

# Statement of Purpose

## Community Outreach Service

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## Fair Ways Vision, Mission and Values

### Our vision

To build an institution that makes a difference to society and leaves a legacy greater than ourselves and our contributions.

### Our mission

Making a difference through passionate care, support and education.

### Our values

As a charity we measure our wealth by the difference we make, rather than any profit.

We believe that by embodying a culture in which every individual is valued for their own contribution, we can develop them and harness their potential, so that they may achieve great things.

Our values form the heart of the work we do, defined by Fair Ways people, for Fair Ways people. These are the values by which we operate, by which we are governed, and to which we are held accountable.

We therefore expect every individual within the organisation to *play their part*:

<b>P</b> ROFESSIONAL ATTITUDE	<b>A</b> CCEPTING	<b>R</b> ELECTIVE	<b>T</b> RANSPARENT
<ul style="list-style-type: none"> <li>We do what we say we will</li> <li>We approach challenges with optimism and enthusiasm</li> <li>We don't judge, we notice</li> <li>We put the needs of the service before our own personal gains</li> </ul>	<ul style="list-style-type: none"> <li>We don't give up on people</li> <li>We value all individuals and are willing to challenge them</li> <li>We embrace each other's differences as much as our similarities</li> <li>We accept responsibility for our actions</li> </ul>	<ul style="list-style-type: none"> <li>We give feedback, we invite feedback, we listen to feedback</li> <li>We look inward before we look outward</li> <li>We learn as much from our mistakes as from our successes</li> <li>We listen to each other, learn from each other and grow together</li> </ul>	<ul style="list-style-type: none"> <li>We are always willing to explain why</li> <li>We have the courage to be open and honest</li> <li>We earn trust through our transparency</li> <li>We live by our values even when no-one is watching</li> </ul>



## 1 Purpose of document

This document summarises basic information about Fair Ways to ensure that prospective individuals are fully informed about the range of service, facilities and care provided.

This statement of purpose will be kept under review and a copy will be given to the Care Quality Commission.

The Care Quality Commission will be notified of any changes to this Statement of Purpose

## 2 Company Details

Fair Ways Community Benefit Society is a UK registered charity (number 8691), delivering a comprehensive range of child and adult social care, health, support, training and educational services in the Solent Area.

Our trading name is Fair Ways.

### Registration details:

CQC registration Provider ID:  
1-2278337072 under 'Fair Ways Community Benefit Society'

Location ID: 1-2856214866

CQC Registered Manager: Tracy Cousins  
Nominated Individual: Laura Rowe (Interim)

### Contact address:

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Website: [www.fairways.co](http://www.fairways.co)  
Email: [enquiries@fairways.co](mailto:enquiries@fairways.co)

### Business address:

Fair Ways  
Ground Floor  
Building 1000  
Western Road  
Portsmouth  
Hampshire  
PO6 3EZ

### **3 Introduction to Outreach**

The Fair Ways Outreach Service are a committed team who provide high quality, bespoke support and care to individuals and their families either within the family home or in the local community.

We understand the need for and importance of providing care and support to enable individuals to carry out every day personal care tasks and how vital this is in order to keep families together. We work together with multi agency partners to support individuals to achieve their goals. The best outcomes for individuals and their families is when the support workers fit into the lives of the families. Support workers build a professional and friendly rapport with all of the immediate family so that the care feels supportive and natural. Allowing families to be families.

The Outreach Service also provides support to individuals enabling them to access community activities, this prevents social exclusion and at the same time provides families with some much needed short breaks

Our supported living service provides bespoke care to individuals who hold their own tenancy with a housing provider and require personal care and support to live independently. Individuals are fully involved with their multi-disciplinary team in designing their support and developing support plans which set out how we will work with them and enable them to achieve their goals. Alongside care we promote access to meaningful day time activities including opportunities for education and work where appropriate.

### **4 Our Aims and Objectives**

#### **4.1 Outreach Service**

We aim to provide a flexible, efficient, and quality domiciliary care and support service

We aim to recognise and respond to each Individual using a person centred approach respecting the right to privacy, dignity, choices and respect.

Fair Ways is non-discriminatory and shall serve all Individuals regardless of race, nationality, religion, age, gender or sexual orientation.

We aim to use a holistic approach to each individual's needs, ensuring each individual can achieve their own outcomes in their physical, intellectual, emotional, social and behavioural development and achieve as much independence as possible.



We aim to work with the individual their family/carers and other agencies to develop and deliver person centred care plans and programmes designed to encourage maximum development and independence.

We aim to extend horizons through experience, enabling individuals to develop and practice new skills and to provide leisure activities within the wider community.

We aim to provide Individuals the opportunity to enjoy and contribute to society.

We aim to provide support and continuity for the individual and their families by recognising their needs through flexible regular planned support and emergency support.

We aim to consult with and listen to the individual and their families/carers, enabling them to express their views and those of their dependants, to influence how the service is run and developed.

Our objective is the provision of a high quality professional organisation that is committed to assisting the Individual to maintain his/her quality of life, by providing short breaks and/or support for the parents/carers to promote both the physical and emotion health of individuals.

#### **4.2 Supported Living**

In addition to the aims of our outreach service within our supported living we aim to promote independence for individual's living in their own tenancies, including those moving to independence for the first time from a range of settings and young adults during transition from their family homes.

We aim to work in partnership with housing providers and commissioners to ensure the individuals we work with live in safe and secure homes that are well maintained and if necessary adapted to meet the individuals care needs.

We listen carefully to individuals and their families and the team around them and develop bespoke wrap around plans to reduce risks and promote independence.

We aim to match the staff team to ensure the individuals interests and hobbies are promoted.

We aim to provide a small and consistent team where staffing levels are matched to individuals' needs. Where needed we provide support 24 hours a day 7 days a week  
We aim to ensure that individuals are supported to achieve independence and develop healthy lifestyles and eat a nutritious and balanced diet.

We aim to support individuals to have fulfilling and active lives and promote choice and independence wherever possible, where the individual is developing their skills in living independently and making safe choices, we aim to work within their plans to reduce risks which can include following plans set out under the Mental Capacity Act for Deprivation of Liberty.

We aim to work inclusively with the individual and the key individuals in the wider professional team working with them and ensure these are reviewed regularly with the individual and the commissioning team.

We aim to provide transparent record keeping and individuals have full access to their electronic record through their own log in and can be supported to write and review records on a daily basis.

## **5 Range of Services/Services we provide**

### **5.1 Outreach**

We work with Individuals where our assessment indicates that we are able to provide appropriate services to meet their identified needs

Fair Ways Outreach Service can offer a range of personal and practical care services to children aged 0-18, adults 18-65 that meet the requirements for 'Personal Care' defined by the Health and Social Care Act 2008 and Regulated by the Care Quality Commission. It can provide these services to individuals with physical disabilities, life limiting health needs and learning difficulties or Autistic Spectrum Conditions. Care can include:

- Assistance with personal care including bathing, dressing and pad changes
- Assistance with medication
- Assistance with care to maintain breathing, including suction and oxygen
- Assistance with feeding including PEG feeding
- Assistance with accessing community/leisure activities
- Support in the family home
- Domiciliary Care

Fair Ways Outreach Service will offer a range of non-regulated support services to children aged 0-18, and adults 18-65. These services will be provided to individuals who experience times of mental ill health, behaviours that can challenge and a range of complex family dynamics/circumstances

- Support within the family home providing positive activities for individuals to give parents/carers with some short breaks
- Support individuals to access community activities

- Support individuals to access education provisions
- Support individuals to develop independent life skills

Our outreach service is available 24 hours a day, up to 365 days a year. Bank Holidays are not normally included in our working days but in pre-planned circumstances cover may be requested in advance. Office hours are Monday to Friday, 9am to 5pm inclusive. The Registered Manager is available during office hours and a duty manager is on call for staff and individuals outside of normal office hours.

## **5.2 Supported Living**

Our supported Living service provides bespoke wrap around personal and practical care services to adults 18-65 who hold their own tenancy where the individual meets the requirements for 'Personal Care' defined by the Health and Social Care Act 2008 and Regulated by the Care Quality Commission. It can provide these services to individuals with physical disabilities and learning difficulties or Autistic Spectrum Conditions. Care can include:

- Assistance with personal care including bathing, dressing and pad changes
- Assistance with medication including administration of medication where individuals are not able to do this independently
- Assistance with feeding including PEG feeding
- Assistance with accessing community/leisure activities

Assistance may be provided 24 hours a day 365 days a year

Fairways supported living will also provide non-regulated support to individuals in their own homes

- Support may include planning the activities for the day
- Support to shop for food and leisure
- Support to manage money and pay bills
- Support to participate in community activities which may include learning and education
- Support to attend health appointments
- Support to visit family and friends
- Support with domestic tasks necessary to maintain the home.
- Support to maintain the tenancy alongside the housing provider

## **6 Referrals**

Referrals can be received from Local Authorities or directly from families. Referrals will clearly explain the service required and hours needed. All referrals will be reviewed by the

Registered Manager or a member of the senior leadership team. Once the paperwork has been reviewed and Fair Ways believe they can support the individual a face to face or virtual meeting will be arranged, to determine suitability.

Following a review of documentation and the meeting, if all are in agreement to proceed then a start date will be arranged.

## **7 Leadership and Management**

Leadership and management of the Outreach and Supported Living Service is vital to all of its operations. To provide the quality of leadership and management required we ensure the following:

- A Registered Manager who is qualified, competent, and experienced to deliver the service
- An Assistant Manager to support the Registered Manager in delivering the service to a high standard
- A management approach that creates an open, positive, and inclusive atmosphere to the staff team, individuals and family/carers
- Regular staff supervision and annual appraisals
- Accurate record keeping which is transparent providing secure log in to families who receive outreach and individuals receiving supported living
- An established a programme of monthly auditing against the quality standards and evaluation of continuous learning and improvement.
- The health, safety and welfare of all individuals and staff are promoted and protected through collaborative risk assessment and management plans
- Oversee the training and development of all support workers

## **8 Staff recruitment and training**

Fair Ways recognises that it is the support workers who will have the most contact with individuals. Therefore, staff will play a very important role in the individual's welfare. To ensure maximum contribution we will do the following:

- Observe recruitment policies and procedures which respect equal opportunities and protect the individual's safety and welfare
- Employ staff who are skilled and experienced in all areas of intimate and personal care or train them to a competent level before they can deliver care
- Employ the appropriate number of staff to ensure contracts can be met. We can also recruit to meet the needs of specific care packages in order to fulfill contracts.
- Match staff to work in supported living services alongside the individual taking into account their needs and interests.
- Staff only commence work once a satisfactory DBS check and references are gained

- Staff will complete a 7-day Induction including the mandatory training prior to working with Individuals
- Provide our staff with a range of training, including the Care Certificate and NVQ programme at Level 3 and 5 through Fair Ways City and Guilds registered training center

Fair Ways takes great care in recruiting, training, and supervising our staff. Our staff possess a range of experience and qualifications in the care of children, young people, and adults with learning difficulties; Social, Emotional and Mental Health; Autistic Spectrum Conditions; physical disabilities.

Fair Ways provides full training for all staff. A Training Co-ordinator is employed who plans the training and ensures all staff stay up to date with all mandatory training. Staff undertake all Mandatory Training prior to starting work. These include:

- Moving and Handling
- Safeguarding for Children and Adults
- Consent and Capacity
- Administering Medication
- Emergency First Aid at Work
- Health and Safety
- Fire Safety and Prevention
- Food Hygiene
- RiiSE
- Information Governance

If a Individual has specific health or behavioural needs and staff require additional training this will be organised prior to support commencing. If we are unable to provide the training in-house we will source it from an external provider.

## **9 Safeguarding**

The Outreach Services support all ages, therefore, staff attend yearly children and adult safeguarding training. Relevant internal policies and procedures support this training. Staff have access to external training provided by local safeguarding health and social care partnerships in Southampton and Hampshire.

Safeguarding is on the agenda of monthly individual supervision meetings. The Registered Manager reports on risks identified to the internal Quality, Safety and Governance team, as well as the professional network and external local authority team. CQC Notifications are submitted where required. The Registered Manager also reports on safeguarding in their weekly and monthly reports to the Director of Health and at internal safeguarding reporting meetings.

## **10 Supervision**

Staff are individually supervised by experienced health and/or social care practitioners. Staff receive monthly group supervision facilitated by the Hub and one to one supervision by their line managers at all levels. An external clinical Psychologist is also contracted to provide supervision to the Registered Manager on a monthly basis.

## **11 Quality Assurance**

We have a number of ways of monitoring that the care is consistently appropriate to meet the needs of the individuals. These include:

- Management team internal and peer auditing
- An internal quality and safety governance team that completes monthly visits and undertakes a planned programme of audits and ensures action plans are completed by the Outreach Management team
- Peer Audits by managers from within the wider Fairways group also registered with CQC
- External regulator inspection

Quality and safety issues are reported weekly via the Fair Ways risk reporting process known as SETSS. Weekly and monthly reports are submitted to the Director of health identifying both operational and quality governance issues that are being addressed. There is a monthly rolling agenda item on the Monthly Team meeting for learning from incidents.

## **12 Complaints and Compliments**

Fair Ways has a full complaints and compliments policy including an easy read version. A copy is provided at the start of a new package and can be requested at any time. It provides information on the right to refer a complaint to the Care Quality Commission (CQC) and to commissioning authorities.

### **What is a compliment and what do we do with them?**

A compliment includes any verbal or written praise made by anyone about Fair Ways. Compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within 5 working days. Feedback on compliments will be shared with employees at appropriate timings and shared with the organization to maximize learning across the team and wider organization.

### **What is a complaint?**

A complaint is an expression of dissatisfaction, whether justified or not. Fair Ways could receive complaints from individuals within our care, schools, parents, friends, doctors, social workers, foster carers, other professionals, or members of the public. Complaints could be about individual staff members, a particular Fair Ways department or the company as a whole.

### **The Principles of the Complaints Procedure**

- The welfare of the individual is paramount
- Any concern about the quality of care/support must be fully explored
- Investigations should be thorough, timely and consistent
- All parties should be treated with dignity and respect
- The investigation should be at the lowest level possible and conducted in a timely manner
- All staff and individuals will be supported and treated fairly
- Staff will have an opportunity to respond to concerns

### **Recording of Complaints**

Fair Ways will log all complaints received so that we can monitor the types of problems, the best way to resolve them and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery. All complaints will be handled in line with data protection legislation. All departments should keep a log of any complaint concerning them and forward the details to the HR department who will log ALL complaints centrally.

### **How to make a compliment or complaint**

Any person wishing to give a compliment or make a complaint can do so by telephone, email, letter, or via the Fair Ways compliments and complaints email as follows: [compliments@fairways.co](mailto:compliments@fairways.co) or [complaints@fairways.co](mailto:complaints@fairways.co)