AEM
Autism East Midlands

Statement of Purpose

Location: Lynton House
Sutherland Road. Carlton Nottingham NG3 7AP
Tel 0115 976 4652

Adult Service Manager: Alexandra Devanney
Email: alexandra.devanney@aem.org.uk

Registered Provider:
Autism East Midlands,
Unit 31, Crags Industrial Park, Morven Street,
Creswell, Worksop, Nottinghamshire, S80 4AJ

Responsible Individual: Ben Brown, Head of Quality and Operations
Tel: 01909 506678
Email: ben.brown@aem.org.uk

Aims and Objectives

Autism East Midlands is a registered charity which aims to ensure that opportunities are made available to service users to maintain their individuality, maximise their independence and enhance their quality of life. The service is underpinned by five key outcomes for all service users. These are:

- choice and control
- maximising independence
- meaningful activity and employment
- good physical health and emotional wellbeing
- inclusion in local communities

Philosophy

The service will:

⇒ promote equal opportunities
⇒ support individual aspirations and achieve positive outcomes
⇒ respect people & preserve their privacy and dignity
⇒ put the needs of the service user at the centre of decision making in respect of their individual care and their involvement in the decision making process
⇒ provide information on which service users and appropriate others may base their decisions
⇒ meet individual needs through a process of assessment, planning, implementation and evaluation
⇒ enable service users to maintain existing skills and interests and encourage new ones.
⇒ support a multi agency approach drawing on the experience of others to meet identified needs.

We recognise within a registered care setting shared living can reduce the ability for individual autonomy and choice, so have developed the interior of the building to provide independent apartments with an additional area of shared space. We uphold dignity, respect and privacy in the following ways:-

⇒ providing the right level of support, by the right people at the right time
⇒ enabling service users to furnish and equip their rooms in their own style and respecting that it is their home with all associated rights
⇒ offering a range of locations around the accommodation for service users to be alone or with selected others
⇒ ensuring the confidentiality of information the organisation holds about individuals, and sharing information only with people who need to know it.
⇒ appropriate use of the Mental Capacity Act and Best Interest Decision Making processes to ensure individuals are empowered with maximum choice and control over decisions related to their lives.

Disability can quickly undermine dignity, so we try to preserve respect for our service users' intrinsic values in the following ways: -

⇒ providing choice and meaningful ways to express preferences, including a formal service user voice process.

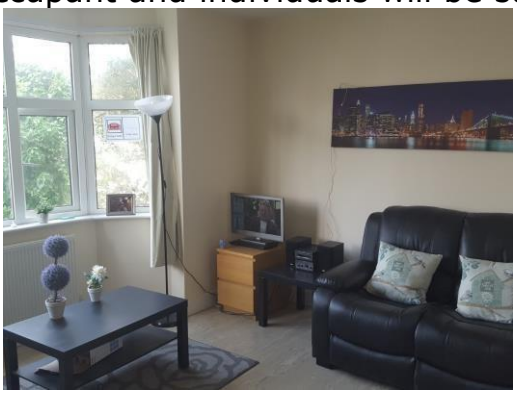
⇒ offering a range of activities which enables service users to express themselves as a unique individual and which enable individuals to meet their potential and raise aspirations.

The Service

Lynton House comprises of three one-bedroomed apartments with the capacity to provide 24 hour personal and social care to adults who have an autistic spectrum condition (ASC). Each apartment consists of:

- Living / Dining and kitchen area
- Bedroom with an en-suite bath or shower room.

Apartments are spacious and light and are neutrally decorated to reduce sensory stimulation. They are also able to be redecorated to the specific style and taste of any occupant and individuals will be supported to do so.



There is a shared area of the ground floor which includes a further kitchen and lounge/dining space. The ground floor also has a small room for sleep-in staff and fully equipped utility room. There is a small enclosed garden to the front and side of the house.

It is based within a desirable area of Nottingham city, close to all public amenities and excellent public transport links to the city. This offers our service users freedom/ choice and control over a wide variety of activities within the community.

The support team develop person centred plans with service users and appropriate others, which help to identify specific needs and desires.
Individual support plans enable consistency in support whilst lessening the opportunity to over or under support. Key areas for support include:

- ⇒ Personal care
- ⇒ Development of Independent Living Skills
- ⇒ Creating opportunities for social involvement / inclusion / meaningful activity
- ⇒ Maintaining family links
- ⇒ Accessing main stream facilities
- ⇒ Ensuring the health, safety and wellbeing of individuals
- ⇒ Enabling service users to take reasonable and fully thought-out risks which promote independence and choice
- ⇒ Enabling service users to develop strategies which minimize any negative or limiting impact on their lives created by behavioral challenge.

There is an ongoing reviewing process for Individual support plans to ensure we maintain the most accurate and up to date information, Staff members have good awareness surrounding our service users and also record and report around non-verbal responses as a way of gaging weather the person is happy with their individual support plan. A specific recording system for behavioral challenges can help us track and identify patterns also which can help us identify that something may need to be reviewed. We work very closely with Autism East Midlands Clinical team and Speech and Language Therapy team to ensure Care and support is offered to a high safe standard.

The Support Team

The service is managed by an appropriately qualified and experienced Manager (level V).

All staff have received an enhanced DBS, pre-employment checks and training appropriate to their role. This includes but is not confined to: -

- ⇒ Care Certificate
- ⇒ Safeguarding Vulnerable Adults
- ⇒ Mental Capacity Act and Best Interest Decision making
- ⇒ DOLs
- ⇒ First Aid
- ⇒ Food Safety

⇒ Moving & Handling
⇒ Medication
⇒ BILD accredited programme for positive behaviour support (CALM)
⇒ Health & Safety
⇒ Infection Control

Training needs and opportunities to gain work specific qualifications for further development are identified through supervision and annual appraisal for all staff.

All staff have a professional responsibility to respect the rights of service users, treat them with respect and dignity and protect them as far as possible from danger or harm using a least restrictive approach at all times

Evaluation of Service

The service is monitored and evaluated by a number of internal & external bodies: -

⇒ Service user voice – both formal and informal processes
⇒ Parent / carer feedback
⇒ Local Authority Quality Audits and CQC inspection plus commissioned external audits
⇒ Reviewing Cycle of Individual Support Plans and programs
⇒ Self Assessment Monitoring Process and unannounced spot auditing
⇒ Key Performance Indicators with governance at Board of Trustee Level

Complaints Procedure

		If you are unhappy you can **complain** **Complain** means telling somebody you are unhappy and asking them to help you
		You can complain by talking to **staff** Staff will **listen** to your complaint Staff will try to **help** you
		If you are still unhappy you can complain by writing to **Matt Orford, the Responsible Person** Ben will **listen** to your complaint Ben will try to **help** you Ben will **write** to you
		If you are still unhappy you can complain by telling the **Board of Trustees** The **Board of Trustees** will **listen** to your complaint The **Board of Trustees** will try to help you The **Board of Trustees** will write to you

Care Quality Commission		You can also talk to CQC if you have any concerns.
		They will **listen** to your complaint
		You can talk to CQC by **phoning** them at their National Customer Service Centre. Their number is 03000 616161