



STATEMENT OF PURPOSE & SERVICE USER GUIDE

MISSION STATEMENT

To provide a high quality Domiciliary Care service for people aged 16 and above within the Autistic Spectrum.

We will work within the family home and support with transitions and assist where possible in conjunction with local Housing Authorities to seek suitable accommodation, to which KTM Care Ltd could provide 24 hour care, 365 days per year.

Also KTM Care Ltd will undertake to assist, where possible, all relevant welfare benefits to enable the service user to achieve the best outcomes.

KTM Care Ltd will assist Parents / Carers / Teachers / Tutors with a package of care to support & promote independence within a college environment to provide specialist learning support assistance.

We will respect the rights of each individual and will endeavour to meet the needs of each service user, which will be reflected in the Care Plan with continually reviewed services ensuring that the promotion of independence and empowerment is maintained.

AIMS OF THE SERVICE

KTM Care Ltd will assist and support each service user to reach their best potential addressing the individuality according to the 'Triad of Impairment' i.e. limited Social, Imagination and Communication skills.

Other associated disabilities will also be addressed thus enabling the following achievements :

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|-------------------------------|--|
| Social well being : | Community presence, choice and respect, valued relationships |
| Material well being : | To maintain / build a safe and homely environment, support with finances and appropriate transport |
| Physical well being : | Health and fitness, holistic therapies |
| Cognitive well being : | Positive live events, choice and empowerment to achieve fulfilment with life |

This will be done by promoting independence as is safely possible

Providing vocational, educational and social training for men and women within the Autistic Spectrum, offering a wide range of activities and opportunities (considering KTM Care Ltd's established links within the community), and to offer care and support, which meets the needs of the individual and will include a level of supervision necessary to ensure the opportunity for personal development and safety.



To encourage self respect and the opportunity to make choices and control their own lives to the best of their ability. We believe that our service users should receive the necessary service input in order to enjoy a high and healthy quality of life, by promoting equal opportunities, by addressing the specific needs related to race, culture, religion, gender, age, sexual orientation and disability in all aspects.

VALUES AND PRINCIPLES

In recognising that its service delivery and other activities should be based on clear and explicit values KTM Care Ltd have expressed in their mission statement, the following values that underpin all activities.

People with autism should be afforded the full respect, dignity and rights and value of citizenship contained within the state.

The potential development of people with autism should be recognised whilst taking into account their vulnerability. Their needs should be met with empathy in the least restricted environment feasible.

People with autism should receive services and further support appropriate to their individual needs throughout their lives. A range of services should be available so that, through the promotion of self-advocacy, individual preferences can be identified and met.

Services should be based on a commitment to quality and should be regularly monitored, evaluated, reassessed and developed.

KTM Care Ltd is committed to the continued improvement of knowledge and practice in recognising, understanding and meeting the needs of people with autism, their families and carers.

The needs of people with autism and the means by which these must be met should be positively promoted through effective communication, consultation, public relations and broad implementation of the equal opportunities policy.

The main assets KTM Care Ltd are its staff, accordingly support and development of staff will be given a high priority. KTM Care Ltd recognises that it is accountable to its service users and that the interests of people with autism are paramount.

PARTICULARS

The Agency will be owned and managed by the three directors of KTM Care Ltd who between them have over forty years experience of working with Autistic Spectrum Disorders.

The Agency's Head Office is :

Lodge House, Lodge Park, Lodge Lane, Langham, Colchester, Essex. CO4 5NE.

Tel : 01206 233196
Fax: 01206 233197
Email : info@ktmcare.co.uk
Website : www.ktmcare.co.uk



Kerry Austin has twelve years experience with autism and she has been working during the past two years in a Managerial position. Her forte is welfare benefits, employment law and has a wealth of experience within the Care Sector.

Terry Webster has twenty years experience with autism and has held a Registered Manager's position for the past eight years. Her forte is working with challenging behaviour and she works to a 'hands on' approach.

Mandy Stedman has a secretarial background and has ten years experience within the field of autism and at present holds a Managerial position in Administration covering recruitment, salaries, finances etc along with a host of other secretarial duties. Her forte is personnel responsibilities.

INDIVIDUAL RESPONSIBILITIES OF DIRECTORS :

The Agency will be wholly owned and managed by KTM Care Ltd.

Kerry Austin, Director will be responsible for and is the Registered Manager and Responsible Individual for KTM Care Ltd. Thereby Kerry Austin has overall responsibility for the Company.

Terry Webster, Director / Company Care Co-ordinator will be responsible for resourcing, assessing and transition of potential service users, supervising and managing staff.

Mandy Stedman, Director and Company Administration Manager will be responsible for personnel, management of payroll, administration and all office duties.

STAFF TEAMS

Each service user's needs will be met by adequate staffing levels, in line with Care Quality Commission requirements, potentially covering 24 hour 365 days per year.

In order to maintain consistency and autism specific structure, full day programmes of autism specific activities as dictated by KTM Care Ltd's Assessment of Need document and contracts to this effect, together with fee level agreed by the Local Authority will be issued to each service user.

TARGET SERVICE USER GROUP

KTM Care Ltd is designed to provide services for individuals of 16 years and upwards whose primary diagnosis is autism. Therefore services will be provided for people with moderate to severe autism and all spectrum conditions. This also includes supporting within a College environment to promote independence and encourage further growth and development.

Staff will be trained in the management of epilepsy and other associated conditions. The services will be available to people with medium to high levels of need and will be able to care for people with challenging behaviour and the need for structure in their lives. TEACCH and other associated programmes will be actively promoted for service users according to individual needs.



SERVICE USERS' RIGHTS AND ADVOCACY

The Service User Protection Procedure exists to protect and promote the physical, emotional and social well being of service users and to protect their rights and entitlements. Further details of this can be obtained from KTM Care Ltd's Company Hand Book.

KTM Care Ltd respects the right of the individual to request the transfer of the Care Package to an alternative care provider, taking into account guidelines as stated in the Contract of Agreement made by the individual and their Funding Authority.

The following section focuses attention on the disabilities of people with autism, highlighting the implementation of self-advocacy :

i) Communication

Difficulty in communication is a fundamental indication of autism. Therefore KTM Care Ltd advocates that staff and advisors will cultivate their powers of observation so that they can interpret the means whereby individuals with autism indicate their needs, desires and preferences.

A positive and co-ordinated approach will be given to developing communication skills in those involved within KTM Care Ltd by whichever method is appropriate to the individual.

ii) Resistance to change

Problems with decision-making. The process of decision-making can be difficult for people with autism. Requests to make decisions may raise the anxiety level to such an extent as to cause great distress. People with autism often find change threatening, particularly in a familiar environment, preferring to adhere to habitual routines in order to maintain predictability. Therefore, even changes desired by self-advocates may need to be introduced with caution.

In order to enable those in their care to make meaningful choices, and to familiarise them with the process so that it is transformed from threat to habit. Staff will introduce the concept by means of easy steps, giving greater breadth of choice, individual development will allow, and working to a monitored care plan.

iii) Obsessional behaviour

In implementing self-advocacy, staff will enable people with autism to use their obsessions constructively, redirect them or hold them in check in the interests of normalisation.

iv) Challenging behaviour

It may be necessary, in order to protect themselves or others in the unit to make alternative arrangements for individuals with challenging behaviour, and they may have to be controlled, not only by restricting their movements, but also by medication.

In learning the causes of challenging behaviour, which may be varied and numerous, staff may find these are clues to a person's preferences and needs, i.e. compensation for lack of communication, dislike of noise, change, past memories, task failure etc. If the behaviour can be controlled and communication skills improved, there is greater potential for an individual to practice self-advocacy



constructively. Staff will be trained in methods of situation de-escalation and safe control, which is least intrusive to the individual.

EQUALITY

Personal support and care services will take into account the race, gender, disability, age, sexuality, faith, diet, culture and lifestyle of service users and of their chosen method of support.

Links with local communities' religious, faith or cultural activities should be actively encouraged and supported. All services will be developed in accordance with anti-discriminatory practice.

CARE PLANNING AND SERVICE DELIVERY

A Care Plan is drawn up for each person in consultation with the service user, relatives and professionals involved in the service user's care and the KTM Care Ltd's Assessment of Needs document .

Care planning is an integral part in the process of developing individual programme plans for each service user, the process beginning at the time of the initial assessment. Individualised and specific programmes will be designed to address all aspects of development, satisfaction with life, health and fitness. Programmes will be based on the 'Triad of Impairments', imagination, communication and social skills.

KTM Care Ltd provides key workers to take specific responsibility for the implementation of care plans and individual programme planning. The key workers duties apart from addressing basic care needs include liaising with the placing Authority's Social Worker / Care Manager, maintaining links with the relative and the service user's home community and arranging reviews.

Thorough records are maintained containing the individual programme plan, copies of reviews and relevant details of the service user and his / her day-to-day care.

The service user's records are maintained in a confidential manner and are made available to the service user in accordance with the Access to Personal Files Act 1989.

ACTIVITIES / DAY CARE

All day and social activities are formulated on an individual basis. Activities include Horse Riding, Hydrotherapy, Cycle Riding, Sports Centres, Outdoor Activity Centres, Horticulture and local community activities such as Shopping, Walks, Cafes and holidays.

We also have very good links with the local colleges and service user's access courses as required.

DEVELOPMENT

It is our aim to assist each service user in the development of skills that will enable their full participation in the life of the immediate and wider community and to develop competence in areas that will enhance the ability for self-determination and acceptance.



FINANCES & CONTRACTS

All services and fee levels will be agreed prior to commencement of the Contract with the relevant Funding Agency or private individual.

Individual Service User Contracts will be issued by KTM Care Ltd.

The service will comply with local Social Services guidelines, as appropriate with respect to service user's monies and security of monies.

OTHER SUPPORT

KTM Care Ltd encourages service users to develop feelings of security and to form relationships with others in the immediate and the extended community. We actively encourage involvement of families in the support of their family member and seek to involve them in discussions concerning the welfare of the service user. It must be remembered however, that the needs and wishes of the service user are paramount at all times.

Where there is conflict, this would be fully discussed.

REFERRAL

Referrals are welcomed from any agency or source. A request for a referral to the service should be made directly to The Registered Manager at KTM Care Ltd's Head Office.

MANAGEMENT AND STAFFING

KTM Care Ltd is a Registered Company and as such its structure is :

- a) Directors
- b) Company Secretary
- c) Home Officers
- d) Team Officers
- e) Personal Assistants

All staff receive rates of pay, holidays, pension etc comparable to Local Authority conditions of service.

RECRUITMENT

Staff are recruited on the basis of an Equal Opportunities Policy. We seek to recruit staff from varied backgrounds, with qualifications and experience (as far as possible) of Autism. More importantly staff must believe that all service users are entitled to the most fulfilling and independent life possible.



All staff are checked through the Criminal Records Bureau 'Enhanced' (including 'ISA', 'SOVA' and 'SOCA') and evidence of membership to the Vetting and Baring Scheme.

We will deliver compulsory Regulatory training as well as a comprehensive Autism Specific training package.

SUPERVISION / DEVELOPMENT

Following 'Induction' each member of staff will have regular two monthly supervisions and an Annual Appraisal, which will address their development needs in all areas of work. They will receive help and encouragement to achieve personal goals, which are geared at all times to the needs of the service and the service users.

TRAINING

KTM Care Ltd recognises that its staff are its greatest resource and has an ongoing commitment to staff training including NVQ, beyond the requirement of the Care Quality Commission.

KTM Care Ltd complies with the Care Quality Commission for Social Care Inspection Standards 31.5 - 35.8 and the requirements of the Common Induction Standards. Where applicable the probationary period is supported by the Learning Disability Qualification.

KTM Care Ltd have a Training Policy stating that staff will receive, considering their job remit, further training including autism specific as identified through supervisions and appraisal.

COMPLAINTS PROCEDURE

KTM Care Ltd will make known to service users and their families KTM Care Ltd's 'Complaints Procedure' in the form of the Service User Protection Procedure. All complaints will be investigated within 28 days.

An Appeal Procedure is also in operation.

It is perhaps inevitable that concerns and complaints will arise from time to time.

Experience would suggest that these are usually best dealt with at the level which they occur and that open and sensible discussion can usually resolve them.

However there is a need to carefully examine all complaints and concerns at both formal and informal level. It is the responsibility of senior staff to ensure that they and staff under their control are familiar with all aspects of this procedure.

STATEMENT RELATIVES / CARERS / ADVOCATES

Complaints and concerns are seen as an opportunity to improve the service.

You are entitled to have complaints and concerns investigated thoroughly and promptly with the interests of service users being the paramount consideration and without prejudice to the outcome.



You should bring to the attention of any member of staff or any other suitable person any complaint which is contrary to the “Statement of Rights” and Entitlements of the individual, or any concern no matter how trivial you may consider it to be that affects the care or quality of life of any person.

It is hoped that concerns or complaints can be dealt with at the highest level at which the problem has arisen and that sensible and open communication will overcome difficulties.

However it is recognised that this may not always be the possible and it is your right to pursue the matter whether with KTM Care Ltd or independently via The Care Quality Commission, the Social Work Agency involved with the service user, any independent advocate, or where appropriate, the Police.

MONITORING

KTM Care Ltd is very conscious that consistent monitoring of quality provides a framework for promoting and maintaining specialised high quality services for people with autism.

A ‘Quality Assurance Questionnaire’ will on an annual basis be sent to all parents, carers etc and feedback monitored, evaluated and implemented in keeping with good practice.

Quality Assurance for Part Time Contracts will be monitored on a monthly basis by the Registered Manager.

CARE QUALITY COMMISSION MONITORING SYSTEM

The Care Quality Commission whose address and telephone number is as follows :

Lead Inspector
Care Quality Commission
Eastern Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone Number : 03000 616 161

Email : enquiries.eastern@cqc.org.uk