

Statement of Purpose and Service Specification

Athelstan Place

'Rehabilitation and Recovery'

Fair Ways Community Benefit Society



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1 Purpose of Document

This document summarises information about Fair Ways and Athelstan Place to ensure that prospective individuals, their guardians, and professionals are informed about the range of services, facilities and care that is provided. Further company Policies and Procedures accompany this Statement of Purpose for staff reference.

Fair Ways is committed to ensuring that it complies with all legislative and regulatory requirements. As such, we will ensure that an up-to-date copy of our Statement of Purpose will be reviewed annually as per Fair Ways policy and a copy submitted to the Care Quality Commission.

The Care Quality Commission will be notified of any changes made to this Statement of Purpose within 28 days of amendments. This will be cross referenced against the regulated activities being delivered with consequent application changes if necessary.

Our Statement of Purpose meets the requirements of current legislation, including Schedule 3 of Regulation 12 of the Care Quality Commission (Registration) Regulations 2009.

2 Company and Registration 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: Sian Andrews (Nee Dunn)
Nominated Individual: Laura Rowe

Location address:

Location address:
Athelstan Place,
6 Stoneham Lane,
Swaythling,
Southampton,
Hampshire.
SO16 2NL.
Tel: 02380 558809

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

Insurance of personal items:

The service holds building and contents insurance, however, young peoples are responsible for their own personal belongings. Fair Ways are not responsible for young people's cash, credit cards, cheques, certificates, bonds, deeds, documents, or personal effects (including jewellery). They will have access to a personalised safe in their room where they can store valuable items and documents if necessary and will be provided with a key to lock their bedroom door.

3 Fair Ways Mission Statement

Fair Ways Vision, Mission, and Values

Our vision

To build an institution that makes a difference to society and leaves a legacy greater than us 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*:

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

4 Athelstan Place Service Specification

Athelstan Place is a 6 bedded CQC registered young people home in Southampton, providing a 24-hour recovery and rehabilitation service for young people aged between 16 – 25 years of age. We offer specialist care from experienced and trained professionals for young people who present with complex mental health difficulties. We enhance and maximise individuals' full potential through education, vocation, social activities and provide support with activities of daily living. A safe, caring, and therapeutic service is delivered using a Therapeutic Community Model that encourages person centred care, whilst working flexibly to meet the needs of the young person. We use an NVR (non-violent resistance) model which *uses non-restrictive interventions to help meet un-met needs alongside support* young people to address *and manage aggressive, harmful, and risk-taking* behaviours.

Athelstan Place prides itself on collaborative working with multi-agency professional networks, both in local authority, NHS, and private sector to ensure that young people have the best possible opportunity to thrive within a community provision *as well as working together to use a positive risk-taking approach where traditional hospital intervention has not worked*. We support the needs of the individual who is progressing towards supported living or adult services whilst also requiring the structured support available within a regulated care setting. *We hold regular network meetings and require the ongoing support of CAMHS/AMHS services as well as social care to ensure best outcomes*. We provide a monthly report to the professional network, young people, and parents if appropriate.

Young people who move to Athelstan Place often come from inpatient hospital settings, CAMHS tier 4 services, young people school placements or other community settings. We provide a non-restrictive step-down service from a secure and more intensive environment, promoting re-integration back into society within a community model – *increasing their access to and helping them to practice positive coping strategies*. Athelstan Place works within a trauma informed NVR model, and we do not use restrictive practice including physical interventions. All staff do have RiiSE training which includes de-escalation strategies and keep yourself safe techniques.

We have an open-door policy, and restrictions are minimal as to provide a rehabilitation and recovery community service. However, door alarms and external CCTV are used to maintain safety and *allow staff to offer a higher level of support to young people at times of distress*.

The purpose of Athelstan Place is to deliver effective care and support to young peoples to enable them to gain the skills they need to transition to independent living, supported living or re-unification with their families. The focus is on achieving the step to independence, so we work holistically with our young peoples in all areas of their life to meet their goals. We wish to aid them in avoiding in-patient mental health services where possible, *although we can also support them in utilising these for short term support where necessary as part of a bespoke care package within our model to provide care, stability, and a therapeutic young people homely setting*.

5 Location and Facilities

Athelstan Place is a large, detached house located in Swaythling, close to the centre of Southampton where there are various education, employment, and training opportunities available. It is situated near to local transport links to Southampton and neighbouring towns. Six en-suite bedrooms are available in pods of two. Kitchens are shared but there is a communal lounge. Two downstairs bedrooms are to reduced ligature specification, and there are four upstairs bedrooms. All rooms have a staff call system and are fitted with door alarms.

The house also contains a clinic room with a treatment bench and cupboards that store medications, dressings, and other clinical equipment. There is a small meeting room which young people can use for therapeutic intervention or meetings. We also have a sensory room. There is a garden to the front and the rear, and we take part in a Fair Ways in bloom competition annually. Athelstan Place is a non-smoking environment, but young peoples may smoke or vape outside the building in designated areas.

Visible Closed-Circuit television (CCTV) is installed to the outer walls of the home to maintain staff and young people safety and security.

Athelstan Place complies with Reasonable Adjustments in accordance with the Equality Act 2010 which means there is disability access to the front of the building, a ground floor accessible toilet and meeting area. The service also provides disability access to ground floor bedrooms, bathrooms, kitchens, the communal lounge, and clinic room (medication dispensing and treatments).

Each Young person has an individual bedroom that is well decorated and maintained. The Young people are provided with a budget during transition or on arrival to buy items such as bedding, rugs, and pictures to personalise their rooms. Young people are encouraged to bring their own items to help them settle into their new environment.

Young people have safes in their rooms that have a combination lock where they can store higher value or precious items. They also have a key to their bedroom door, but do not have keys to the front door of the house.

Young people are given a welcome pack as part of their transition which includes information regarding care planning, professional meetings, and social support. Prohibited items are also listed which include alcohol, illicit substances, and weapons. Fair Ways adhere to the company's search policy, respecting rights and privacy but maintaining safety for all.

6 Athelstan Place Aims and Objectives

- To provide a safe and therapeutic home environment by using a strengths-based model that encourages person centred care.
- To provide holistic person-centred care comprising of social, health, education, or vocational elements as appropriate to the young people's identified needs.
- For Young people's involvement to be central to all decisions about their care, and the service provided to them. This takes place in pathway planning, weekly key worker sessions which often include care plan updates (minimum monthly) which are agreed by young people. They are also welcomed to group activities, including community check in (planning group activities and meals, announcements etc.), espresso yourself (including gratitude exercises, reflections on the week and goal planning) and breakfast club.
- To provide the service in a high-quality environment that enables young people to experience privacy, respect, and dignity.
- To promote young people's independence, self-confidence, and well-being; allowing young people to realise their own potential through person centred outcomes.
- To prepare young people for transition to adult services and / or supported living, to live independently or return to their families. This is delivered by showing acceptance and understanding of individuals with the challenges they face. Accountability and independence are promoted to support transition to independent living.
- To give the young people an understanding of their difficulties so that they can work towards recovery and advocate for themselves if they need to access services in the future.

7 Referring to Athelstan Place

Referral criteria to Athelstan Place can be made in a variety of circumstances, including:

- When a young person who has experienced mental health difficulties and is unlikely to benefit from further in-patient care. They will be identified as requiring a therapeutic yet non-restrictive environment to meet their needs and presenting risks as well as allowing. The aim is to support them in their recovery by rehabilitating them back into the community whilst still providing a high level of therapeutic support.
- When a child or adult requires 24/7 staffing.
- When a child or adult presents with complex mental health or neurodiversity.
- When a child or adult requires a step-down service from in-patient services to enable transition from a highly structured placement to more open community setting.
- In an emergency where existing arrangements for an individual have broken down.

Athelstan Place will consider referrals for children or adults with a primary diagnosis of the following mental health conditions:

- ✓ Complex and/or Developmental Trauma
- ✓ Emotional Dysregulation
- ✓ Post-Traumatic Stress Disorder (PTSD)
- ✓ Depression and anxiety
- ✓ Attachment disorder
- ✓ Mixed disorder of conduct and emotions
- ✓ Mood Disorders
- ✓ Neurological Disorders
- ✓ Psychosis
- ✓ Schizophrenia and Schizoid-affective Disorder
- ✓ Obsession Compulsive Disorder (OCD)
- ✓ Eating Disorders

Athelstan Place will also accept referrals from service users with diagnosed conditions where stability has been achieved, and structured support is required to promote independence. These include:

- ✓ Autistic Spectrum Disorder (ASD)
- ✓ Attention Deficit Hyperactivity Disorder (ADHD)

Referrals can be made by any allocated professional or commissioner via the Fair Ways Placements Team using the designated referral email address. Referrals are also accepted via the Registered Manager or the Director of Health. The Registered Manager reviews all referrals with support from the Therapeutic Hub and will consider whether the referred individual meets the criteria for a pre-admissions assessment. Fair Ways Placement fees, a contract and terms and conditions will be sent to the referrer at the point of enquiry. These documents clearly lay out the fees schedule and services provided.

8 Pre-Admission Assessment

- To determine the suitability of a referral, there will be a pre-admission assessment which will require the referring agency to provide a comprehensive health, social care and education chronology of the previous history and an up-to-date risk assessment.
- For under 18 referrals, we will also request copies of the 'Looked After Child' documents for reviews held in the last year, and copies of care and placement plans endorsed by the Independent Reviewing Officer. For individuals who are care leavers, we will request a copy of their pathway plan. These documents are in addition to the chronology and risk assessments as detailed above.
- If risks of exploitation are identified, we will request the appropriate risk assessment and safety plan.
- The Registered Manager will have a conversation with the referrer. They will then undertake a pre-admission assessment discussion alongside a Hub Clinician with the network either face to face or via video conference call, to determine the individual's suitability for the service and plans to safely care and support them. This will form a pre-admission therapeutic needs assessment and working formulation and will help to identify additional support (such as OT led sensory assessment) which can support a smooth transition.

9 Moving into the Service/ Transitions

- Individuals and their placing authorities will be invited to visit Athelstan Place, following acceptance of a placement offer. Formal transition visits can begin on receipt of the signed funding agreement and contract.
- Individuals who move to Athelstan Place directly from hospital can be supported to make the transition during periods of Section 17 leave.
- Key staff from Athelstan Place will visit the individual in their setting to build a relationship to smooth the transition period and aid in settling in.
- A plan will be made and shared, setting out the arrangements to support the individual to move in, which will include orientation during the first week. The young person needs to consent to engaging with the recovery model at Athelstan.

When the time comes and the young people is ready to move on to a new service or home, they will be supported through a 4–6-week transition by Athelstan Place staff.

The service works effectively with partner agencies and commissioning teams to ensure that Athelstan Place remains an appropriate placement to meet the young people's ongoing needs. The young person needs to be registered with local health services, including child and adolescent mental health or adult mental health services and GP before the period of

transition is complete. Continued support from their social care team, including post-18 planning if they are 17 or older is also essential to ensure the sustainability and safety of a longer-term placement.

We will ensure the young people is provided with information to identify local resources close to their new home. If they are engaged in learning, support will be provided in transferring across into the same or a similar course in their local area where possible.

Athelstan Place will work with the young person's network of professionals to ensure that young people are supported to understand how their rights and responsibilities change as they move to adulthood. We will support young peoples to understand these issues at this complex time in their lives. We will mark their achievements and plan an appropriate celebration of their progress at Athelstan Place before they depart the service.

Young people are fully involved in personalizing their bedroom and can bring items to make their space feel homely, familiar, and comfortable. There is an expectation that nothing is brought into the service that could harm the young people, staff, or others.

Hospital Admission

We recognise that at times in their recovery, young peoples may become more acutely unwell and require a period of treatment or stabilisation in in-patient services. During any hospital admission, we will share relevant care plans and information with the hospital team and maintain contact. Athelstan Place will keep open lines of communication via phone call, ward rounds, network meetings and visits. Section 17 leave can be used to visit Athelstan Place ahead of discharge back to the service.

If the Young people is admitted to hospital for a period beyond 28 days, their placement at Athelstan Place would need to be reviewed and agreed with the commissioning team to establish whether we remain able to meet their needs on discharge as well as time frames and potential outcomes in discharge planning. Athelstan Place may be able to hold the bed for the young people and a retainer fee paid until they are residing back into the service.

10 Family and Social Contact

Family and social contacts are promoted by the home as these relationships are recognised as part of the recovery plan. However, we also want to support young people's transition to independence, and this has an impact on information sharing with families as they reach 18 depending on what the young people and their social work team consent too. We encourage planning of safe family and social contacts as appropriate, which are integrated into the young people's therapeutic programme.

All visiting and contact arrangements will be considered with attention to safeguarding. We also aim to support young peoples to develop positive relationships and roles within the local community. We promote young peoples to be independent and encourage the use of public transport. However, we have an Athelstan car to transport young people's where necessary.

11 Termination of Placement

The service will always aim to maintain the placement for the young person and deliver its agreed care and support as defined in the terms and conditions of the contract. However, at times Athelstan Place may no longer be a viable placement due to a change in circumstances, incidents or the level of risk increasing. This may be an increase in harm to self or others, or an increase in risk taking where the mitigation of these risks is no longer able to keep the young person, or the Athelstan community safe.

The Registered Manager will meet with the professional network and identify any additional support necessary to sustain the placement. However, an immediate or 30 days' notice termination period may be issued to manage risks and safeguard the young person or the Athelstan community. Please refer to the terms and conditions detailed in the placement contract for more information.

15 The Hub

Fair Ways Therapeutic Hub works alongside fairways staff to provide trauma informed care across the company. At Athelstan this comprises of.

- Initial assessments completed jointly with the Athelstan manager and an experienced clinician.
- Access to a duty service for timely support with complex or changing presentations within working hours.
- Specialist consultation or training for the whole staff team to support the changing needs of individual young people.
- Monthly formulation meetings with a clinical psychologist for the team to map out a young person needs against their behavioural presentation.
- Reflective supervision space for the managers and staff team so that they can stay regulated and manage the complex dynamics resulting from working with CPTSD.
- De-briefs offered to staff following significant incidences.
- Further specialist assessments (such as SALT/ OT) where these are indicated.
- Therapeutic support to young people and families where this is identified as necessary as part of the assessment and where this cannot be provided by the young person's existing network.
- Clinical insight at all levels of the governance process.

It comprises a multi-disciplinary team of clinicians and professionals working within a trauma-informed approach, with a systemic focus. The Hub is based in Fareham, Hampshire, and 30 minutes away by car from Athelstan Place where there are therapy rooms and space for young people to receive therapy away from their home environment, although clinicians will also work within Athelstan where this supports the young people or the team.

16 Medication Management

- The service follows CQC and NICE Guidelines on ‘Managing Medicines in Care Homes’ SC1 (2014) (updated May 2020) and subsequent ‘Quality Standards’ (QS 85) (2015). Fair Ways has a companywide ‘Medicines Management’ policy, as well as a local service policy for Athelstan Place that reflects NICE and best practice guidelines. These policies have been signed off by the Director of Health and a clinical nurse and are reviewed annually.
- Young peoples’ medication is stored in a locked cupboard in the clinic room which only staff have access to with keys kept locked away unless in use. The service can store Controlled Drugs in line with the Controlled Drugs Regulations 2013.
- All staff complete online and face to face medicines management training. This includes safe administration, competency assessments and annual reviews which are carried out by trained in house senior staff.
- We encourage young peoples to become independent in managing and administering their own medication where appropriate and in agreement with the professional clinical network.
- Medication reviews are arranged with the prescriber on a regular basis, whether a Consultant Psychiatrist and / or a GP.

17 Positive Risk Management

Athelstan Place adopts a positive risk-taking approach. The service achieves positive risk management by.

- Empowering Young peoples through collaborative working from the pre-admission assessment through to discharge about risk and risk taking.
- A clear understanding of responsibilities that the young peoples and the staff can reasonably hold in specific situations and understanding the consequences of different courses of action.
- Making decisions based on a range of choices available and supported by adequate and accurate information.
- Supporting Young peoples to access opportunities for personal change and growth.
- Establishing trusting therapeutic working relationships whereby young peoples and staff can learn from their experiences.

- Delivering a full appreciation of the young people's strengths to identify the positives that underpin the confidence to take the risk.
- Utilising dynamic risk assessments around decision making.
- Maintaining a clear focus on the specific outcomes to be achieved.
- Athelstan Place operates an open-door policy and young people are free to leave the service without restriction. In a situation where a young person appears distressed when they decide to leave, staff will encourage them to remain on site and follow the young person's care plan and relevant 'missing persons' protocols.
- All evidence of positive risk taking will be recorded in the young person's progress notes.
- Working in partnership with the placing team and within statutory guidance is essential to safeguard the young person, staff, and fellow young people living within the home.
- Risks will be reported on by the Registered Manager or other key stakeholders through the quality safety governance process. These are shared with the professional network and reviewed regularly by the manager, by the safeguarding lead and by the quality assurance team, with necessary actions and interventions taken to safeguard the young person, staff team and others.

18 Consent and Rights

The Young person, their professional network (and their relatives if appropriate) are always fully involved in decision making and consulted about their care at every opportunity.

If it is assessed that a young person is unable to consent in an area relating to their care, the involvement of appropriate representatives will be sought. This is to ensure the young person's rights are maintained, and an appropriate decision-making framework is applied in the young person's best interests.

The service is unable to support young people who are subject to Deprivation of Liberty Safeguards (DOLs)/Liberty Protective Safeguards (LPS). They need to have capacity to consent to the placement and engage with the recovery model. Where this fluctuates due to mental health or neurodivergence or when risk cannot be managed without restrictions, we will expect the network to support in finding alternative provision, at least until capacity returns.

The service has regular access to a local independent advocacy service who are integral to supporting their rights. The service adheres to the Mental Capacity Act (2005) statutory principles.

The service will always advise the young people on safe and healthy choices and promote their safety but is not able to restrict the young peoples' choice or freedom to prevent unwise choices made.

- Young peoples can voice their views at the Athelstan Place community and care planning meetings.
- Young people's give informed consent to treatment and have a right to refuse care.
- Young peoples have a right to take positive risks.
- Complaints are treated with sensitivity and confidentiality, and young people can voice concerns without fear of reprisal.

The service is committed to comply with safe data management and will ensure that Personal Identifiable Information (PID) is not deliberately or accidentally released or made available or accessible to a third party without the young peoples' consent.

- Young people choose their activities of daily living including what time they go to bed, the time they get washed and dressed, the number and frequency of showers/baths they have plus where and what they eat. Staff will always suggest and advise positive and healthy choices. If the Young people's choice of activity has an impact on their recovery, collaborative care plans that promote healthy lifestyles and recovery will be developed between the young people and staff team.
- The television in the communal area will be turned off at 23.00 hours on Sunday to Thursday and 24.00 hours Friday to Saturday with the aim of encouraging a healthy sleep pattern for the young peoples.
- Young peoples are encouraged to choose their own General Practitioner, Dentist and Optician in the local area.
- Young peoples are consulted in the community meeting when any changes are made to the running of the service.

21 Young people's Involvement and Fulfilment

The service believes that young peoples are the experts in their own lives and that involvement in their care is therapeutic. As such, young people's views are central in identifying, delivering, and supporting their own care delivery and in shaping the service. When Young peoples are involved, it can increase confidence, raise self-esteem, and develop new skills. The service regularly provides opportunities for young peoples to attend community meetings where issues will be raised to the Registered Manager. Young peoples will also be involved in personalising their environment.

Athelstan Place has links to local advocacy services that can work with young peoples around specific issues that arise and may need individual independent support.

- Young peoples are encouraged to fully realise their personal aims and potential.

- The service aim is for young peoples to be content with their quality of life.
- Where a Young people has their 18th birthday whilst living at the service, Athelstan Place will support plans to celebrate their birthday, reflecting individual wishes and managing risks.

22 Privacy and Dignity

- The staff team will knock and wait before entering a young peoples' room. They will only enter a young people's bedroom without permission if it is assessed that the young peoples are at risk to themselves, others, or the property.
- The staff team are aware of the need to maintain young people's confidentiality.
- All communication with young peoples is respectful.
- Young peoples are to be called by their preferred names.
- A visitor's policy is in place to protect privacy and dignity of all young peoples.
- Private access to a telephone is available.
- Young peoples will have a key to their own room and are encouraged to lock it when away or out. They are also provided with a room safe that has a combination lock.
- Athelstan Place operate a clear Privacy Notice for each service user (Appendix A)

23 Equality, Diversity and Faith

Young people's care plans ensure that their cultural, gender identity, heritage, and linguistic identity are maintained and promoted. Young peoples are encouraged and supported in attending appropriate support groups, services and celebrating festivals which relate to their individual religious and/or spiritual beliefs. Athelstan Place is in Southampton which has access to a variety of religious institutions. Young peoples are encouraged and supported to maintain links with their faith and to take part in services or gatherings at their preferred local place of worship.

24 Social media and Technology

Young peoples will have access to their own television in their bedrooms. There is also a television and DVD player in the communal lounge. Wireless internet connection is available which has security software installed to minimise the risk of exposure to online material that could be detrimental to young peoples' well-being. The service has a policy in place that they read and sign on admission. Online internet safety training and awareness is available for both staff and young peoples.

25 Education, Employment and Training

The service will support young peoples in accessing education, employment, and training opportunities in the community. Young peoples may also attend one of Fair Ways' Ofsted Registered Schools, based on individual assessment and need.

26 Safeguarding

Athelstan Place admission criteria covers 16–25-year-old young people therefore due to their vulnerability, 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 internally, 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 meetings and monthly reports to the Director of Health and at internal safeguarding reporting meetings.

27 Complaints and Compliments

Fair Ways aims to always deliver compassionate high-quality care although recognises that, at times, there will be occasions when young people's feel they have not received this. If a Young peoples, family/carer or professional is not satisfied with the care the service is providing, we encourage feedback so we may investigate this further and learn from it. Information on how to make a complaint is available in the welcome pack and in communal areas. An anonymous feedback box is provided to post ideas, complaints, and compliments. The box is opened and checked by the Registered Manager on a regular basis and feedback is provided to young peoples and staff on actions planned and taken.

There is an independent email address provided for complaints to be submitted to the Fair Ways Quality Team, which are independent of Athelstan Place. Complaints are logged, and the response provided including timeframes are reviewed and audited.

We appreciate compliments and positive feedback about the service delivered and its staff. This will enable the team to be informed about the standard of care they provide which provides encouragement and validation of the good work they do.

28 Staffing

The service is managed by an appropriately qualified and experienced Registered Manager. The Registered Manager promotes close working professional relationships with internal and external multi-disciplinary teams who hold responsibility for the young peoples' care. Joint working with the young people's community clinical network team is essential to work

collaboratively in managing risks and providing support. Key decisions will often be made jointly to provide the best outcomes.

The Registered Manager and staff team are also supported by a Director of Health and other clinicians and healthcare professionals to deliver the best care possible.

The Hub staff team of clinicians and therapists provide consultation and advice to the service on a regular basis. This includes facilitating professional meetings, providing group reflective supervision, and advising on clinical pathways and interventions.

Athelstan Place is staffed twenty-four hours a day, seven days a week, fifty-two weeks a year, and there are no unstaffed times.

Young peoples and staffing ratios are determined by the assessment of need; however, we have a staffing model which provides a minimum staffing ratio for staff to young people. Additional staffing can be commissioned day or night for specific periods of time to cover an increase in clinical activity to ensure safe quality care is delivered and maintained. This may be chargeable in addition to the paid weekly fee to the referring authority.

Fair Ways operates an on-call system out of hours to provide support to all levels of staff. This enables escalation to managers and directors to assist in decision making and risk management.

29 Training and Development

We have a robust induction programme that is completed by all new team members. This programme includes health and safety related topics such as: fire safety, moving and handling, food hygiene, COSHH, infection control and information governance.

Staff also attend training on the model of care Non-Violent Resistance (NVR) and trauma informed practice Relationship Inspired Ideas for Supportive Environments (Riise). Service specific training including Self Harm, Medication Management. Mental Health Awareness and the as required training based on the individual needs of the young people such as – Eating Disorder, Obsessive Compulsive Disorder, Autism, Learning Disabilities etc.

Recovery Support Workers are qualified or are encouraged to undertake training towards the level 3 Diploma in Health and Social Care. Registered Managers complete the Level 5 Diploma in Leadership and Management.

We provide and support (both internally or externally sourced or provided) Continued Professional Development opportunities for Health and Social care practitioners and nursing staff. This is reviewed during regular supervision meetings and annual appraisals. Funding is provided for bespoke training and courses where necessary and applicable, which staff can apply for to support their development and increase their knowledge base and skills.

30 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. The Registered Manager is also expected to attend and use a Clinical Supervision space monthly.

31 Quality Assurance and Governance

We have several ways of monitoring that care is consistently appropriate and effective to meet the needs of the young peoples. These include:

- A planned schedule of internal audits and reviews of practice
- Feedback from Young peoples, families, and professionals
- External independent advocacy
- Quality Assurance oversight by the Quality Team, an operationally independent team within Fair Ways.
- Quarterly visits by an Independent Quality Assurance led to provide external scrutiny and benchmarking.
- Monthly in-house team meetings and health managers meetings
- Annual Mock Inspections by an independent external organisation to ensure CQC compliancy.
- External regulator inspection by the Care Quality Commission to ensure compliancy with the Health and Social Care Act 2012 and associated regulations.

Quality and safety issues are reported weekly via the Fair Ways risk reporting process. Monthly reports are submitted to the Director of Health, and quarterly reports are submitted to the Board of Directors. There is a monthly rolling agenda item at the monthly staff team meeting to review learning from incidents.

We follow The Care Quality Commission's key lines of enquiries and implement best practice guidelines.

32 Fire Policy and Procedures

The service has a fire policy with associated procedures which define the responsibility for fire safety to the Registered Manager. On moving in, young people receive an individual Fire Induction to ensure they know what to do in the event of a fire. Athelstan Place is a non-smoking environment and young peoples are encouraged to smoke outside or off site; and where appropriate to access smoking cessation programmes. The service has four statutory fire drills each year including one that takes place at night. We complete a yearly full Fire Risk Assessment, and this is saved on our SharePoint file. All staff are trained at induction on Fire Safety and attend annual updates. Young peoples are informed about fire procedures on admission and are orientated to the fire escapes and assembly point (s) within the home. The service has smoke alarms and a carbon monoxide detector, and the boiler is serviced yearly. A Fire Certificate is also provided by a regulated fire inspector.

33 General and Clinical Waste

The service has arrangements in place for the disposal of General and Clinical Waste in accordance with the Certificate of Registration under the Control of Pollution Act 1989. This service is contracted out to an external agency. Fair Ways ensures we are compliant with all HSE and DOH guidelines and legislation, including:

- The Environment Protection Act 1990 (including Duty of Care regulations).
- The Controlled Waste (England and Wales) Regulations 2012.
- The Health Technical Memorandum 07-01: Safe Management of Healthcare Waste 2013.
- The List of Wastes (England) Regulations 2005; and
- The HASWA 1974.

Appendix A – Privacy Notice

Privacy Notice for Service Users

What information we collect about you?

Fair Ways aim to give you the best possible care. To do this we must keep records about you and the care and services you receive from Fair Ways.

Examples of information we keep:

- Name
- Date of birth
- Next of kin

- Notes and reports about your care
- Relevant information from you, your family and all professionals involved in your care.

Why do we collect this information?

We only use this information for the purposes that will benefit your care.

Who might we share this information with?

We only share your information with the relevant professionals involved in your care. You and /or your guardian will be provided 'Consent to Share Information Form' to read and sign at the beginning of your placement with Fair Ways that contains more details.

How do we keep your information safe?

We are committed to keeping your information secure and have policies and procedures in place to protect your information whether it is in hard copies or electronic format.

We have very strict rules about who can and cannot use our computers. We also put restrictions in place as to which records staff can access.

Our computers and networks are protected against hackers and unauthorised access.

All employees and our partner organisations are legally bound to respect your confidentiality, all staff must comply with our data protection procedures. Any breach of these is treated seriously, and could result in disciplinary action, including dismissal.

How long do we keep your information?

The length of time we keep your records is dependent on which service you are with Fair Ways have a Records Management Policy that details the length of time per service.

How can I access the information you hold about me?

You have a right to see the information we hold about you, both on paper and electronically, except for information that:

- Has been provided about you by someone else if they haven't given permission for you to see it.
- Relates to criminal offences.
- Is being used to detect or prevent crime.
- Could cause physical or mental harm to you or someone else.

You can request a copy of your records by writing or emailing the Information Governance Team gdpr@fairways.co and we will advise you of what proof of identity is required before we can disclose your records to you.

If you wish to make a complaint about how your data has been handled, please contact.

our complaints team on: complaints@fairways.co

Useful contact details

To get further advice or report a concern directly to the UK's independent authority you can do this by making contacting with:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow

Cheshire,

SK9 5AF

Telephone: 0303 123 1113

(Fair Ways is registered to the Information Commissioner's Office; registration number ZA453616)

Data Protection Coordinator fey.audin@fairways.co

Data Protection Lead paul.moran@fairways.co

Information Governance Team gdpr@fairways.co

Complaints Complaints@fairways.co