



Statement of Purpose

Hillview Farm
Ashmore Green Rd
Newbury
Berkshire
RG18 9ER

Tel: 01635 861496

This Statement will cover the following points

In sections from page 3 onwards

1. A statement of aims and objectives of the Home & Care Home description
2. The name and address of the registered provider and Services Manager.
3. The relevant qualifications and experience of the registered provider and Services Manager.
4. The number, and relevant qualifications and experience of the Registered Manager and the staff working at the care home.
5. The organisational structure of the care home.
6. The age range and gender of the service users for whom it is intended that accommodation be provided.
7. The range of needs the care home is intended to meet.
8. Whether nursing care is to be provided.
9. Any criteria for admission to the care home, including the care home's policy and procedures (if any) for emergency admissions.
10. The arrangements for service users to engage in social activities, hobbies and leisure interests.
11. The arrangements made for consultation with service users about the operation of the care home.
12. The fire precautions and associated emergency procedures in the care home.
13. The arrangements made for service users to attend religious services of their choice.
14. The arrangements made for contact between service users and their relatives, friends and representatives.

15. The arrangements made for dealing with complaints.
16. The arrangements made for dealing with reviews of the service users plan referred to in regulation 15(1)
17. The number and size of rooms in the care home.
18. Details of any specific therapeutic techniques used in the care home and arrangements made for their supervision.
19. The arrangements made for respecting the privacy and dignity of service users.

1) Our Approach

We feel that with our combined experience and success predominantly with people with challenging behaviours and associated complex needs we are well placed to offer a wide range of residential and daytime activities to suit adults who find it difficult to function in other types of residential care where there are limited or no other activities on offer other than residential care.

We aim to provide value-based opportunities to all residents and day service users regardless of need allowing the person to enjoy a valued and fulfilling life as possible.

We aim to meet a person's emotional and physical, educational and religious requirement sensibly and sensitively whilst recognising dignity and privacy.

Our staff team respect the information given to them by our service users, in accordance with the homes written policies and procedures and the data Protection Act 1998. And any information given in confidence is not shared with families/friends against the service users wish.

Our objective is to support the individual, through a variety of approaches and providing alternative methods of approach best suited to the individual.

We believe in a close liaison with other professionals so as to ensure an optimal approach to the needs of our Service Users.

About us as a home

We are situated in beautiful tranquil countryside between the town centres of Newbury and Thatcham, 2 miles north of the A4, however we are not at all isolated as amenities such as Tesco's, post office, library, chemist & doctors are within walking distance from the farm.

Service users have a wide range of facilities that they can access, with and without staff support in the local area.

The accommodation consists of 2 lounges, 2 dining areas, large kitchen, 2 utility/laundry rooms, one with a spacious shower and toilet area on the ground floor, 7 bedrooms 4 with full en-suite facilities and 1 communal bathroom upstairs in the centre of the home and 1 staff sleeping in room.

The house is spacious and well laid out so the service users and staff can maximise the full use of the home. Around the house are large gardens that are enjoyed all year round for relaxing and other activities.

Attached to the farm is 6 acres of smallholding where a number of the service users get involved in the farms day service and other activities.

For relaxation and educational purposes a resource building provides those who wish to participate in indoor activities, which include cookery, art and design, IT and photographic editing.

2) Name and address of the registered provider and services manager.

The name and address of the registered provider:

Kevin Tarbox
Hillview Farm
Ashmore Green Rd
Newbury
RG18 9ER
07770668001 or Email: sahillview@aol.co.uk

The name and address of the Services Manager

Judy Hempstead
C/O Hillview Farm
Ashmore Green Rd
Newbury
RG18 9ER
07747533080

3) Relevant qualifications and experience of the registered provider and services manager.

Kevin Tarbox - Proprietor

- Began work in Learning Disabilities Sector in 1984
- Certificate in Education & Training for Adults with Learning Difficulties 1988
- First Aid
- Studio III 2001

Judy Hempstead -Services Manager

- Began work in care 1984
- Began work in Learning Disabilities Sector in 1999.
- Open University course in caring for children & Young People 1987
- City & guilds 7402 certificate in counselling in education theory & skills 1989
- Basic Food Hygiene 1999
- City & Guilds certificate in learning support 2000
- City & Guilds Postgraduate certificate in education 2000-2002
- Studio III Managing challenging behaviour 2001
- Manual handling course 2002
- Vulnerable adults training stage 1 & 2 2002
- Emergency First Aid updated 2002
- NVQ Assessors Award 03
- Person Centred Planning 2003 with West Berkshire
- In house bereavement training 03
- Edexcel level 3 assessors award Sept 03
- Challenging Behaviour 07
- Fire refresher 07
- Medication Training 08

4) The number, and relevant qualifications and experience of the registered manager and the staff working at the care home.

The House staff team comprises of:

1 Registered Manager.

1 Deputy Manager.

1 Senior Care Co-ordinator.

3 full time care Co-ordinators.

1 Part time care Co-ordinator.

Day Service

1 Full time Horticultural Therapist.

1 Part time Assistant Horticultural Therapist.

1 Part time Maintenance & Workshop support worker.

1 Part time Day service co-ordinator.

Relevant Qualifications of current staff team

Registered Home Manager- Hannah Sheather

- Began work in care in 1994
- Management Development Programme
- GNVQ level 3 in Health & Social Care
- NVQ Level 4 in Care 07
- NVQ Registered Managers Award 07
- Working with families
- Fire Safety
- First Aid
- Food Safety level (2)
- Manual Handling
- Makaton
- Vulnerable Adults Training 1 & 2
- Life Histories
- Bereavement Training
- Person Centre Planning
- Valuing Diversity
- Counselling Skills
- Communication Skills
- Mental Health Issues
- Epilepsy
- Health & Safety
- Supervision
- Joint Progress Reviews
- Personal relationships & Sexuality
- SCIP - Strategies for intervention & Prevention & refresher
- Recruiting and retaining staff
- Fire refresher
- Risk assessment Health & Safety in Care profession
- Medication Handling
- Challenging Behaviour
- Equality & diversity
- Driver development training
- Mental Capacity Act for Managers 2007
- Safeguarding Adults train the trainer

Deputy Manager- Chris Regan

- Began work in care in 1993
- M.R.S.A. Control
- N.V.C.I
- C.R.O. Breakaway
- Moving & Handling 07
- Emergency First Aid 02
- In house Bereavement Training 03
- Manual Handling 04,07
- NVQ Level 2 in Care 04
- Food Hygiene 08
- Health & Safety 04
- Vulnerable Adults
- First Aid 05
- Fire Training 05,09
- SCIP - Strategies for intervention & Prevention 05 Refresher 07
- Medication
- Fire refresher 06,07
- Pova 08
- Conflict resolution 08
- Supervisions and appraisals 09
- Care planning and documentation 09

Senior Care Service Co-ordinator - Marie Walters

- Began work in Care in 2002
- Medication 02
- Epilepsy awareness 02
- Moving & Handling 03
- Food Handling 03 & 06
- Person Centred Planning 04
- Risk assessments 05
- Personal safety
- NVQ 2 in Care 05
- Fire Training 05,09
- Moving & Handling refresher 06, 07
- Health & Safety 06
- Occupational Safety & Health
- Vulnerable Adults 05 & 07
- Epilepsy & Rectal Diazepam 05 & 07
- Fire refresher 06, 07

- Diversity, Equalities & Discrimination 06
- Medication Refresher 08
- NVQ 3 in Care 07
- First Aid Refresher 07
- Makaton level 2 07
- Infection control 07
- Managing risks 07
- First Aid 02
- Challenging Behaviour 07
- Conflict resolution 08
- Makaton 07
- Supervisions and appraisals 09
- Care planning and documentation 09

Care Service Co-ordinator - Dave Oldfield

- Began work in care in 2007
- NVQ Level 2 in care 09
- Skills for care common induction 08
- Medication handling 08
- First aid awareness 09
- Values and attitudes 08
- Makaton 08
- Food safety 08
- Fire awareness 08,09
- Learning disabilities and personal relationships 08
- Epilepsy awareness and administration of rescue medication 08
- Protection of vulnerable adults 08
- Pova 08

Care Service Co-ordinator - Clare Povey

- Began work in Care in 1996
- Vulnerable Adults 03
- NVQ Level 2 in care 04
- Basic Skills Computing 05
- In house Bereavement Training 05
- Food Hygiene 05,08
- Fire Training 05,09
- First Aid 05,08
- Health & Safety 05
- Manual Handling 05,08

- SCIP - Strategies for intervention & Prevention 05
- Medication 05
- Fire refresher 06,07, 08
- Protection of Vulnerable Adults 07
- Challenging Behaviour 07
- Medication 08

Care Service Co-ordinator- Sarah Edwards

- Began care work in 2006
- First aid 08
- Principles of care 09
- Food hygiene 09

Part time Care Service Co-ordinator - Tracey Steed.

- Began work in Care in 1992
- Non-Crisis Intervention Course
- Food Hygiene Level (2) 07
- Moving & Handling 03
- First Aid 03
- NVQ 2 in Care
- Fire Training 03
- Basic Skills Computing 03
- In house bereavement training 03
- Health & Safety 04
- Vulnerable Adults 05
- Health & Safety 06
- Fire refresher 06,07,09
- Medication 06
- First Aid 06
- Moving & Handling 06
- SCIP refresher 07
- Challenging Behaviour 07
- Medication training 08

Horticultural Therapist- Tim Newman

- Began work in care in 2005
- Thrive working with people with learning difficulties 04
- First Aid 05
- Moving & Handling 05
- Food Hygiene 05
- Health & Safety 05
- SCIP - Strategies for intervention & Prevention 05 refresher 07
- Fire Training 06,09
- NVQ 2 in Care 05
- Medication 05
- Makaton 05
- Vulnerable Adults 05
- Fire refresher 06,07
- Challenging Behaviour 07
- Medication Training 08
- Pova 08
- Conflict resolution 07

Day Service Co-ordinator- David Seamons

- Began work in care 2001
- First Aid 02
- Valuing Diversity
- Food Hygiene 04
- Moving & Handling 04
- Health and Safety 04
- Fire Training 04
- Vulnerable Adults 05
- SCIP - Strategies for intervention & Prevention 05
- First Aid 05
- Fire refresher 06,07,09
- POVA 08
- First aid awareness 09

Assistant Horticultural Therapist- Geoffrey Miles

- 35 years experience in learning difficulties
- First Aid 02,07
- Health & Safety 02
- Fire training 02,
- Lifting handling 02
- Pool management 03
- Mini bus training & examination 05

- SCIP refresher 07
- Fire refresher 07,09
- POVA 08
- Conflict resolution- dealing with difficult behaviour 07

Day service co-ordinator-Samantha Tallyn- Hancock

- Began work in care in 2009
- First aid 09

The above training achievements are correct as at September 2009.
This document will be updated and reviewed at regular intervals

4) The organisational structure of the care home.

See Appendix 1 (page 18 of the statement)

5) The age range and gender of the service users for whom it is intended that accommodation be provided.

Southern Archway intends that 'Hillview Farm' will provide accommodation for service users of either gender ageing from 18-65 years. Southern Archway will continue to provide such accommodation provided the service users needs continue to fall within those described in (7) and (8).

6) The range of needs that the care home is intended to meet.

'Hillview Farm' intends to provide care to Adults with Learning Difficulties. The home aims to support its service users in physical, emotional, financial and health care matters, but excluding primary nursing care (See 8).

Our aim is to provide care and support living within the community for seven adults between the ages of 18 & 65 years, we are able to offer long- term care if it is required.

Southern Archway aims to promote choice and provide stimulation and opportunities for the people making their home at 'Hillview Farm'.

Support and guidance will be given to service users to enable them to reach their full potential with everyday living skills.

If long term nursing care is required by a service user a review is held to assess whether residency at 'Hillview Farm' remains the best option for their long-term care and interests.

8) Whether nursing is to be provided.

The staff of Southern Archway are not trained to provide primary nursing care and so do not administer nursing care to its service users. However, if required, Southern Archway will access nursing care, when necessary, to allow Service Users to continue to exercise their choice to live at 'Hillview Farm'. This would be through visiting nurses administering treatment as necessary, or where competence permits, the staff, under the specific direction of health care professionals, may be able to assist with some aspects of a service users nursing care.

Any service user that requires long term nursing care will be the subject of a review to assess whether residency at 'Hillview Farm' remains the best option for their long-term interests.

9) Any criteria used for admission to the care home, including the care homes policy and procedures (if any) for emergency admissions.

Southern Archway does not take emergency admissions.

Admissions to Southern Archway are undertaken through a referral process.

Care Managers make initial referrals. Care Managers; potential service users, carers and Southern Archway proprietor and management team make assessment visits.

If these initial assessments indicate that Southern Archway are able to meet a prospective service users needs, then an individual plan for admission is agreed with Care Managers, potential service users, carers and Southern Archways proprietor and management team. This will involve the service user visiting the establishment for tea and overnight stays. Assessments and monitoring will continue throughout this period.

When fees have been agreed and contracts drawn up and signed between all relevant parties, a probationary period of six months then follows. Assessments will continue during the probationary period and either party may withdraw from the agreement, if necessary, subject to the terms and conditions agreed in the contracts. Fees are structured according to Service User needs and payments are made by BACS transfer.

10) The arrangements for service users to engage in social activities, hobbies and leisure interests.

At 'Hillview Farm' activities for each service user are discussed in full with the staff team, service user and the manager.

This staff team and the manager will endeavour to find stimulating activities to offer our service users.

'Hillview Farm' pursues funding on behalf of service users for activities through service user sponsors.

Service users are encouraged to become involved in choosing and planning trips, activities and holidays.

Key sessions and service user meetings provide regular opportunities for service users to suggest activities in which they would like to participate.

'Hillview Farm' makes staffing arrangements to enable service users to be supported in any reasonable chosen pursuit.

Risk assessments will be undertaken for any activity that may involve our service users confronting risk, which is likely to be in excess of that encountered by the average member of the public.

11) The arrangements made for consultation with service users about the operation of the care home.

The service users at 'Hillview Farm' are given opportunities to discuss the operation of the care home on an individual basis (during key sessions) and collectively (during service users meetings). Key workers ensure that key sessions are held at the frequency of at least one per calendar month. Service user meetings are also held at a frequency of at least one per calendar month. Further to this Service Users are consulted during the Regulation 26 visits of the proprietor's representative.

All service users are encouraged to initiate further consultation if they deem it to be necessary.

Service users are able to elect a representative to attend staff meetings to discuss any suggestions or queries they may have. This representatives role is limited to the operation of the home and the confidentiality of other service users is not jeopardised.

12) The fire precautions and associated emergency procedures in the care home.

Southern Archway ensures that their entire staffs are aware of fire safety issues, training will be part of the procedures with the home.

'Hillview Farm' staff conducts regular checks to emergency lighting. Fire drills are conducted at least once per calendar month; and alarm tests once a week, all are recorded.

Independent contractors service the fire alarms, extinguishers.

'Hillview Farm' arranges that the care home will be inspected by a qualified fire officer at regular intervals and will seek advice if considering any changes to the care home. Full details are contained in 'Hillview Farms' Fire Procedure Policy'.

Fire Risk Assessment is attached as Appendix 2

13) The arrangements made for service users to attend religious services of their choice.

Service users are made aware that they may, if they wish, attend religious services.

Service users are free to attend any religious service, within a reasonable distance of the care home. 'Hillview Farm' will arrange for staff support and transport, if necessary.

'Hillview Farm' will make every reasonable effort to provide staff of the same cultural background to support those who wish to engage in religious services.

14) The arrangements made for contact between service users and their relatives, friends and representatives.

Service users are welcome to have visitors at any reasonable hour. If privacy is required this can be provided in the service user's room. If this is not appropriate, then by agreement with other service users, the lounge or dining room can be used.

Service users may also wish to visit relatives, friends and representatives. If so, then 'Hillview Farm' staff will assist them to make arrangements for such visits and provide support if necessary.

15) The arrangements made for dealing with complaints.

If a Service User of Southern Archway, a relative or a member of the public is dissatisfied with the service that we are providing, they have the right to make a complaint. The following procedure is in place to address any issues or complaints that may arise and this information should be made available to anyone wishing to complain about our service.

In the first instance anyone wishing to make a complaint should be encouraged to address the issue with the Home Manager. Details of any formal complaint are to be recorded in the complaints book. The Home Manager (or in their absence, the Proprietor) must be informed as soon as possible that a complaint has been made. At the time that the complaint is made, the person(s) making the complaint should be assured that the complaint will be investigated and the Home Manager will respond within 28 days, informing the complainant of any actions to be taken.

We hope that most issues can be resolved at this stage, but if the person(s) making the complaint feels that their complaint has not been dealt with satisfactorily, or that their complaint is with the Home Manager, then they should be advised to contact the Proprietor.

They should put details of their complaint, in writing to:

Mr. Kevin Tarbox
Hillview Farm
Ashmore Green Rd
Newbury
RG18 9ER

The Proprietor will respond, in writing, within 28 days informing the complainant of any actions to be taken.

If the person(s) making the complaint are not satisfied with the outcome, they should be advised that they have the right to pursue their complaint with The Commission for Social Care Inspection, at the following address.

CSCI, The Oast
Hermitage Court
Hermitage Lane
Maidstone
ME16 9NT

Tel: (01622) 724950

Email: Enquiries.@csci.gsi.gov.uk

The Commission will give further advice and will attempt to resolve any outstanding issues.

Further Advice for Complaints from Service Users.

The above procedure is also applicable for Service Users wishing to make a complaint, however southern Archway recognise that Service Users may need assistance to pursue a complaint. Therefore staff should be aware that:

- Clients are to be offered assistance and will be found an appropriate person to assist them.
- The Service User must be assured that any complaint will be fully investigated.

16) The arrangements made for dealing with reviews of the service user plan referred to in regulation 15(1)

The Service Users Plan is continuously reviewed to reflect any change of circumstances.

On a biannual basis each Home Manager & key worker will engage in an extensive assessment of the service user's welfare and health needs. Where necessary, and after consultation with the service user and their representatives, this plan will be revised to reflect any change of needs or circumstances. The service user will be made aware of, and agree any revision to their plan.

The review will include:

- An identification of risk areas.
- An identification of care programming needs.
- A review of medication and health care needs.
- A review of any guidelines and their continued relevance.
- A review of the progress and relevance of care programmes.

The service user will be given access to their plan upon request.

17) The number and size of bedrooms within the care home.

'Hillview Farm' provides 7 single bedrooms of various sizes for use as individual rooms by the service users, 4 of which are en-suite.

Rooms upstairs: bedroom 1: 13.141 sq m, bedroom 2: 13.286 sq m, Bedroom 5: 13.77sq m, bedrooms 6 & 7 upstairs 13.sq m
2 downstairs: bedroom 3: 16.133 sq, Bedroom 4: 13.59 sq m

There are further rooms, which are intended for the communal use of all service users: 2 Lounge's, 2 dining rooms, 2 utility rooms, bathroom & toilet upstairs, shower and toilet downstairs.

18) Details of any therapeutic techniques used in the care home and arrangements made for their supervision.

At present no resident at 'Hillview Farm' have the need or requested any therapeutic techniques. However therapy could be sourced if required on a group or individual basis.

19)The arrangements made for respecting the privacy and dignity of service users.

Each service user will, after consultation, be allotted a key worker. This person will be proactive in promoting and ensuring that service users making their home at 'Hillview Farm' are treated with dignity at all times. They are responsible for ensuring that Service Users wishes are known to others and that they (except where they may be detrimental) are adhered to.

Service users will be encouraged to exercise choices and options where appropriate, which allow them to have the maximum control of their lives.

Each service user has their own room, which allows them private space. Locks are fitted to these rooms. Bathrooms and WCs are all fitted with locks.

Where service users require assistance with personal care, they are first consulted to ascertain their wishes. Any such personal support is provided in private.

Appendix 1 The organisational structure of the care home



APPENDIX 2

Hillview Fire Risk Assessment

For the safety of service users, staff and visitors to Hillview Farm certain procedures have been put in place to ensure that in the event of a fire all those occupying the home are within a safe environment.

Escape routes are kept clear of obstruction and a plan of the home is placed near to the entrances/exits of the home. Access can be gained out of all the doors due to them having thumb turn locks fitted internally to the doors, service users have been shown how to use these locks.

All staff carry keys to the home at all times for entry into the home. Other routes out are through the utility room door to the rear of the house and from the patio doors in the two lounges and the garden door to the side of the house, again the doors are fitted with thumb turn locks. All service user bedrooms have internal thumb turn locks and externally for entry to their rooms they each carry a key, staff are able to access the bedrooms in an emergency with a spare key if necessary.

Fire Doors

All doors (apart from the office, kitchen door into the old utility room and communal bathroom doors) are in compliance with British Standard 476 part 22; they are able to resist the passage of smoke at an ambient temperature and are fitted with intumescent and smoke seals. The doors are self-closing. All doors will be checked and maintained throughout the year, ensuring that their closure is compliant to fire safety regulations; they will at no time be propped open.

Emergency Lighting

Emergency lighting is in place throughout the house, internal maintenance staff inspects the system weekly, and the green indication light is checked daily by residential staff to ensure each unit is working.

Smoke alarm and fire detection system

A mains operated system with battery system back up is installed and the system is interlinking with the main house, checks on the system are done weekly and recorded. The system is cleaned every 6 months.

For the safety of the service users there is a member of staff on throughout the day within the home and two on in the evening one is a sleeping in member of staff and the other goes home at 10pm. All furnishings are fire retardant.

How to find us:

Between the A4 Newbury to Thatcham head north from the Wyevale garden centre

Roundabout (Tullway) until you reach the first turning on the left (Ashmore Green Rd),

Continue for 500 metres, Hillview Farm will be on your left.



We look forward to welcoming you!