Specialist Residential Services



Supporting individuals with complex
Learning Disabilities

Created by a Family to Make the Difference

CREATED BY A FAMILY TO MAKE THE DIFFERENCE

"As a family, we are driven by wanting to make the difference for each individual we are privileged to support."

Forty four years ago, opening specialist residential care homes didn't figure in our lives. Then, when Laura was six months old, we were told:

"Your daughter is mentally handicapped, she might live, or might not - we don't really know and, by the way, good luck".

Over the years, fighting to get the best for Laura has given us an insight into the world of care.

She is the inspiration for Home From Home Care, which we created with her brother Hugo.

Laura is also testament to how anyone can positively affect the lives of others.

Paul, Ann & Hugo de Savary



Call us on 0800 587 0372

myicro

An Ordinary Life

An individual's care comprises thousands of events and millions of seconds. From one second to the next, situations change, so managing and understanding "moments of change" is key to supporting each individual's 'ordinary life'.

Myicro gives each individual an effective voice that supports their wishes and aspirations for an 'ordinary life'. It pulls together all relevant real-time data from actions and reactions in their daily life, based on their wellbeing, likes, dislikes, colleagues and the environment.

A New Model of Care

Myicro is the new model for specialist care. It is made possible by our essentially paperless, real-time data driven systems, which create transparency and expectations for the delivery of proactive care and support.

Myicro's existence is predicated on the continuous streaming of live data which feeds integrated management processes and specialist teams, delivering measurable and enhanced outcomes.

Myicro frees Registered Managers to focus on actual care delivery by changing the traditional silo approach that requires them to do everything.

The data and communications infrastructure make this possible by increasing the typical 3 or 4 support departments to some 20 semi-autonomous specialist support functions which play to colleague strengths. Called Intersourcers, the individuals' wellbeing is fundamental to their purpose.

myicro

ONE TEAM

Myicro's ONE TEAM Working creates and delivers ever-evolving solutions to each individual's ever-changing needs. Embedded in the whole organisation, it is transparent and collaborative, playing to everyone's strengths in a no-blame culture.

In "moments of change", Managers and colleagues supported by Intersourcers are empowered to understand and react to each specific issue. By dealing with issues, care becomes increasingly proactive to the advantage of all.

Home From Home Care's values-based recruitment process means that colleagues share our objective of delivering an 'ordinary life' for each individual that we are privileged to support. Myicro Career Development creates multiple opportunities for colleagues, allowing them to develop their career to the next level or focus on a specialist area of interest.

The Myicro Approach

Myicro is a dynamic, continuous improvement approach which creates sustainability through real-time awareness of issues that drive up quality and compliance.

Myicro risk management relentlessly challenges the status quo for each individual and is the gatekeeper to an expanding world of new opportunities.

Myicro is based on the individual always being at the centre of everything we do, to better support their 'ordinary life'.

"Home From Home Care immediately stood out from the other places we visited.

It was wonderful to see such fantastic environments where people with additional needs can live so happily and successfully."

A Parent

Created by a Family to Make the Difference

Home From Home Care (HFHC) provides a range of specialist needs-led services for adults (18-64) with Learning Disabilities, Autism and Complex Physical and Mental Health:

- Autism
- Physical & mental health
- Epilepsy
- Sensory

HFHC's services focus on what is best for the individual to meet their personal aspirations. It combines our family perspective with our ONE TEAM approach and creates a dynamic and therapeutic service.

Exceptional Environments

- Highest quality buildings & facilities
- Highly CQC rated homes
- Personalised linked apartments
- Homely atmosphere
- Multiple communal areas
- Flexible living options
- Village locations

Quality Outcomes

- Personal choice balanced with Duty of Care
- Person centred approaches
- Active & Fulfilled Days
- Continuous development opportunities
- Recognition of achievements
- Community integration
- 'Our Voices' self-advocacy

Specialist Residential Care

Our 11 Residential Care Services are designed as different types and sizes of homes where small groups of compatible individuals can live together or on their own. Communal living spaces facilitate interaction, balanced with privacy and personal space for each individual.

Our Colleagues

Our colleagues are the cornerstone of delivering exceptional care and support. We recruit people with the right values and an enthusiasm for making the difference. We invest in their comprehensive training and development so each person can achieve their full potential.

Activity Hub

Our Activity hub supports individuals within Home From Home Care (HFHC) services by providing activities, events, social opportunities and workshops.

Quality Assurance & Compliance

The transparency of everything we do drives Quality Assurance & Compliance. Central to each process, it delivers high standards and empowers individuals to have a 'ordinary life'.

A Unique Approach

Home From Home Care (HFHC) is a real alternative to other services as they are continuously evolving to meet the specific needs of each individual, which makes them bespoke.

We carefully design and build environments to meet each individual's needs, an uncompromising approach which reflects our continuous investment and commitment to a sustainable future.

Where others may compromise, we don't. If a room needs modifying, it happens. If an individual's needs require specialist colleague training, or colleague team, it happens. As their support needs change, a new support program is devised.

We recognise that care is fragile; what works today will not necessarily work tomorrow, as people and circumstances change. We learn from experience and evolve. Everything we do is open and transparent, whilst always respecting the privacy of the individual and their rights.

These commitments make the difference to the lives of individuals being supported, their families, colleagues and other stakeholders.

There's a real difference between 'support' and 'care'. Providing care means making a cup of tea for somebody. Supporting means helping them to boil the kettle, or put the tea bag in the cup. It's amazing how small changes like this can make such a big difference to an individual's life.





Key Values & Objectives

HFHC's key values and objectives are underpinned by transparency, accountability, and collaborative ONE TEAM Working:

- Be person centred in everything we do
- Provide bespoke individual support packages to meet needs and aspirations
- Promote opportunities for choice and control
- Enable each individual to choose their lifestyle and lead a fulfilling life
- Develop and maintain a motivated colleague team to meet each individual's needs
- Involve family and carers
- Provide homely environments in high quality surroundings
- Protect each individual from abuse
- Promote health and well-being
- Work in partnership with agencies to maximise opportunities for each individual

Philosophy of Care

HFHC's philosophy of care is aligned with the nationally recognised O'Brian's Five Accomplishments:

- Community Presence: HFHC will increase the presence of individuals in local community life
- Community Participation and Relationships: HFHC will expand and develop individuals' friendships and relationships within the community
- Respect and Having a Valued Role: HFHC will enhance the reputation that individuals have and increase the ways that individuals can contribute
- Promoting Choice: HFHC will support individuals to have more control and choice in life
- Supporting Contribution: HFHC will support individuals to develop their skills and abilities to become more independent

"The atmosphere at the home is warm and welcoming and feels very personal, not clinical in any way.

The fact that Paul & Ann were driven by their own parental concerns is, I think, apparent at every level. They know how parents feel about this huge step. The name says it all!"

A Parent

Homely Environments Tailored to Each Person's Needs

The homes reflect our belief and experience that individuals respond to a warm and homely atmosphere. They offer spacious, communal environments for social interaction, balanced with privacy and personal space for each individual. All the homes are located in villages with access to a good range of local amenities.

The homes are carefully designed so that an individual's personal space can be adapted to meet their specific needs and to facilitate the delivery of their person focused care and support.








Colour schemes and furnishings reflect individual choices. Adaptation of personal spaces may include tracking, a bathroom or wet room and a personal kitchen, to reflect their personal needs.

The Heart of the Homes

At the heart of each home is a spacious communal kitchen, dining and living area. This encourages social integration, participation in food preparation and general household tasks and responsibilities.

Personalisation

Each individual's personal living space is thoughtfully personalised to reflect their physical needs and aesthetic taste. All spaces are regularly updated and refreshed in response to evolving needs and choices of individuals.

Gardens

Gardens provide space for outdoor activities in a safe environment. Individuals can help tend flower and vegetable beds, enjoy summer BBQs, trampolining and the outdoor sensory areas. Some individuals have their own garden.

Activity & Sensory Rooms

Individuals have access to activity and sensory rooms. Activity rooms provide a focus for more structured activities including arts & crafts, a variety of workshops and social events that draw in other individuals.

The Homes

In each location, we have designed and built different types and sizes of homes - where small groups of compatible individuals can live together or on their own.

Each individual and their support team are effectively a community. Outward facing, they can interact with the wider inclusive community on their own terms, whilst benefitting from a home life shared with their peers.

Our services evolve from each individual's care and support needs together with their aspirations. For some, their home may also be a 'pathway' to another service that may offer greater independence.

The various locations incorporate different CQC registered residential services.

ONE TEAM

Multiple colleague teams working in close proximity create a high level of resource & flexibility covering most eventualities, including absences, individual and colleague compatibility, and extra support for individuals having a 'difficult' day.

Social Interaction

The focus of interaction is outward facing to the wider community. Social interaction also takes place between different individuals in the shared communal spaces and may extend from sharing a meal, to a larger group celebrating a birthday party or an impromptu BBQ.

Specialist Integration Homes

Home From Home Care's (HFHC) homes are evolving into Specialist Integration Homes where each individual has their own apartment / suite of rooms. These can be totally independent, or operate as part of a small group where social interaction takes place in the communal space.

This enhanced flexibility makes the Specialist Integration Homes ideal for a range of individuals with differing levels of complexity.

For those with extreme complexities, HFHC is a registered social care alternative and pathway out of more institutionally based services, such as semi-secure units / hospital settings. For others HFHC may be a transition service and pathway into a more appropriate service.

Staffing is specific to each individual being supported, with Positive Behaviour Support (PBS) being the focus. We allocate more specialist colleagues for those with greater levels of complexity.

Personal Living Areas

In addition to a bedroom and en-suite, each individual has their own spacious living room connecting to the communal area. Their living room has built-in flexibility, allowing for the installation of a personal kitchen, enabling them to live independently from the rest of the home.

More Independent Living

The objective is that each individual can, as their complexities and/or wishes determine, live fully independently without the need to integrate with others. The communal area can also be a pathway to greater social integration, allowing each individual to access it on their own terms.

Social Integration

For very complex individuals, this service successfully supports their integration or reintegration into a social care environment. Each location offers scope for further social integration with other individuals, whilst also facilitating access to the wider community.

The Hawthorns Bardney, Lincolnshire

The Hawthorns is registered for 9 individuals: the original house is comprised of 7 apartments and The Berries 2 apartments, a pathway service for more independent living.

The Brambles is registered for 6 individuals: it is comprised of two separate but linked 3 apartment homes.

The Hollies is comprised of 2 apartments registered for 2 individuals.

The Oaks is registered for 6 individuals: it is comprised of two separate but linked homes of 3 apartments.

The activity centre and sensory room are housed in a separate building.

The Hawthorns
7 apartments + 2 at The Berries



The Brambles
3 + 3 apartments



The Hollies
2 apartments



The Oaks
3 + 3 apartments

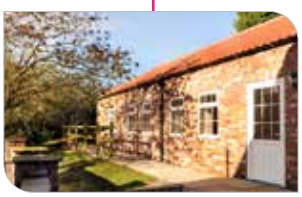


The Hawthorns

The Old Hall



The Old Hall
6 apartments



The Annex
4 apartments



The Mews Cottages
3 apartments

The Old Hall Fiskerton, Lincolnshire

The Old Hall is registered for 13 individuals. The original farmhouse is comprised of 7 apartments and the attached Annex 3 apartments, with 3 Mews Cottages in the grounds.

The Mews Cottages are a pathway service for 3 complex individuals who benefit from living more independently, with a high level of support, whilst also accessing the main home on their own terms.

The activity centre and sensory room are housed in a separate building.

Kirk House Dorrington, Lincolnshire

Kirk House is registered for 11 individuals and has been designed as two separate but connected homes.

The ground floor is a self-contained home comprised of 6 apartments and the first floor is a self-contained home comprised of 5 apartments.

Orchard Lodge is registered for 6 individuals: it is comprised of two separate but linked homes, each with 3 apartments.

The Reeds is registered for 8 individuals. It is comprised of two separate but linked homes, each with 4 apartments.

The activity centre and sensory room are housed in a separate building.

Kirk House
6 + 5 apartments



Orchard Lodge
3 + 3 apartments



The Reeds
4 + 4 apartments



Kirk House

Cherry Tree Lodge



Cherry Tree Lodge
7 apartments + 2 mews



Cherry Tree Lodge

Cherry Tree Lodge Ruskington, Lincolnshire

Cherry Tree Lodge is registered for 9 individuals: the house has evolved into two separate but interconnected homes, one for 5 individuals and the other for 4 individuals.

This approach has enabled those individuals wishing to live in a more communal way to do so, whilst not imposing on those wishing to live more separately.

The activity centre and sensory room are part of the home.

The Old Vicarage Stallingborough, North East Lincolnshire

The Old Vicarage is registered for 14 individuals: the original house is home to 11 individuals, with 3 Mews Cottages in the grounds.

The Old Vicarage is two separate but connected self-contained homes. The ground floor is home to 5 individuals and includes 2 apartments. The first floor is home to 6 individuals.

The Mews Cottages are a pathway service for 3 complex individuals who benefit from living more independently, with varying levels of support.

Vicarage Lodge is registered for 3 individuals and has been specifically designed for those with PMLD who use wheelchairs. Whilst it has integrated state of the art tracking systems and is a very personalised environment, it is also extremely homely and non clinical.

The activity centre and sensory room are housed in The Old Vicarage.

The Old Vicarage
4 + 5 beds + 2 apartments



The Mews Cottages
3 apartments



Vicarage Lodge
3 apartments



The Old Vicarage



In 2008 The Old Vicarage was the National Winner of Best Specialist Care Development in the Pinders Healthcare Design Awards.

Home From Home Care was praised for

"Creating a care facility which is clearly excellent".

Through our commitment to continuously updating the homes, The Old Vicarage has recently undergone a refurbishment and had a major extension, creating two separate homes.






















"Our daughter has settled in extremely well and we truly value the excellent care and support from the colleagues to make sure she has a fulfilling life.

We know she is in the right place and can see how happy she is when we come to visit."

A Parent

Fulfilled Days

Layered Activities is our unique approach to delivering Fulfilled Days.

Activities are planned around each individual's needs, wishes and interests to achieve relevant and meaningful outcomes. Specific activities are continuously reviewed allowing flexibility, variety and choice, according to the individual's changing needs.

Layered Activities allows flexibility in the way care and support are delivered, facilitating higher levels of staffing necessary for priority activities. It encourages structure and routine, to the extent that this is possible for each individual.

This is particularly beneficial to those with autism for whom structure can be important to their daily routine.








Meaningful Outcomes

Layered Activities creates opportunities for an individual to achieve meaningful outcomes, ranging from daily living tasks to more complex activities such as swimming ten lengths or developing skills to take on a job.

We assess an individual's abilities and set realistic objectives for them to develop their potential at their own pace. Tasks are broken down into simple, achievable steps so the individual can experience a sense of fulfilment.

Personal goals are regularly monitored and reviewed. An individual's weekly program is flexible, and sensitive to health and other issues that may be influencing their day.

Everyone has the opportunity to flourish and live a fulfilled life.

Identifying Needs

Our proactive approach is based on accurately identifying and understanding an individual's needs, and then building a therapeutic service around them. The process starts with the individual's initial assessment and then evolves into the Care Plan which is responsive to changing needs.

The individual is always at the centre of this process.



Care Plan

Working with the individual, their family, health professionals and anyone else significantly involved in their life, we develop a care plan that is unique to them.

The care plan focuses on what they can do rather than what they can't. The purpose of the plan is to empower them in all aspects of their life whilst always promoting independence. The care plan includes their health needs and other considerations to make sure we are supporting them in the appropriate way.

An individual's needs will change, so all plans are regularly reviewed and updated with new information. This proactive approach ensures that the colleague team is aware of any changes.



A Person Centred Approach

No matter how small their voice, the individual is always involved in all aspects of their care and support as Myicro gives them a voice and empowers them to be heard.

Everyone is different, so we create a viable world around each person. This is reflected in the colleagues we recruit, the training they receive, as well as the physical environment.



Everyone has a Voice

Our Voices is a self-advocacy group for the individuals that we support. The aim is to give a voice to everyone, whether they attend meetings or not, reaching across the very broad spectrum of needs that define the services that we offer.

There is also an important social aspect, where Our Voices plan activities, events and opportunities within the homes and across the wider organisation.



"It is not uncommon to see a person's behaviour change quite significantly over the course of their first months at Home From Home Care.

This is due not only to the safe and homely environments, but also in part to the careful planning that gives them a sense of purpose and hope for the future."

Tracie Clark
Assessment Manager

Placements

We have placements from over 55 Commissioning Authorities across the UK, including Social Services and Health Authorities.

As a family-led service, we understand the complexities of the placement process from the initial visit through to transition. We therefore support and advise families during this process, which can sometimes be protracted depending on the circumstances of the individual and the Commissioning Authority.

Our placements are driven both by Social Workers and families who recognise the uniqueness and effectiveness of our services.

1. Referral

The starting point for any placement is Social Services or, when relevant, the Health Authority. They, in turn, make a referral to Home From Home Care which is a request for an assessment.

2. Assessment

We undertake a comprehensive needs-led assessment, for which we absorb the costs with no obligation to Commissioners.

It ensures that we understand the individual's needs and aspirations through meetings with family, school and any other stakeholders in the individual's life.

Where we can meet an individual's needs, an offer is made.

3. Placement

The decision to agree a placement rests with a funding panel who will consider the placement in conjunction with other options.

Once funding is agreed and the suitable service is identified, a time scale is set and the transition plan is formulated.

4. Transition

A smooth transition minimises an individual's anxieties, essential for a successful placement.

Over the years we have developed our own proven transition process that is implemented by a specialist Transition Team. Working closely with all parties, they are experienced at carefully planning and managing the transition.

Each individual is unique and their transition reflects this in terms of timescales, visits, building relationships and the final move-in date.

Reports and data are collated to ensure we are working within an evidence-based approach to ensure accuracy.

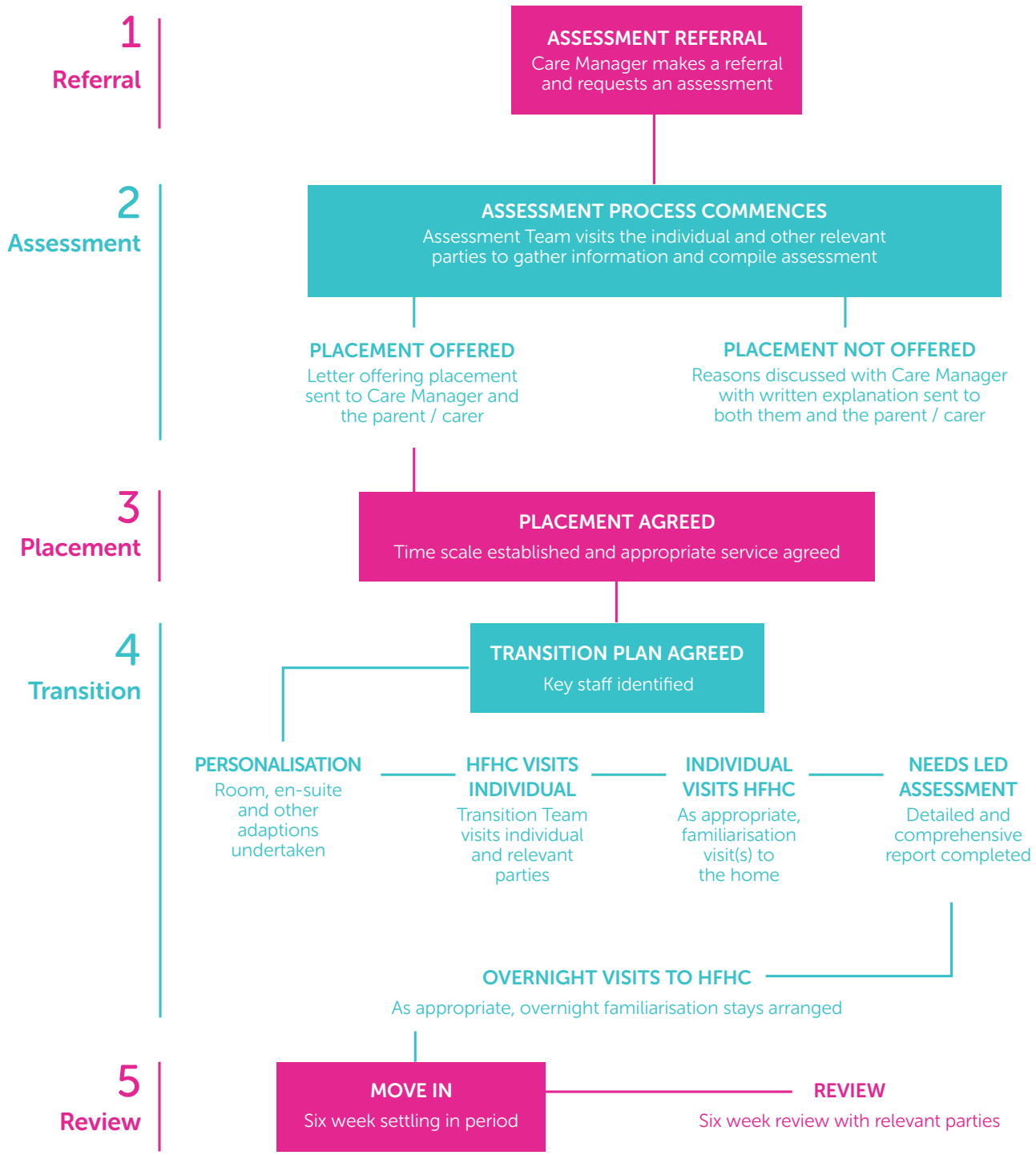
A move date and a bespoke plan is agreed and we risk assess all aspects of the move to ensure it runs as smoothly as possible.

5. Ongoing Support & Review

An individual's development never stops, so all aspects of the placement are continuously reviewed.

Six-monthly reviews evaluate how effectively the placement is meeting the individual's needs. Family, Care Managers and relevant health professionals attend to review development, including the possibility of progression into more independent living services.

RESIDENTIAL PLACEMENTS



"It is fantastic to be able to offer such a wide range of activities and events for the individuals we support to be involved in.

Everyone can have an input and it is great to see so many individuals take part and make each activity their own.

The events are also wonderful social opportunities – the individuals meet up with their friends and really enjoy spending time together!"

Activity Hub Co-ordinator

Activity Hub

Our Activity Hub supports individuals within Home From Home Care (HFHC) services, by providing activities, events, social opportunities and workshops.

The Activity Hub has a dedicated team who have experience in delivering workshops, activities and events. They work alongside colleagues from other HFHC services, who have specific skills including arts and crafts, musical abilities, cooking etc. This enables us to deliver varied activities that are constantly evolving according to the preferences of the individuals.

Fulfilled Days

The Activity Hub supports the delivery of a number of workshops from cooking to photography. There are also regular activities including music, arts and crafts, football, gardening and swimming sessions.

As part of their My Say meetings, individuals are encouraged to request additional or new activities that they wish to be involved in. Colleagues with the right skills to make this happen are also sourced from our wider residential co-worker teams.

The Activity Hub also plays an important role in HFHC's events programme, including the May Ball, Summer Fair, Halloween Party and Christmas Party. Through a series of arts and craft workshops, individuals make many of the themed decorations and costumes for the celebrations.

Activity Programme

The Activity Hub has a full timeable of activities and events on offer throughout the day, seven days a week. The creative and eclectic programme offers something for everyone, including single person and low intensity sessions, from edible sensory play and potato golf to water volleyball and tea tasting!

Accessing the Wider Community

The Activity Hub regularly accesses the local community, arranging a wide range of trips and activities each month.

From Wildlife Parks to Trampoline Parks, each week a different activity is available for individuals to experience. The programme is always varied, enabling individuals to access a broad range of activities throughout the different seasons.






JUMP












KARTING








"Our daughter's home is well managed - the colleagues are very friendly and do a wonderful job. They treat her with the dignity and respect that she deserves.

Each and every time we speak to or see a colleague they are so accommodating and welcoming, it truly shows that this is a home from home."

A Parent

ONE TEAM Working

ONE TEAM Working is the basis of delivering exceptional care and support. Colleagues are integrated into well-resourced and structured teams which deliver effective care and support tailored to each individual.

Real-time data together with our unique communication infrastructure inform the ONE TEAM, where Intersourcers enable care colleagues to focus on delivering care and support.

We recruit colleagues from all walks of life because of their values, skills and experience, essential to delivering an 'ordinary life' to each individual.

- We empower colleagues to be self-aware as this makes them better able to deliver support.
- Empowering each individual to do more for themselves, however small the task, requires colleagues to be patient, understanding and encouraging.
- ONE TEAM Working is implicit in Designated Roles, Core Teams and Layered Activities, which deliver meaningful outcomes.
- Our Training & Development encourages colleagues to reach their own potential.

Core Teams

Each individual has a Core Team built around them, matched to reflect their needs and aspirations.

A Core Team has four colleagues, each with a specific focus: Coordination, Overall Wellbeing, Relationships and Engagement. They focus on all areas of care and support, to ensure that each individual has a voice and an 'ordinary life'.

Core Teams communicate with the wider team, creating greater consistency and continuity of support. Colleagues may work across multiple Core Teams.

Designated Roles

Designated Roles are areas of responsibility allocated to each colleague. The roles are relevant to the management and day to day functioning of the homes.

They encompass everything that needs to happen in a home (e.g. checking the vehicle has fuel so that an activity can take place, or that a printer has ink so that the activity plan can be printed).

Designated Roles create accountability, responsibility and job satisfaction, helping the service to run smoothly to the benefit of all.

Layered Activities

Layered Activities is our unique approach to delivering Fulfilled Days, matching colleagues and individuals by taking into account strengths, interests and personalities.

Layered Activities is designed to be fulfilling for the individual and therefore rewarding for colleagues. It also facilitates higher levels of staffing necessary for priority activities.

This process is continuously reviewed and enables colleagues to achieve relevant and meaningful outcomes for the individual they support.

HFHC Flex

HFHC Flex is our flexible support team, and includes senior colleagues who can lead shifts as well as our bank colleagues.

HFHC Flex backfills for absences including annual leave, training and sickness. It avoids the problems associated with using external agency colleagues, creating greater continuity as colleagues are familiar with the homes and the individuals they are supporting.

It also creates flexible working opportunities, with all colleagues undergoing the same recruitment, training and management processes.

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We invest in people Platinum

Learning & Development

Meaningful colleague training is crucial to providing exceptional support. Substantial investment in training underpins the delivery of a high-quality service - we invest approximately 9% of the fees we receive into training and colleague development.

We have developed our own dedicated and well-resourced Learning and Development Department, with full and part-time specialists delivering 9,000 courses a year. An additional 20% of trainers' time is spent in the homes reviewing and mentoring colleagues, linking training with Quality Assurance. Our Learning and Development programmes are also designed to be a pathway to career progression.

Induction Programme

Induction Training takes place during the first 2 weeks of a 12 week bespoke Induction Programme which also determines colleague aptitude and suitability for working at Home From Home Care (HFHC).

During the first 2 weeks, colleagues complete classroom and online learning with shadow shifts supported by experienced co-workers. They are allocated training and home mentors and are required to reflect on their experiences with support from their mentor. 'Going live' in Week 3, they are familiar with the individuals they will be supporting, and vice versa.

Colleagues continue to be mentored and supported by more experienced co-workers, and as required, additional training and/or shadow shifts are provided. At the end of the Induction Programme they are signed off as competent or the Induction period may be extended.

Positive Behavioural Support (PBS)

Our PBS Team works directly with an individual's support team and in partnership with our consultant clinical psychologist. The PBS Team also supports workforce development and provides a range of courses and coaching both in the homes and classroom. These are tailored to individual and organisational requirements.

Refresher & Specialist Training

Ongoing refresher training starts in year two and includes mandatory training and HFHC's own courses, whilst specialist training is delivered as and when required.

Additional specialist training is designed around an individual's particular support needs, especially for those who have more complex health needs, sensory impairments, mental health issues and associated behaviours.

Career Development

Our internal curriculum and competency frameworks are mapped against external requirements such as the Care Certificate and PBS competency framework and are created in line with HFHC's unique way of working.

Our curriculum supports career development opportunities, equipping colleagues with the knowledge and skills they require to provide outstanding care.

Opportunities to complete Apprenticeships in Care, Leadership and Management are provided and additional training is offered to support continuing professional development.

Management

HFHC has a proactive, multifaceted management team with a wealth of experience in their specific areas. Care expertise is supplemented by specialist management skills from other sectors. This dynamic ONE TEAM builds on our no-compromise approach.

ONE TEAM Working is the practical focus of our management approach. It is transparent and facilitates communication at all levels. Strategies are created and decisions are shared, uniting everyone in improving the lives of the individuals we support. Our Integrated Management Support and the other various specialist teams facilitate best practice and unity.

Resource Management

Delivering our high quality care and support is extremely complex. Our central rota team supports managers in the complicated task that ensures the right colleagues are in the right place at the right time. A combination of rolling and flexible rotas match each home's requirements as well as the specific needs for each individual being supported. Sickness, annual leave and training are just some of the many variables.

The Resource Management Team analyse data and organise the flexible colleague teams, with the aim of making sure that shifts are not just covered, but are covered by the right colleagues to the benefit of everyone.

"Home From Home Care provides high quality services and uses robust systems & processes to continually measure this.

My role is to monitor our services by auditing & capturing essential information in order to maintain high standards.

Working together to achieve positive outcomes with each individual is our ultimate aim."

Jo Hurley, Locality Director

Quality Assurance & Compliance

Quality Assurance and Compliance (QA&C) ensures that services are meeting essential standards of quality and safety, respecting dignity and protecting the rights of individuals.

QA&C is an integral part of Home From Home Care's (HFHC) process of achieving high standards and helping to deliver its philosophy of empowering individuals.

Our QA&C programme continually monitors all elements of each service to ensure positive outcomes for individuals and runs through everything HFHC does.

Colleagues

- Rigorous selection process for colleagues
- Continuous Learning and Development
- Creating a culture of person centred support
- Sensitive integration of new colleagues into the service
- Open access for support colleagues to senior management
- Whistleblowing policy

The Homes

- Adapting environments to fit the individual's needs
- Full maintenance capability for planned work and to react to unplanned events
- Encourage and support the personalisation of an individual's room
- Quality controls to ensure the homes are clean, tidy and homely
- Well planned nutritious menus every day

Individuals

- Individuals must receive support to enable them to make their own decisions
- Getting the initial assessment right
- Choosing the right home and peer dynamics
- Ensuring a smooth transition
- Putting in place the right Care Plans/Daily Diaries
- Establishing good communication with parents/carers and sharing information
- Empowering the individual as an adult by supporting in a caring manner
- Continuous review of changing circumstances and needs
- Creating a sense of home and belonging

Management

- Investment in a management team who can deliver the vision
- Senior manager dedicated to QA&C
- Regular colleague meetings to inform and share
- Regular Colleague One to One meetings
- Ensuring Information Governance awareness
- Monthly unannounced QA&C audits
- Relevant policies, procedures and processes
- Investing in IT systems
- Making colleagues feel valued
- Ensuring good communication throughout the Company
- Deal with all issues in a proactive way

A Transparent Service

We believe that individuals being supported should be provided with a safe environment, embracing all relevant aspects of their life, meeting their needs and expectations. This includes being assured that on any occasion where the service standard falls below that which could reasonably be expected, there are systems in place to address this.

Compliments or comments in relation to any aspect of the service or colleagues are welcomed and will be used to further improve standards.

Individuals being supported, or those acting on their behalf, can make comments, complaints and compliments and can be confident that they are listened to and dealt with effectively.

We recognise that complaints are not personal criticism and see them as an opportunity to improve the standard of service provided.

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We invest in people Platinum

Complaints Procedure

Individuals being supported or those acting on their behalf can make an Informal Complaint and should do so directly to the Manager of the service. The Manager will record it and take steps to try to resolve the issue(s) on an informal basis.

Upon receipt of an Informal Complaint the Manager will respond to the complainant and seek to resolve the issue in a timely and effective manner. Where this does not happen to the satisfaction of the complainant, they will be offered the opportunity to elevate the Informal Complaint to a Formal Complaint.

Formal complaints should, where possible, be made in writing using Home From Home Care's (HFHC) Complaint Form (available from the home/service or by contacting us on 0800 587 0372) or by sending a letter to the Manager, in which the writer states that they wish to make a complaint.

Complaints may also be made verbally and will be recorded and acted upon as if they were written.

Upon receipt of a Formal Complaint or if an Informal Complaint has been elevated to become a Formal Complaint, the Manager will:

- Write to the complainant within 2 working days to acknowledge the complaint
- Inform them whom the investigating Manager will be
- Provide an estimation of how long the investigation is likely to take
- Inform the complainant that they may, at any time, refer the matter to the Care Quality Commission

Where possible, the investigation will be completed within 14 days from the receipt of a Formal Complaint. If the investigation is likely to exceed this period, the Manager will write to the complainant with a revised conclusion date.

Following the completion of the investigation, the Manager will complete a written Complaint Investigation Report and will write to the complainant summarising the findings of the investigation and any actions to be taken.

The Manager may decide to hold a 'close-out' meeting with the complainant to discuss the findings and conclusions in order to determine what may be the best action plan for the future. A record of this meeting will be made.

Anyone who is not satisfied with the response they have received when making a Formal Complaint can inform the Nominated Individual at HFHC that they wish to appeal, and their complaint will be further investigated.

Should anyone wish to appeal against the response received they should do so by contacting the Human Resource Manager within 7 days of receipt of the outcome of the complaint investigation received from the Manager.

Communications to the Nominated Individual should be addressed to:
Home from Home Care Ltd, Social Care Exchange, 1 Low Moor Road, Lincoln LN6 3JY.

Policies & Procedures

Home From Home Care Ltd is registered, and therefore licensed to provide services, by the Care Quality Commission (Provider ID:1-101652578). For more information, visit www.cqc.org.uk.

Investors in People Platinum Award

Established to set the standard for better people management, Investors in People is underpinned by a rigorous assessment framework. The standard focusses on three main attributes: leading and inspiring people, supporting and recognising high performance and improving by delivering continuous development.

HFHC's Platinum accreditation bears testimony to the company's dynamic vision, commitment to development of colleagues and drive to make a qualitative difference to the lives of adults with complex learning disabilities.

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