mental Health Nurse (RMN) predominantly in secure hospital settings, before joining High Oaks in 2008.

This experience in secure settings and having a forensic trained background, complements the complex needs and behavioural difficulties experienced by some residents and clients and provides confidence and direction to the staff team.

Claire developed her knowledge and skills base and was promoted to Registered Manager in 2010. This role enables Claire to develop her interest and passion around promoting the well-being and social inclusion of High Oaks' residents and home care clients, enabling them to optimise their individual goals and aspirations.

Support Team Manager

Name: Tony Gowers
Address: High Oaks, Rectory Road, Gissing, Diss, Norfolk, IP22 5UU
Telephone: 01379 674456
Email: supportmanager@high-oaks.co.uk

Main Areas of Responsibility: Leading the support workers' team, assessing potential new clients and residents, counselling, overseeing the maintenance of the building, health & safety.

Tony joined High Oaks in 2005 as a Support Worker and before long his skills as a qualified Counsellor were also being utilised. Prior to High Oaks, Tony provided Counselling and health advising services to young people. He then set up a supported housing unit for people with mental health difficulties, which he successfully ran, living with the residents, for seven years until a change in his own personal circumstances meant he reluctantly had to sell the business.

Tony has inspired confidence to residents who may otherwise have reverted to their past difficulties. He provides a therapeutic environment where residents can plan their counselling sessions and/or gradually explore their own wishes and feelings with him in relaxed and informal settings.

The Staff Team

Our staff team comprises a Registered Manager who is a Registered Mental Health Nurse (RMN), Support Team Manager/trained Counsellor, Support Workers, Chef, Cleaner/Building & Garden Maintenance and Administrative staff. We also engage specialist workers/therapists providing input, both on and off-site, in subjects such as arts and crafts, music, woodwork, reflexology.

Staff are selected for experience, qualifications, relevant qualities and for their personal interest. They are screened and checked according to the requirements of the Health and Social Act 2008.

All care staff undertake an individual induction training programme, implemented in line with The Common Induction Standards for Social Care (Adults, England). In addition we provide a programme of on going training.

We also send staff on external training courses and other relevant courses appropriate to the client group. We are accredited to accept Health and Social care students from City College, Norwich.

Home Organisational Structure

Home Owner/Director

Bernadine Pritchett

Registered Manager

Claire Caswell

Support Team Manager/Counsellor

Tony Gowers

Support Workers, Chef, Cleaner/Garden Maintenance, Administrators

Accommodation

A converted barn complex, on ground level, houses the residents' bedrooms (sixteen), bathrooms and toilets. All residents have their own room and key. Of the sixteen bedrooms, six are en-suite and ten are standard. In addition to the en-suite facilities, there are four toilets, two showers (one is an easy access wet room) and one bathroom in the barn complex.

The average living space is considerably greater than required by the National Minimum Standards (NMS), which are monitored by the Care Quality Commission (CQC).

All bedrooms are over ten square metres, the NMS, with two exceptionally large rooms of 15.4 sq m and 16 sq m.

As a home that does not accommodate people on a detained mental health section, it would not be appropriate to operate a ligature proof environment. We do minimise as far as reasonably possible and each resident and their bedroom is risk assessed in relation to their behaviour as well as the general environment.

Communal and Staff Areas

A large farmhouse houses the communal rooms:

Non-smoking and smoking lounges	Activities/games/computer
Group session/meeting/reception room	Laundry/utilities room
Kitchen	Food storage and freezer room
Dining room	Staff offices and bathroom
Staff sleep-in room	

High Oaks' average communal space per resident is 6.6 square metres, well in excess of the NMS.

Our half-acre garden is available for residents' use. We sometimes grow vegetables and herbs in the High Oaks' garden. Some of our residents are keen to assist and they enjoy eating the rewards of their work and contribution.

Recent home improvements include external decorating, extensive roof replacement, refurbished toilets and bathrooms, double glazed windows and doors, plastering and decorating the corridors, motion sensor lighting, upgraded bedrooms and new flooring.

Referral and Admission

Following a referral, the manager undertakes a pre-admission assessment that is usually carried out in the prospective resident's current place of residence. The next stage is an invitation to the prospective resident, carer/family members (if appropriate) and his/her Care Co-ordinator/s to make an informal visit to sample the home's atmosphere. Assuming this visit is positive, the individual can then return for a day (or if funding is approved, for an overnight stay) when there is further opportunity to meet other residents and staff providing an opportunity to make informed decisions about the services on offer. Provided all parties agree that a placement at High Oaks is in the best interests of the individual, the Registered Manager then confirms this in writing to the individual and Care Co-ordinator. Funding is then confirmed with the presenting authority/provider.

New residents are given our 'Residents' Guide' which sets out our aims and objectives, philosophy of the home, the services and facilities we provide and our terms and conditions of stay.

On admission, the resident works with an appropriate member of the care team to formulate a Support Plan individually tailored to meet the resident's needs and compatible with the CPA and risk assessment.

All placements are for an initial trial period of four weeks and this can be extended if required.

Day care can be arranged on a regular, weekly basis while waiting for a vacancy to occur (if funded). This gives the resident time to adjust to the new surroundings and makes moving in an easier, more gradual process.

Financial Arrangements and Fees

The fees charged are dependent on the care package and needs of the individual.

Fees are usually paid by the resident's originating funding authority or county council.

Fees can also be paid for privately by the resident.

Specific information is available from the Management team.

Fees – (Included)

- Mental health assessment and monitoring
- Trained staff in 24 hour attendance
- One-to-one sessions with staff which may include our Registered Mental Health Nurse Manager (if funded)
- Counselling (if funded)
- Medication administration and monitoring
- Group sessions
- Good home cooking – three meals a day
- Drinks and snacks

- Provision for special diets
- Transport for most trips
- GP and consultant visits
- Furnished single room with wash basin and tea/coffee facilities
- Laundry facilities
- On site activities and therapies organised by a dedicated activities co-ordinator e.g. music workshops, gardening, residents' forum, arts and crafts, computer skills, reflexology
- Off site activities and trips e.g. swimming, gym, woodwork, caring for animals on a local farm, educational trips, library, theatre, seaside etc (sometimes the resident makes a contribution towards entrance fees on trips)
- Social celebrations

Fee – (Not included)

- Personal effects e.g. tobacco, personal toiletries, clothing
- TV licence for use of television in own room (the government makes a small charge)
- Personal trips
- Taxi services
- Fees for outside courses
- Hairdressing
- Annual holiday

Leaving or Temporarily Vacating

If a resident wishes to be discharged from the home, four weeks' written notice must be given of this intention, or four weeks' fees paid in lieu of notice. If a resident temporarily moves out of the home (e.g. to receive hospital treatment), the bed is retained for a period of eight weeks (or as individually negotiated or detailed in the contract between the funding authority and High Oaks) that is to be paid for in full. Thereafter, the bed can be retained after negotiations with the Proprietor, provided at least 90% of the normal fee is paid (or as detailed in the contract between the funding authority and High Oaks). In the case of authority funded residents, the Proprietor reviews the retention period in accordance with the contract between the funding authority and High Oaks.

Therapeutic Activities

The home's activities and groups take into account the residents' interests, skills, experiences, needs and medical conditions. The home offers a range of programmes designed to encourage the resident to keep active. Individual and group sessions may include the following, although this list is not exhaustive:

- Objective setting
- Individual counselling
- Anxiety management/relaxation
- Self esteem building/assertive training
- General support group
- Medication, drug and alcohol awareness
- Men's/women's groups
- Residents' Forum
- Cooking and daily living skills

- Budgeting
- One-to-one sessions (if funded)
- Reflexology or other complementary therapies
- On and off site activities such as arts and crafts, music workshops, gardening, woodwork, gym and swimming,

Staff encourage residents to pursue their hobbies and interests and assist with college placements and/or voluntary work where relevant. We provide various equipment and games for residents' use including computer with internet access.

Outings

Outings are geared to individual residents' desires, needs and capabilities and therefore, usually in small groups or individually.

Examples of outings:

- Cinema, theatre and bowling
- Fishing
- Art galleries and museums
- Day trip to the seaside
- Shows, fairs and fetes
- Garden centre
- Countryside ramble
- Markets and car boot sales
- Wildlife parks & zoo
- Seasonal celebrations

Care/Support Planning

The agreed Support Plan provides the basic framework for treatment of specific mental and physical health problems including outcomes. It also provides the structure for acquiring knowledge of daily living skills and general health issues. All residents are given a copy of their Support Plan, which they can sign in acknowledgement of the course of action they are being asked to take in collaboration with their key worker team.

Support Plans are evaluated at the end of the four-week settling-in period and revised as deemed appropriate by the staff team in consultation with the resident. The plans are discussed at formal CPA/117 meetings, which take place regularly, providing an opportunity for all professionals to get together with the resident to review their progress.

With the resident's approval, relatives are encouraged to be involved in the resident's care as far as is practicable, and they are invited to formal reviews in consultation with the resident. Residents and their relatives are always welcome to chat with a member of staff if they have any suggestions or concerns.

Risk Assessments

Risk assessments and crisis management plans form part of the Support Plan. They document, past and current issues, informing staff should there be potential areas of concern. Detailed documentation with clear strategies is agreed with the resident to enable them to have as safe and as positive a stay at High Oaks as possible.

Contact with Family and Friends/Advocacy

Residents' family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff assist the resident to respond where help may be needed.

Visitors are welcomed at all reasonable times and we ask them to respect residents' individual activity programmes. They are asked to let staff know of their arrival and departure from the home.

There are no overnight facilities for visitors at the home. There are plenty of good, guest-houses nearby and staff can advise of their location and help make arrangements.

Residents have the right to refuse to see any visitor and this right will be respected and upheld by staff who will, if necessary, inform the visitors of the resident's wishes.

High Oaks has close links with the Mental Health Advocacy Project based in Norwich and will support any resident who wishes to use this or other advocacy services including Independent Mental Health Advocates (IMHA) and The Independent Mental Capacity Advocate service (IMCA).

Monitoring and Quality

An important part of our quality programme is to involve the residents and their relatives. We ask for comments on the home, the staff and services we provide. This survey is usually carried out annually on our behalf by an independent, specialist consultant. A copy of the report is available on request.

An Annual Quality Assurance Assessment is undertaken in accordance with CQC regulations using an appropriate professional.

Meals

We provide:

- Freshly made meals from scratch most days
- A menu which includes fresh fruit, vegetables and fish

Menus are varied and special diets catered for. We accommodate residents' preferences regarding meals where possible including favourite meals/foods.

Residents are encouraged to undertake Food Hygiene certification.

Tea, coffee and other hot drinks are available 24 hours a day. Visitors are also catered for.

Housekeeping and Chores

Residents are expected, with the support and guidance of staff members, to take responsibility for their personal care and to keep their own room clean and tidy. While respecting their privacy and dignity and for Health and Safety reasons, staff will, with the resident's agreement carry out checks on the condition of bedrooms.

We have an expectation that residents get involved with keeping their communal living areas tidy and we ask that all residents participate equally according to individual ability and with the assistance of staff.

The home has a washing machine and tumble dryer for residents' use.

Insurance

High Oaks provides limited insurance cover for residents' belongings. If a resident has items of great value, they are advised to arrange their own insurance cover.

Each bedroom has its own lockable safe. If a resident regularly requires replacement keys for their room or safe, we may ask the resident to pay for the replacement.

Telephone

Each resident's bedroom has its own telephone for private incoming calls and to contact other rooms. There is also a payphone available for outgoing and incoming calls.

Medication

At High Oaks we recognise the importance of medication in the effective treatment of mental illness and we ensure that the highest professional standards are adhered to in the storage, administration, monitoring and disposal of medicines.

On admission, all residents have their medication administered by our support workers who, along with our RMN manager, monitor its effects in conjunction with the resident. We use the Boots Monitoring Dosage System. Staff organise medication for leave periods with the Boots pharmacist.

Each resident's medication is reviewed at regular intervals. If changes are needed between reviews, a referral is made to the residents' consultant and/or GP.

Should a resident wish to self-medicate, provided that it is consistent with their risk assessment and Support Plan, they will be encouraged to do so. An individual lockable wall safe is provided for safe storage.

Any resident may request to see a doctor in private if they wish.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the home, as they so desire. If services are outside the home, the resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room is made available for such meetings.

Smoking, Alcohol and Illicit Substances

There are designated areas within the home including a separate lounge for smoking. Smoking is not permitted in residents' bedrooms or in any other areas inside the home.

Alcohol is not permitted at High Oaks except for special occasions under staff supervision.

As part of terms and conditions of stay, non-prescribed or street drugs are not permitted during the placement.

Pets

The acceptance of residents' personal pets is considered by the management on a case-by-case basis. If agreed, it will be subject to our dedicated pets' policy (available on request) and an individualised pet care plan will be devised which the resident will be expected to take responsibility for.