



SERVICE USER'S HANDBOOK

For Children

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Part 1 -Welcome to Spectrum Days

Welcome

On behalf of Spectrum Days and all the staff, we welcome you, your family and your friends. We hope that you will be happy with the support provided by us.

In order to use our service you will have gone through the admissions process, to ensure our service is suitable. However, at the end of first month of service we will jointly review the care and support, to ensure you are satisfied that you have made the right decision. We will continue to review the service at regular intervals. This will ensure that your needs are still being met and to allow any changes to be made.

Service set up procedure

Enquiry - You may have made your own enquiry or a referral may have been made through Social Work

Visit - There will be an initial visit to discuss your needs and requirements, this will ensure you are receiving the most appropriate care.

Risk assessment - Visits for risk assessments will take place to determine any risks and how these will be managed to ensure we are supporting you and any special requirements you may have. Risk assessments allow us to identify, assess and prioritize any potential risks and hazards and make any adjustments to ensure you are supported effectively.

Meeting – to agree service that we are able to provide, costs involved and agree a start date. At this point we will be putting together your individual care plan.

Contract – contract will be issued for both parties to sign and consent forms completed.

Reviews

During your first 3 months with us we will carry out monthly reviews to ensure that you are happy with our service and assess any changes that may be required. Your next review will then be at 6 months.

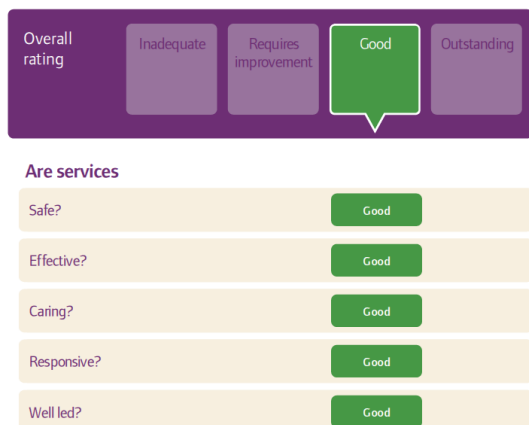
Once the initial 6 month period is complete your service package and the care you are receiving will be reviewed annually unless either parties feel, at any time, a review requires carrying out for any reason.

Background of Spectrum Days

The organisation provides specialist services to those that have high-level complex disability that represent about 0.03% of the population, with the principal of 'service around the individual'. This is achieved by meeting their personal wishes and needs, which in turn reduces the impact on other services.

We provide Day Centre based services, community based opportunities as part of our outreach service and domiciliary services. Our members may access one or more of our services depending on their needs and requirements.

We were inspected by Care Quality Commission for personal care in a domiciliary setting and rated in October 2015



Contact Details

Spectrum Days 01905 773725 spectrumdayscic@gmail.com

Chair of trustees

Maggie Allen 07972 704378 mallen@spectrumdays.co.uk

Sandra Wilkinson is Service Supervisor with responsibility for the staff team,

Helen Lammas is Service Supervisor responsible for our members [01905 773735](tel:01905773735)

Nicky Doughty: Team Leader (Days) [01905 773735](tel:01905773735)

Sonja Fisher: Team Leader (Domiciliary) [01905 773735](tel:01905773735)

Karl Schneid: Team Leader (Transport) [01905 773735](tel:01905773735)

Part 2 – Spectrum Days Mission Statement

Spectrum Days promotes and protects the physical and mental health of people with Profound and Multiple Learning Disabilities (PMLD), in Worcestershire and the surrounding area. This is achieved by having a professional, experienced and dedicated team who provide a spectrum of services to the spectrum of disabilities associated with PMLD. The services are flexible and fun. Inclusive activities bespoke to the individual have evolved from the culmination of the management team's many years working in the voluntary, private and business sectors.

With the support of an infinite number of stakeholders, the service has grown around meeting our members' needs, to be:

- safe, comfortable and fulfilled
- part of the community and have the opportunity to build friendships
- partake of specialist activities bespoke to their needs

AIMS & OBJECTIVE OF Spectrum Days

Spectrum days aims to:

- Offer skilled care to enable the people we support to achieve their optimum state of health and wellbeing
- Treat all people supported by us and all people who work for / with us with respect at all times
- Uphold the human rights and citizenship rights of all who work for/ with us and all of our service users
- Support individual choice and personal decision-making as the right of all our service users
- Respect and encourage the right of independence of all our service users
- Recognise the uniqueness of all our service users, staff and visitors and treat them with dignity and respect at all times
- Respect individual requirements for privacy at all time and treat all information relating to individuals as confidential

Details of Registered Provider, Nominated Person and Registered Manager

Registered Provider

Name: Spectrum Days

Address: Old Coach Road, Droitwich, Worcestershire, WR9 8BB

Registered Manager

Name: Maggie Allen

Address: Spectrum Days, Old Coach Road, Droitwich, Worcestershire, WR9 8BB

Maggie taught in a local special school for 18 years and was head of department when she left. She founded and ran another local charity serving people with PMLD. She left in 2012 to start up Spectrum Days, where she is now chair. She supports the charity with a wide range of areas: fundraising, service development, marketing, policy and procedure, tenders and procurement.

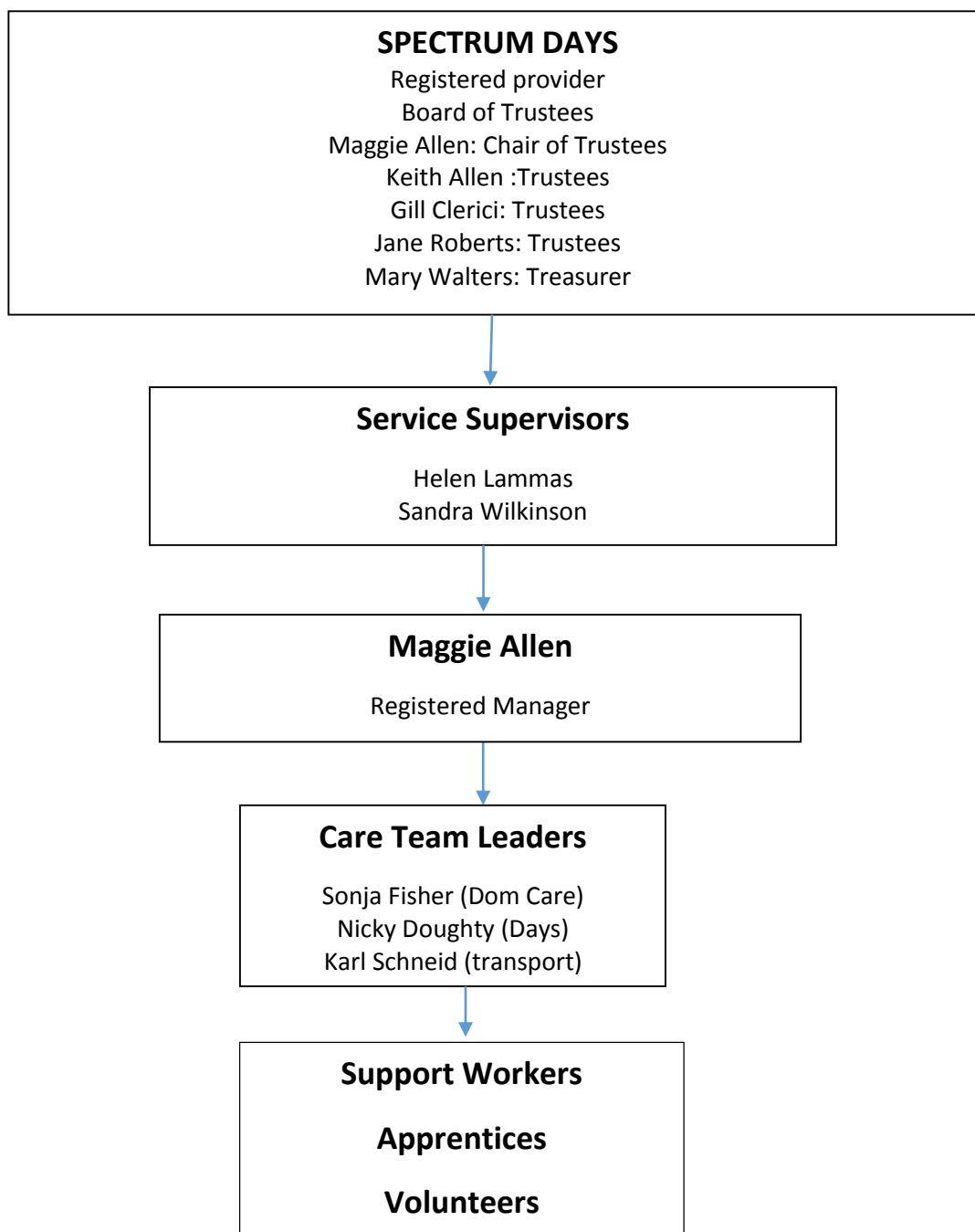
Staff Details

A list of current staff and their qualifications is available on request. The staff allocated to support you will be chosen in order to match their skills with your needs. Staffing levels may be changed at the discretion of the manager if there are particular needs.

Care staff work on a rota basis which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holiday where applicable. New employees are inducted to Skills for Care national standards within the first 3 months as well as our own mandatory training within the first 3 – 6 months. We manage and train all our employees with the aim that all of our support workers and care staff achieve a minimum of Diploma Level 2 with many going on to complete Level 3. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff.

All staff receive regular updated training in mandatory training areas such as Health and Safety, Infection control, Fire awareness, Safeguarding and a range of other training.

Organisation of Spectrum Days



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Description of our Services

Services offered:

The following services are provided by Spectrum Days:
 Support within the Day Centre (Day Centre Opportunities)
 Support within the home (Domiciliary Care)
 Support to access social activities and networks (Outreach Work)
 Support to access the local community (Outreach Work)

The following regulated activities apply to services provided by Spectrum Days:

Spectrum Days, Old Coach Road, Droitwich Spa, Worcestershire WR9 8BB Telephone 01905 773725 email:spectrumdayscic@gmail.com web site: www.spectrumdays.co.uk
 Charity number 1151711 Members Handbook Children

Domiciliary: Personal Care

Spectrum Days provides services to all age groups within the PMLD spectrum
 Support with Personal Care (incontinence care, washing, bathing and dressing)
 Support with medication
 Support with meals (eating and drinking)
 Support with communication
 Physical management
 Hydro sessions/ accessing local swimming facilities
 Support to access other services such as advocacy
 Therapeutic Activities

Spectrum Days has a policy of promoting the maintenance of Service User's normal social networks and social activities. The service user's Care Plan includes a facility for recording life history, social networks and preferences for activities and hobbies in order that the Service User is offered access to these networks where required and where possible during service provision.

Communication with Parents

Good communication with parents is crucial in order to safeguard and promote the welfare of service users effectively we would always undertake appropriate discussion with parents prior to involvement of another agency unless to do so would place the service user at further risk of harm or would impede a criminal investigation. We ensure that parents have an understanding of the responsibilities placed on the setting and staff to safeguard service users and their duty to co-operate with other agencies in this respect. This is communicated through the service user's handbook, issued prior to attendance and the parents file available in the reception area.

Spectrum Days works towards a proactive service to mitigate the occurrence of safeguarding issues. To support this communication underpins the safe delivery of services for our service users including the following:

1. A diary that goes between the family and the team listing activities, medical/physical concerns and information about changes to family circumstances or routine.
2. An open door policy where families have a direct response to any queries.
3. A simple and accessible questionnaire for the clients completed on a three monthly basis.
4. A more detailed questionnaire on the quality and efficiency of the service for parents/carers on an annual basis. The questionnaire will cover
 - Satisfaction levels on the key objectives,
 - The quality and flexibility of the service,
 - The variety of activities,
 - The comfort level associated with care.

Spectrum Days has a policy promoting communication between member's parents/ carers and the organisation. This can be in the form of a Member's communication book, emails or phone calls.

Email : spectrumdayscic@gmail.com

Tel 01905 773725

Dom Care Mobile 07762125189

Safeguarding

Spectrum Days is committed to safeguarding the wholeness and the wellbeing of every person in our community, of whatever age. It is the responsibility of each one of us to prevent

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

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of every member of our community, and particularly the abuse of those most vulnerable among us including vulnerable children.

The welfare of the client group is paramount. All Service Users without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or belief. All of the organisation's activities, policies and procedures will contribute to these objectives.

Spectrum Days ensures that all vulnerable people with whom it works will have a secure identity and a safe base from which they will be able to flourish throughout their lives.

All those who come into contact with Members and families in their everyday work, including people who do not have a specific role in relation to adult protection, have a duty to safeguard and promote the welfare of vulnerable people.

Spectrum Days Safeguarding Policy ensures that there is a designated member of the senior management team with lead responsibility for child protection, that person being the DASM. Who is the person responsible for ensuring that any safeguarding issues are responded to appropriately.

For further information please find a copy of the Safeguarding Policy in The Parents Handbook located in the library of the reception area of Spectrum Days.

Designated Safeguarding Lead: (DSL) Maggie Allen

Deputy Designated Safeguarding Lead: (Deputy DSL) Sandra Wilkinson

Committee/board safeguarding lead: Jane Roberts

These person(s) will take on the responsibility for: The DSL//Deputy DSL is responsible for:

- Liaison with local statutory children's services agencies and with the LSCB
- Raising awareness of the settings safeguarding policies, procedures and systems, among staff, parents and carers.
- Ensuring that staff understand and are able to implement the setting's policies and procedures
- Supporting staff in seeking advice and/or making a referral to the Access Centre or the Early help Hub
- Supporting staff in understanding their role in the absence of the DSL//Deputy DSL
- Supporting staff in protecting themselves from allegations
- Ensuring policies and procedures are reviewed at least annually
- Keeping up to date with current safeguarding and child protection legislation
- Ensuring that consistent and effective record keeping systems are in place and guidelines followed throughout the setting
- Ensuring that a system is in place to review incidents and observations to identify patterns of concern and the need to make a referral to Children's Services
- Sharing child protection information with the DSL/Deputy DSL of any receiving setting or school when children leave the setting. Where the registered provider is a group (e.g. a committee or a board of trustees), it is good practice to also appoint a member of the Committee to take the lead role on safeguarding/child protection to support the DSL/Deputy DSL, and seek appropriate training themselves.
- is responsible for the management and oversight of individual complex cases and the
- coordination of activity when concerns are raised about an employee, volunteer or student,
- paid or unpaid (collectively known as people in a position of trust). The DASM for Spectrum Days is: Maggie Allen Chair of Trustees Telephone 07972704378, 236 Hylton Road, Worcester WR2 5LA mallen@spectrumdays.co.uk

The trustee with safeguarding responsibility is Jane Roberts. Jane is chief officer for Snoezelen and has the role of responsible officer within that organisation. Snoezelen, Turnpike Close, St Johns Worcester WR2 6AB Telephone 01905 542378

Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all members that no one will be victimised for making a complaint, and we encourage members to instigate the complaints procedure whenever that feel that it is necessary. We do not wish to confine complaints to major issues. We encourage members to comment when relatively minor matters are a problem to them, such as receiving cold food or being kept waiting without an explanation. It is our policy that all matters which disturb or upset a member should be reported, recorded and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

We will treat all complaints, however minor, as a serious matter and investigated within an agreed time frame. We will keep the service user informed of every stage of the investigation and the outcome. All complaints can remain confidential if required, unless we believe that there may be a safeguarding issue, and information will only be shared with those professionals that may need to know.

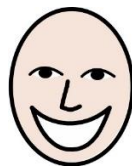
If you or your representative remain concerned about the care you receive you may contact the local government ombudsman help line 0300 061 0614 <http://www.lgo.org.uk/>



Complaints / compliments form



Complaint



compliment

Name

Address

Telephone number

Date

Describe in as much detail as possible the nature of your complaint / compliment

How could we have done things better?

Privacy and Dignity and Consent

All activities with our Service Users will be based around promoting and respecting the individual's privacy and dignity.

This will include support with eating and drinking, personal care and support with medication. Our policy for respect also includes respecting our Service Users rights to privacy within our Confidentiality and Safe Guarding Policies.

Treating people as individuals

1. We will treat people as individuals and respect their dignity
2. We will not discriminate in any way against those in our care
3. We will treat people kindly and considerately
4. We will act as an advocate for those in our care, helping them to access relevant health and social care, information and support
5. We will gain consent for activities from the individual / their representative

Consent

Consent to support our Service Users in all aspects of care will always be sought prior to care being given. Written consent will be required in advance for the following activities.

- Being photographed for Student projects / website / media / internal display
- Receiving the application of sun-cream /massage oils
- Taking part in Hydrotherapy*/Rebound therapy
- Having support with personal care
- Having support with medication
- Having support with eating and drinking

Where consent cannot be given by the individual themselves, consent will be sought from the person(s) with legal responsibility for the welfare of that individual. This may be a parent, carer or legal guardian. An Independent Mental Capacity Advocate (IMCA) may be asked to support any decisions made, on behalf of the individual.

Day to day consent

To ensure all our Service Users' have their rights and dignity respected Staff will not assume a lack of capacity because of a person's age, physical appearance, condition or an aspect of their behaviour. For day to day activities consent will be sought from you as a matter of course and respect. This will include asking if you are happy to be supported with eating and drinking, personal care, moving and positioning. Consent will be gaged the use of your preferred method of communication ie by facial expressions, vocalisations, verbal, and non - verbal communication eg signs or symbols. Staff will have training and liaise with parents/ carers/ other professionals on how to recognise these cues.

Meeting nutritional needs

If you have any specific dietary or nutritional needs we are happy to support this as part of your care package

Part 3 – The service User’s Guide

Services available

The following services are provided by Spectrum Days:

- Support within the Day Centre (Day Centre Opportunities)
- Support within the home (Home Care)
- Support to access social activities and networks (Outreach Work)
- Support to access the local community (Outreach Work)

Contact details

Spectrum Days 01905 773725 spectrumdayscic@gmail.com

Service Supervisors

Sandra Wilkinson and Helen Lammas 01905 773725

Team Leaders

Nicky Doughty (Days) 01905 773725

Sonia Fisher (Domiciliary) 01905 773725

Karl Schnied (Transport) 01905 773725

Chair of trustees

Maggie Allen 07972 704378 mallen@spectrumdays.co.uk

For direct contact with your Support Worker(s)

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We hope you will be happy with the care and support you receive from us at Spectrum Days.

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