

Field Lane Care & Support Agency

Statement of Purpose



The Aims of Field Lane Care & Support Agency

Field Lane is a registered Christian Charity and Housing Association. The charity was established in 1841 and has been offering accommodation, care and support in many diverse ways over the years.

The Aim of Field Lane Care & Support Agency is to support individuals to live their life in whatever way they choose. To assist them to have a quality of life that reflects their wishes and aspirations. The objective is to provide the support in a manner that is contemporary, empowering and caring, always thinking carefully about the Individual at all times.

We aim for people to maintain their skills and acquire new skills that will help them towards full independence.

Principles of Support and Care

- We recognise the rights of any individual we work with to be left alone and undisturbed whenever they wish.
- Members of the staff team will always treat the individual with dignity and respect. Their human rights will be respected and upheld at all times.
- We enable people to make their own decisions, to act and think for themselves.
- We will always provide any information that we need to convey to individuals in a format that is accessible to them.
- If a member of the staff team ever have to make a decision for a person based on their best interests - this will only be done in a measured and careful fashion.
- We will always offer choice and opportunity - giving the individual the chance to select for themselves from a range of alternative options.
- We will work at all times for the individual's happiness, security and well being.
- We never make assumptions about anyone receiving our services.

Agency Manager - Mrs Nicola Winn

Qualifications

- D32-D33 NVQ Assessor
- NVQ level 3 Rehabilitative Care
- NVQ level 4 Management



Experience

- | | |
|--|--------------|
| • Badgers Care & Support Worker | 1993-1995 |
| • Badgers Setting up Day Care Services | 1995-2000 |
| • Temporary Deputy Manager | 2000-2001 |
| • Badgers Senior Day Care Co-ordinator | 2001-2004 |
| • Agency Manager | 2005 present |

Reigate Branch Manager – Mark Lee

Qualifications

- NVQ level 2 Health & Social Care
- NVQ level 4 Health & Social Care



Experience

- Dovers Care & Support Worker 2004-2006
- Dovers Senior Care & Support Worker 2006-2007
- Dovers Day Care Manager 2007-2008
- Reigate Branch Manager 2009- present

Quality Assurance and Monitoring

Field Lane has a system of monitoring its homes and projects performance that is as comprehensive as possible. The organisation is constantly trying to develop its services to meet the clients' needs.

Each home or project manager also uses a monitoring system to enable them to monitor their own performance and adapt services.

We welcome and actively support any comments or concerns about our performance from relatives, the people we support, staff, visitors and external agencies. Every comment is answered and noted.

Hours of Operation

The agency is managed on a 24 hour system - this includes night time support - waking or a supported sleep in. The intention is to provide support reflecting individual need.

Insurance

To provide protection for assets and liabilities including legal liabilities to employees and third parties.

Current Insurance arrangements are made through Ansvar Insurance Company. Present sums insured are employees liabilities £10m, public liability £5m and mal-practice liability £5m.

Financial Arrangements

Field Lane Care & Support Agency has a comprehensive policy for the Care & Support Workers. This policy provides clear guidelines for staff as they work with an individual. It provides a framework that people can understand and protects them from any potential financial abuse.

Payments for Care and Support are received by Field Lane who operate a full accountancy service that is subject to audit.

The Finance Director can be contacted at anytime.

Hien Le
Field Lane Foundation
16 Vine Hill
London
E1R 5EA

0207 837 0412

Contact Numbers

Care Quality Commission	Telephone 03000 616161
Social Services (Southend)	Telephone 01702 534569
Social Services (Reigate)	Telephone 01737 733970
General Social Care Council	Telephone 0207 937 5100

Complaints in 4 Steps

If as an individual, Relative, visitor or friend or Professional feel that there is cause for complaint then they should discuss this matter with:



The Agency Manager who can be contacted on 01702 344615. The Reigate Branch Manager on 01737 242209



If you do not wish to do this or feel dissatisfied with their response you can use the complaints form that is given to each person along with their Introduction Pack.

A full investigation will be made into the complaint; you will be kept informed and advised of the outcome.

We take any complaint very seriously and use any comments or criticism about our service for reviewing and developing the service. We respond to any complaint within five working days.

The Field Lane Director of Operational Services is also available for comments, complaints and concerns at:



Director of Operational Services
Dovers
9 Dovers Green Road
Reigate
Surrey
RH2 8BU Telephone 01737 242209

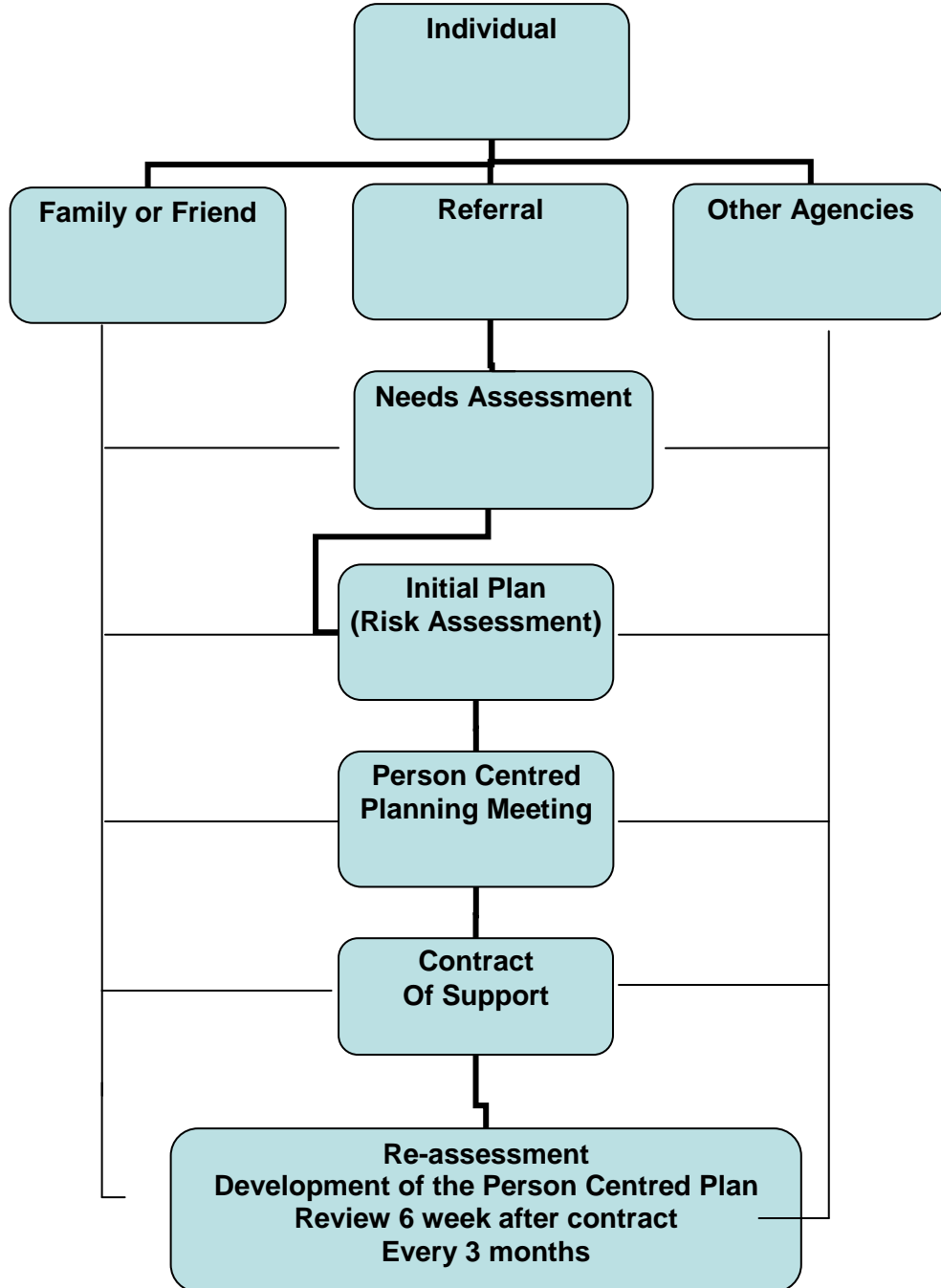
The Care Quality Commission are always available to any person, family etc and welcome comments and concerns. The address of the Commission is displayed in the entrance and they can be contacted at any time.



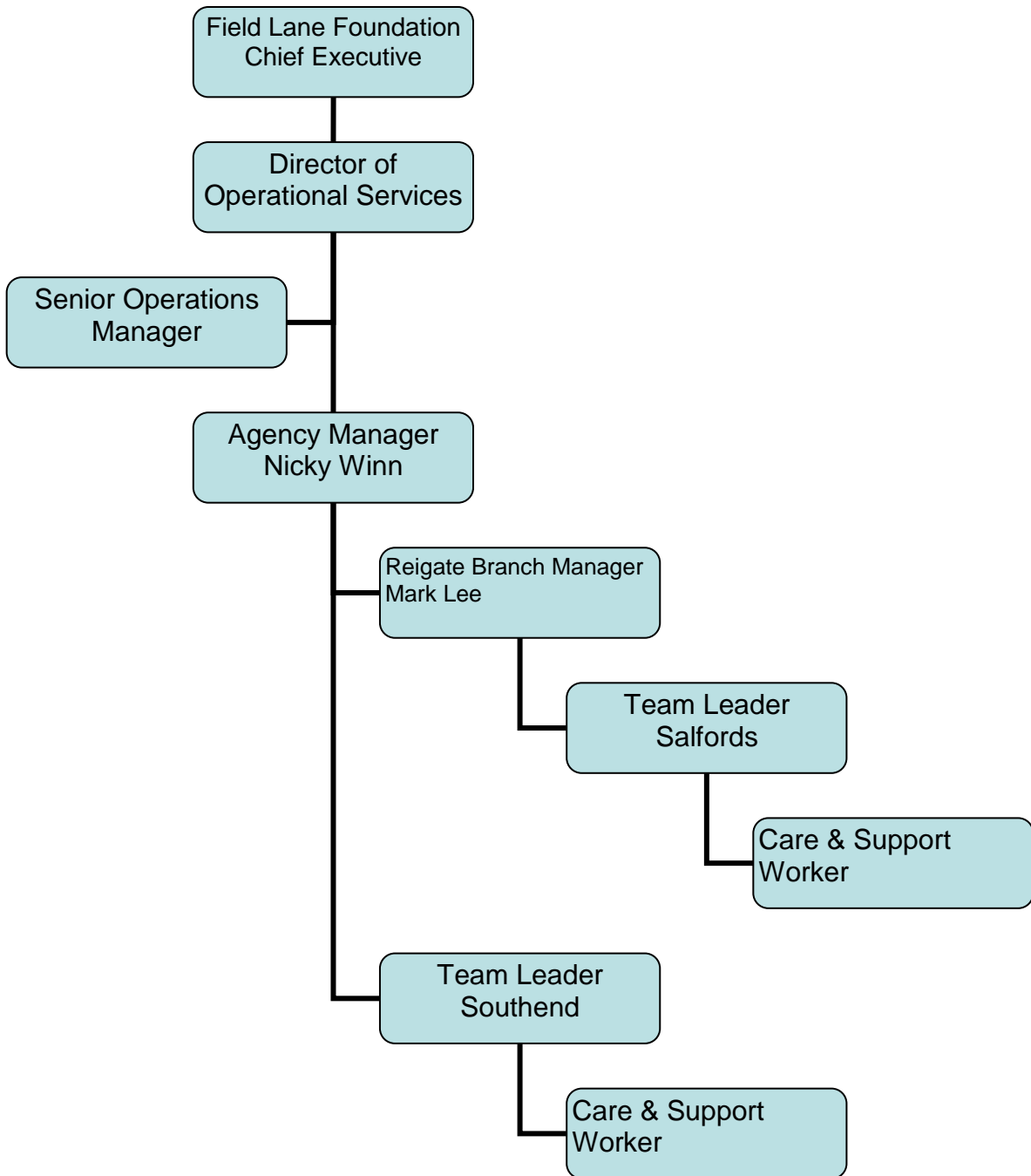
Southend Area:
Eastern Region
Care Quality Commission
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA
Telephone 03000 616161

Reigate Area:
South East Region
Care Quality Commission
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA
Telephone 03000 616161

Assessment Process



Field Lane Care & Support Agency



Investors in People

Field Lane has the Investors in People award, we are committed to empower, train, support and deal fairly and equally with all our staff. We set our standards high for staff and support them to maximise potential.

The People who use our Service

Field Lane Care & Support Agency provides a care and support service to people over 18 who have Learning Difficulties. They may also have:-

- Physical difficulties
- Mental health issues
- Complex needs

We provide support and care to individuals without discrimination and always with respect for Diversity.

Promoting Independence

One of the main expected outcomes for people using the Agency is that Independence is promoted through everything that we do. The staff team understand that Independence is achieved by offering choice, encouraging decision making and raising self esteem.

When we consult with the people using our services they tell us that:

My Daily Life

- My room or flat is always treated as private – no-one would come in without permission.
- I am supported to keep my personal belongings private.
- I am involved in my records and no-one can look at them without my permission.
- I am supported to find opportunities for socialising if I want to.

My Staff Team

- The staff listen. They are calm, kind, friendly and helpful. They are never rude or disrespectful.
- They treat me with respect.
- I choose my own keyworker.
- I am involved in recruiting new staff.
- The staff look for ways to develop my skills and reach my goals.

Staff Recruitment

We have a comprehensive selection and recruitment process that looks carefully at potential staff to ensure that the people we employ are reliable, professional, friendly, trustworthy and suited for work with vulnerable people.

People using the service are encouraged to be part of the recruitment process.

All potential employees are carefully screened, references and employment history are checked thoroughly. Induction Programmes are in place for every member of staff. Every new staff member is checked by the Criminal Record Bureau this check is reviewed annually.

Training

During induction all staff are trained by experienced qualified senior staff in the following crucial subjects:

1. The Field Lane Code of Conduct and Personal Development
2. Field Lane Policies and Procedures
3. The rights of the individual and staff responsibilities to preserve these rights.
4. Health and Security
5. Food Hygiene and Nutrition
6. How to provide empathic personal care
7. Fire and Emergency Procedures
8. First Aid
9. Understanding Learning Difficulties
10. Financial Procedures
11. Safeguarding Vulnerable Adults
12. Understanding Behaviour that Challenges the Service
13. Understanding Epilepsy
14. Understanding Autistic Spectrum Disorder

We provide certificated mandatory training for each staff member in Food Hygiene, Nutrition, Moving and Handling, First Aid, Health & Safety, Medication Training, Safeguarding Adults etc.

Specialist training either clinical or practical is provided using a spectrum of providers to enable staff to carry out their job descriptions in the best possible way.