

SHAD - STATEMENT OF PURPOSE

Purpose of this Document

This document summarises basic information about Support and Housing Assistance for People with Disabilities (SHAD) for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It includes the material required by the **Domiciliary Care Agencies Regulations 2002**. It should be read in conjunction with our Service User's Guide.

Our Aims and Objectives

SHAD aspires to provide 24 hour support for people with severe physical disabilities who live independently; to promote freedom of the individual; to provide maximum choice and to reduce the barriers to disability within the community.

The principal contributors to the organisation are as follows:

1. User Members

Those individuals who benefit from the SHAD service.

User members may also be referred to as 'Service Users' and the phrases are interchangeable.

2. Volunteer Personal (Care) Assistants

Those who provide front line services and day-to-day support of the User Members.

3. Staff Team

Those who co-ordinate, recruit and support both the User Members and the Volunteer Personal (Care) Assistants (volunteers).

4. Management Committee

SHAD is a consumer led organisation that manages its business through a Management Committee. The Management Committee is comprised mainly of people who benefit from the services plus co-opted members who bring with them and provide external experience and skills.

Policy decisions of the Management Committee are implemented by the staff and in particular the Chief Executive who has responsibility for the daily management of the organisation and the service.

Our principles

1. To focus on service users. We aspire to provide personal care and support in ways which have positive outcomes for service users. There is active decision making by those who use the service. Service users have a role in the recruitment, selection and management of their volunteers' and they choose where and how they are facilitated.
2. To operate in close consultation with those who use our services.
3. To aspire to be fit for our purpose. We examine our operations constantly to gauge how we are achieving our stated aspirations and purposes. We welcome feedback from our service users and their friends and relatives.
4. To work for the comprehensive welfare of our service users. We aspire to provide for each service user a package of support that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the services user's maximum participation in the community.
5. To work as closely as possible with our user members by providing for their assessed needs. Before we provide new services, we take steps to ensure that a potential service user's needs and preferences are assessed. We aspire to ensure that the support SHAD provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary and that the support provided has the flexibility to respond to changing needs or requirements.
6. To aspire to provide quality services with continuous improvement in the level of the support we offer.
7. To employ a quality workforce and to cultivate a positive experience for our volunteers – emphasising their willingness to learn and provide support in ways that are under the direct control of the user member to whom they are assigned.

Service users' rights

The aim of good quality domiciliary care should be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. SHAD aspires to maintain the ethos of being a user led organisation and to adhere to its Principles by providing care and support with reference to the following rights:

Privacy

An individual's right to privacy involves being free from intrusion or unwelcome attention.

Dignity

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs.

Independence

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others.

Security In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary.

Civil rights and Diversity The provision of services that ensure that all user members are free and able to assert their rights like any other member of society.

Britain's social care services are used by people from a wide diversity of ethnic, social and cultural backgrounds. Services therefore need to be accessible. We need to make particular efforts to reach out to vulnerable people who might have been deterred from approaching agencies which appear not to relate to their special needs and aspirations and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular.

Choice Choice consists of the opportunity to select independently from a range of options (i.e. choosing when to do things).

Fulfilment Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfillment since it deals with precisely those areas of lifestyle where individuals differ from each other.

The principal contributors to the organisation aspire to respond to and maximise service users' rights (including the right of expression) and needs for Privacy, Dignity, Independence, Security, Civil Rights, Choice, Fulfilment and Diversity in the following ways:

User Members

1. The level of support (including personal and domestic care) provision varies with each service user and sometimes fluctuates depending on changing needs. Consequently services (often referred to as a 'project') are tailored to individual service user need and times of staff/volunteer availability vary as a result. In many cases, when commencing a placement, many SHAD volunteers will not have had the opportunity of formal training and as a result it is the responsibility of each service user to train their volunteers in accordance with their own unique personal care needs.
2. It is the responsibility of the service user to carry out risk assessments in relation to their premises, equipment and activities. SHAD will offer advice and assistance in this area if requested.

3. In respect of issues of personal care the following provisions apply:
 - a. If medical attention is required for any reason it is the responsibility of the service user to arrange this with their Doctor or District Nurse.
 - b. Under the supervision of the service user, volunteers are responsible for the personal care of their service user (assistance in the bath/shower and toilet); however SHAD volunteers are not responsible for manual evacuation (of bowels). A trained professional, e.g. District Nurse or Doctor, must carry out this task.
 - c. Volunteers must wear hand gloves whilst on duty whenever they are at risk of coming into contact with a service user's body fluids.
 - d. Service users may obtain hand gloves for their volunteers through prescription from their Doctor or District Nurse. However, if service users choose not to provide gloves they will be available to volunteers from SHAD. In such circumstances, service users will be recharged the cost of supply as an addition to charges made by SHAD for the provision of support services.
 - e. Volunteers will not dress wounds or sores that would normally be cared for by a nurse or other medical professional. The reason for this is that volunteers are not qualified to assess significant changes in the state of wounds, nor familiar with the use of sterile equipment. Again, a trained professional, e.g. District Nurse or Doctor, must carry out these tasks.

4. Volunteers must not be asked to do anything contrary to law in their role as personal assistants. In such circumstances SHAD is unable to offer any protection whatsoever. Acts contrary to law include such things as being asked to facilitate the use of illegal substances or disobeying traffic regulations whilst driving a car belonging to a service user. Volunteers have the right to refuse to lift and handle service users if the method is contrary to safe handling regulations, might lead to the injury of the volunteer or service user or if the method differs from the training received from the SHAD Safe Handling Adviser/Instructor.

Volunteer Personal (Care) Assistants

SHAD recognises that for service users the most important people in our organisation are the 'volunteer personal (care) assistants' (volunteers) with whom service users will have regular contact. SHAD takes great care in recruiting, supporting and supervising its volunteers.

SHAD volunteers come from all parts of the world, are representative of innumerable cultures and are from all walks of life. Volunteers are not required to have any previous 'care work' experience. The relationship between a volunteer and service user varies from person to person, project to project, according to the individual, or style of management.

Volunteers are recruited using a formal process of application and interview. Initial interviewing and ongoing support and supervision is carried out by SHAD managers who recruit with knowledge of the requirements of individual service users. Final selection is made by service users who are ultimately responsible for the day-to-day management of volunteers placed with them.

Placement periods range from four to twelve months. Volunteers are grouped in teams based on the individual needs of a service user.

The recruitment process within SHAD focuses on the individuality of the service user; therefore volunteers are selected according to their appropriateness to the service user's lifestyle. Service users are expected to treat their volunteers with respect and honour the boundaries that accompany all employer/employee relationships.

Volunteers are specifically trained to meet the needs of service users by the service users' themselves. Having said this, SHAD ensures that volunteers receive initial training (basic back care advice and wheelchair management) at the start of their placements. Safe movement and handling training from professionally qualified trainers is provided. On-going training and refresher courses are available as required.

In addition to the supervision, support and continuing monitoring provided to volunteers they are also provided with free furnished accommodation and a subsistence allowance during the period of their placement with SHAD.

SHAD aspires to keep in place a full compliment of volunteers in order to provide its services. It is recognised that illness or other unforeseen circumstances occur that may lead to short term shortages. In such instances SHAD has in place access to – cover provision by existing volunteers, a bank team of former volunteers and commercial agencies.

All new volunteers undergo a process of supervision, support and continuing monitoring to ensure adherence to the following:

1. Volunteers will enter a service user's property and rooms within the property only with the service users' express (or implied) consent and will have due regard to the right of a service user not to have to interact with or be interrupted by a worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account. Our volunteers will respect a service user's right to make telephone calls and carry on conversations without being overheard or observed by a worker.
2. We respect the fact that a service user's possessions are private and always act in accordance with the principle that our workers are guests.
3. We arrange for service users who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the support worker of their own choice and, if desired, of the gender of their choice. If asked, we ensure that service users receive the necessary assistance with dressing and maintaining their clothes.
4. We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish and will aspire to minimise any feelings of inadequacy, inferiority and vulnerability which service users' may have arising from disability.
5. We treat service users with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their

preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

6. We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk but at the same time we hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
7. If we can, we will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.
8. We try to help service users to participate in as broad a range of social and cultural activities as possible and, if requested, we will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.

Staff Team

1. We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.
2. We involve service users fully in planning their own support, service users to manage for themselves where possible rather than becoming totally dependent on support workers and others and we positively encourage service users to take responsibility for their own healthcare and medication.
3. With the consent of service users, we work with their carers, relatives and friends to provide as continuous a service as is feasible and we encourage service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.
4. We aspire to create a positive climate in the delivery of support and to foster attitudes in those around a service user which focus on capacities rather than on disabilities. This said, our staff may advise service users about situations or activities in which their disability is likely to put them or their property at risk.
5. If service users wish to participate in elections, we will try to access the necessary information and either provide or obtain any assistance which they need to vote.
6. We want to help our service users to make use of as wide a range as possible of public services, such as libraries, education and transport and we will encourage our service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
7. We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.

8. We avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed and we will manage and schedule our services so as to respond as far as possible to service users' preferences as regards the staff/volunteers with whom they feel most comfortable.
9. We respect service users' eccentricities, personal preferences and idiosyncrasies and we hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity. We respect the ethnic, cultural and religious practices of service users and we make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities. SHAD positively communicates to service users that their diverse backgrounds enhance the life of the community and the organisation accommodates individual differences without censure.
10. We aspire to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death and, if appropriate we aspire to do anything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

Management Committee

1. SHAD staff and volunteers are selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.
2. Outlawing negatively discriminatory behaviour by staff and others.
3. Providing support, advice, direction and governance to the organisation staff and ensuring adherence to the ethos and principles of the organisation.

The Organisation

Registered provider

The person/organisation registered with the Commission for Social Care Inspection as the registered provider for SHAD is:

Jakki Morgan	Telephone:	020 8675 6095
5 Bedford Hill	Fax:	020 8673 2118
London SW12 9ET	e-Mail	info@shad.org.uk

In order to comply with the requirements of the Domiciliary Care Agencies Regulations 2002 the registered provider will work towards qualification at National Vocational Qualification Management Level 4.

The registered provider has over 30 years experience in delivering legal and administrative services in a range of fields and since 1989 has provided services entirely to the not-for-profit sector. Since December 2001 the registered provider has been Chief Executive of SHAD and

therefore been responsible for the day-to-day management of the organisation for a period in excess of 5½ years. SHAD has a low level of turnover in relation to office based staff bringing continuity and quality to the provision of services.

Complaints and Compliments

SHAD welcomes feedback on its services, especially from service users and their families, whether these are compliments, complaints or suggestions for ways of doing things better.

Service users should feel free to let the volunteers working with them have any comments they wish to make.

If service users prefer to take up the matter with someone else in the organisation or if they feel that a point that they have made is not being taken seriously or acted on, they can ask to be put in touch with a manager.

If a service user wishes their dissatisfaction to be dealt with more formally they should take the steps outlined in the SHAD complaints procedure.

If anyone feels that SHAD has not dealt with a complaint to their satisfaction, they have the right to complain to the Commission for Social Care Inspection, which regulates the service.

Conclusion

SHAD as an organisation reflects the dynamic nature of its service users who are people with severe physical disability from all walks of life. Service users are united by their support and mobility needs and the common desire to live independently in the community. Beyond this service users lead very different lives supported in their professional and personal ambitions by their volunteers.

SHAD aspires to improve and develop in ways that will better the living experiences of all its user members and will do this with the sensitivity of knowing that its volunteers are placed to facilitate and not to comment on or seek to change lifestyles.

At the time this Statement was written services are focused primarily in the London Borough of Wandsworth with further provision available in the London Boroughs of Islington and Lambeth.

Revisions of this Document

SHAD reviews all of its policy documents from time to time. We welcome any comments on the contents of this Statement of Purpose.

Review of this Procedure

Name: Jakki Morgan

Date: 11 June 2007

Policy Review Date: June 2008