



THE CLUBHOUSE PROJECT
DAY SERVICE LTD.

STATEMENT OF PURPOSE

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Welcome To The Clubhouse Project Day Service Ltd

Learning Skills For Life

The Clubhouse Project Day Service Ltd is an innovative day service provision for clients with learning disabilities. The Project offers a unique approach to post 18 life providing individually designed and tailored learning programmes whilst continuing to develop essential life skills.

The Clubhouse Project Day Service Ltd was set up in 2011 and is dedicated to bringing the highest levels of expertise and support to improve life chances for people with a learning disability. Through its unique approach, its aim is to enable individuals with learning disabilities to reach their potential and to lead a fulfilling and as independent a life as possible

What we can offer:-

- A timetable designed and overseen by qualified experienced staff. Activities individually tailored to meet different individual needs and interests.
- Use of symbols and strategies to support differing learning styles, with the focus on developing skills for life.
- Regular meetings to review progress and set targets.

We aim to promote Independence, develop personal skills and self-confidence..

The provision is set in the stunning setting of St George's College in Addlestone, The Clubhouse Project Day Service Ltd has a number of activities that organically grow and expand alongside the growth and development of the clients that participate in running them.

Our upcycling programme is the focus and context for real work experience, designed to encourage and develop essential real life and work-related skills.

All our activities are fully supported in the safe environment of the Old Georgians' Clubhouse and Chertsey Pavilion.

Some of the Facilities Provided

- Large work rooms where skills can be taught and supported.
- Large fully equipped wood working building.
- Large fully fitted kitchen
- Large grassed sports field.
- Woodland forestry area.
- Allotment/Garden areas with raised beds, greenhouses and seating.
- Volunteering opportunities
- Community projects.

The Clubhouse Project Day Service offers a range of activities delivered through a weekly timetable which include:

- Computer skills.
- Large fully fitted kitchen to teach cooking skills.
- Life Skills.
- Health and Fitness
- Woodwork - Up-cycling
- Horticulture
- Music and Choir
- Garden Maintenance.
- Work experience Opportunities
- Community projects and access
- Expressive Arts

Aims and Objectives

To facilitate the clients to enhance their learning with daily living skills and, whilst skilfully encouraging them to progress and succeed in their own aims and objectives.

- To work in a person-centred way
- To provide good quality care and support
- To provide a safe and positive environment
- To provide clients with meaningful activities that allows the client to achieve their full potential and encouragement towards a greater degree of independence.
- To provide tailor made packages of day care by having client centred planning processes and offering comprehensive risk assessments.
- To ensure a fair and non-discriminatory service is provided by adhering to an agreed allocation process.
- To promote the principles of Equality and Diversity, Privacy, Dignity, Respect, Fulfilment, Confidence, Independence, Decision making, Individuality and Choice in all our activities.
- To ensure that all staff have relevant skills and experience and apply these in their work and give them opportunities for identified training and development to provide or improve the skills and knowledge to maintain the Centre's standards and principles.

- To ensure policies and procedures at The Clubhouse Project Day Service Ltd are adhered to and that they are reviewed and revised regularly.
- To provide a safe and nurturing environment to enable clients to make the transition from school to adult placement successfully and with informed choices having been made.
- To participate in a day provision experience which is nurturing, challenging, stimulating, meaningful and motivational.
- Develop a positive self-image
- Express emotions appropriately
- Experience fulfilment and achievement
- Experience a breadth of cultural activities which include those of their own race, religion and culture.

Values

- We value the individuality of our clients and treat them with respect and dignity.
- We believe that our unique approach offers the most successful pathway to achieving the highest level of independence and a fulfilling life for our clients.
- We have high expectations of our clients and all who work with them
- We value, encourage and celebrate their achievements.
- We have a people-centred approach where we are able to learn from each other and where every person matters
- We believe in the importance of the partnership with parents and families as the strongest basis for success for all involved
- We seek opportunities to encourage understanding and greater integration for our clients in the wider community

Ethos and approach

The person-centred approach of The Clubhouse Project Day Service Ltd is the philosophy which underpins not only the activities, provision, life skills sessions and nurturing environment, but also the values of all its staff members. Their on-going passion and determination have created a wonderful environment in which they deliver a high standard of care and support with an understanding of the needs of each individual. It aims to provide a toolkit of skills which will support them throughout their life in gaining independence and meeting their physical, intellectual and emotional needs.

The Clubhouse Project Day Service caters for clients with a moderate to severe learning disability.

- Difficulties in communication – for the clients this will mean that they have difficulties in understanding and initiating communication. Some may be non-verbal and require additional strategies such as objects, symbols and signs to support their understanding and ability to communicate.

- Difficulties in social interaction – the clients will have difficulties in understanding social rules and situations and will require additional support to learn to understand and manage everyday social interactions.
- Difficulties in imagination and flexibility of thought – for the clients this will mean they will experience difficulties in a range of situations including predicting what will happen next and understanding the concept of danger. Clients will require additional support to understand the world around them.

Additionally, clients may have:

- Sensory differences – the clients may experience some form of sensory sensitivity. This can occur in one or more of the five senses - sight, sound, smell, touch and taste. A person's senses are either intensified (hypersensitive) or under-sensitive (hypo-sensitive) affecting the way they perceive and manage the world around them.
- Behaviours that challenge – due to the difficulties the clients have understanding the world around them, means they may demonstrate behaviour that challenges, requiring support to develop coping and self-management strategies and to maintain their safety in crisis.
- Additional associated needs including ADHD, epilepsy and other medical needs.

The Clubhouse Project Day Service Ltd has been created to meet the continuing needs of these very vulnerable clients.

Living and learning environment

The Clubhouse Project Day Service Ltd recognises the needs of this group of clients and offers a person-centred approach to learning and development. The Clubhouse Project Day Service's approach provides a unique blend of personal experience and best practice which can be moulded to suit each individual with a learning disability supporting his or her learning, understanding and choice making, thereby enabling them to lead a fulfilling and happy life. Key elements of the approach include:

- Utilising a total communication approach with the aim of creating strategies, resources and stimulating environments which will develop individuals' non-verbal and verbal communication abilities. Facilitate social interaction, attention and understanding and support emotional development such as self-esteem and self-assertiveness.

Through the expert approach of the trained staff, the client develops a person-centred individual learning sessions that provide them with the opportunities to develop the necessary skills to maximise their potential and ensure they are able to lead full and varied lives within the community.

Individuals are supported to engage in a rich and varied range of activities and opportunities tailored to meet their individual needs across their day. Each client follows a person-centred plan focusing on outcomes and these plans are reviewed regularly by looking at the needs of each individual while building on their skills, strengths and interests.

The key areas of focus within the young adult provision are:

- Independent living skills - there is a focus on developing self-care and life skills for all individuals. This includes developing personal safety and good hygiene, learning to plan, shop for and cook their own meals, learning to complete day to day domestic jobs including the communal areas, learning to manage money and developing their skills to travel on a variety of transport within the community.
- Vocational skills - focusing on developing vocational skills in line with individual needs and aspirations outlined in their support plan. On-site The Clubhouse Project Day Service Ltd offers a range of vocational activities including ICT, art and design, woodwork, office skills, health and fitness, cooking, and French. Horticulture is offered within the allotment site in nearby Weybridge. The development of vocational skills on-site is enhanced and developed through opportunities to participate in volunteering experiences and work placements within the wider community and on the site of St George's College canteen.
- Choice-making and personal development - our aim is to provide experiences for our clients which will enable them to achieve a sense of personal identity, self-esteem and self-respect. Through a focus on personal development throughout the day, we strive to create a happy and stimulating environment for the development of physical, intellectual, emotional, spiritual and social skills, which takes into account the special needs of our clients.
- Leisure and relaxation - Leisure and relaxation are important areas of life for all clients. Individuals with learning disabilities and autism often struggle to engage independently in leisure and relaxation activities, particularly when the focus is on self-occupation. Each young adult is supported to develop leisure activities and hobbies which build upon their interests and aspirations and which will contribute to their spiritual and emotional well-being.
- Community links and generalisation of skills - the development of skills for each individual to successfully participate within the local community is a key focus. To support the individual's development, the community is accessed regularly in a range of ways including the use of local facilities such as shops, cafes, gym and local volunteering placements.

The Aims and Objectives of the Company

Person centred care, forms the core of the service we provide here at The Clubhouse Project Day Service Ltd and our staff are committed to meeting our aims and objectives:

- To deliver a service of the highest quality that will improve and sustain the client's overall quality of life.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion, while respecting client's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices.
- To ensure that client's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To manage the service efficiently and effectively to make best use of resources and to maximise value for money.
- To involve clients and carers in the provisions, management and development of services, which will be monitored regularly as part of the quality assurance framework ensuring that the service is run in the best interests of our clients.

Service provision is based on operational values and principles of care.

Values and Principles of Care

The Clubhouse Project Day Service Ltd believes that, for services to be effective, they should be based on sound values and principles and an understanding of the fundamental and individual needs of our clients.

The Service Values are as follows:

Confidentiality

Client confidentiality is, wherever possible, maintained. On occasion, it will be necessary, for the benefit of the client or others to share personal information with either other professionals or organisations. Where possible, clients are consulted and their views taken into account. (Also see Section our Staff Handbook relating to employees conduct with respect to confidentiality).

Dignity

All individuals, whatever their circumstances, have the right to be treated with dignity and respect.

Communication

Clients have the right to be heard and to be fully informed on all aspects of their support. Methods of communication are appropriate to the particular abilities and experiences of each individual and are tailored to each particular set of circumstances.

Independence

Clients are enabled to act independently. Services are aimed at maximising the individual's capacity for self-care and mobility.

Risk Taking

All clients are entitled to make decisions about their daily lives and activities. This may, from time to time, result in a conflict between ensuring safety and maximising independence. Clients will be supported in their decisions to take reasonable risks.

Fulfilment

Every individual, whatever their circumstances, has the potential for development, and the right to hold personal aspirations. Within the boundaries set by legislation and professional social work ethics, clients are encouraged in achieving their personal goals.

Rights

The rights of citizenship are safeguarded for all clients. All our support is conducted in a manner that facilitates empowerment, independence and respect.

Responsibilities

Clients are expected to accept appropriate responsibilities, taking into account their particular abilities and circumstances. These may include having due regard for others or the property.

Choice

Services are designed to be accessible and flexible, promoting a fulfilling timetable based upon the client's own choices. Individual choice is promoted, within the limits imposed by service constraints.

Statement of Good Practice

The philosophy of the Project is to reflect and promote values that focus upon the individual client ensuring that they are at the centre of their support planning and delivery. To help achieve this, the Project has drawn upon the fundamental Core Values of Care to develop the following Service Values which will form the basis for considering the provision for person centred support.

- Choice of activities, and the best way to maintain independence, including the opportunity to select independently from a range of options.
- Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.
- Participation and integration in the community, and in the development of plans, policies and decisions affecting the individual's support.
- Knowledge about conditions and prospects, options and opportunities, and ways of improving the individual's life

- Fulfilment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.
- Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.-

The realisation of these values, together with the level of help and support required to achieve personal goals, will be a unique process for each person - every person is an individual. However, the value principles remain constant and will provide a sound foundation for the provision of care to all, regardless of personal circumstances.

Nature of The Services Provided

At The Clubhouse Project Day Service Ltd, we have trained staff who meet clients, prior to commencing service, to agree the care needs requirements of clients and assess each individual before service is offered including aspects such as when the service will begin and days.

The support staff that The Clubhouse Project Day Service Ltd, are trained in accordance with the Care Certificate and Skills for Care Common induction.

Bespoke training is also tailored to meet the specific needs of their client group. Furthermore, they are supervised and supported to provide a quality service to a wide range of individuals who need care and support:-

- Clients feel that they are treated with respect and valued as a person, and their right to privacy is upheld
- Clients are assisted to make their own decisions and are supported in maintaining their independence.
- All clients are treated equally and are protected against any form of discrimination.
- A Client's care plan is produced through consultation with their families, adult social services, and authorised persons. Information collected will include information on the clients support needs, wishes, preferences and personal goals.

Quality Assurance

The Clubhouse Project Day Service Ltd is committed to ensuring that services continue to meet the client's needs.

Our Quality Assurance starts with the recruitment of the best support staff possible and continues with systematic and ongoing monitoring of their performance and delivering a consistent high-quality service is our priority.

This is achieved through the implementation of a three-stage action plan, which will mean obtaining clients feedback at three levels, beginning with the completion of a satisfaction survey, yearly reviews based around their activities, achievements, hopes and dreams and a parent/carer satisfaction survey which allows us to obtain an in-depth strategy of obtaining views and opinions. Staff meetings are held regularly to ensure that their any issues, planning and views are sought.

The service will be audited and evaluated against our service outcomes.

The Name and Address of the Registered Provider

The Responsible individual is Lisa Littlewood – Project Manager. Lisa can be contacted during office hours at the address below

The address and contact details of The Clubhouse Project Day Service Ltd is as follows:

Old Georgians' Clubhouse

Weybridge Road

Addlestone

Surrey KT15 2QS

Telephone Number: - 01932 988708

The Relevant Qualifications and Experience of the Registered Provider Staff.

The Responsible individual is Lisa Littlewood who is the Project Manager and has 21+ years experience within adult social care, to include:- residential housing, supported living, domiciliary care settings. She has covered all aspects of care work, business management, recruitment, administration, care management, policies & procedures.

Qualifications and work experience of Responsible Individual: NVQ Level 5, she also holds an NVQ Level 3 in Management. She has completed the following training courses: Appraisal, Risk Assessment, Adult Safeguarding foundation, Adult Safeguarding – Management Responsibilities and Supervision, Personal Development, Conflict Management, , Recruitment & Selection, Moving & Handling, Health & Safety including Fire, COSHH and Employee Investigation, Change and staff attainment and strategy and positive behaviour support.

The Deputy Manager is Lisa Keep. Lisa is an experienced Senior Support Worker how is responsible for managing the services day to day activity.

Qualifications and work-related experience of Deputy include residential care NVQ Levels 2 & 3. Lisa has a number of years experience within the care sector and is working towards NVQ Level 4 - Leadership Management, SOVA – Management Responsibility, Medication Management, Moving & Handling, Health and Safety including Fire, Dementia, Autism & COSHH

The Range of Qualifications of the Support Workers

- The Company retains a complete record of all qualifications, credentials and experience gained for each staff member, whether full-time or part-time. These records may be found in the Staff Files retained at the Company's offices and are of limited access for reasons of confidentiality and security.
- As a summary, Support Workers are required to have, as a minimum, the following qualifications in order for them to provide support services:
 - Care Certificate
 - Moving & Handling
 - Health & Safety
 - Basic Food Hygiene
 - Administration of Medication
 - Basic Infection control
 - Autism
 - Principles of care
 - Clients Needs
 - Role of the Care Worker
 - Skills for Care Common Induction
 - COSHH (Controls of substances hazardous to health)
 - SOVA (Safe Guarding of Vulnerable Adults)

Induction training incorporates shadowing an experienced member of staff, face to face and online based training. An induction questionnaire in line with the Skills for Care Common Induction standards conducted and assessed by an experienced member of staff.

All members of care staff are offered NVQ 2 or 3 training and all current members of staff are on a rolling programme and we work closely with colleges to reach our goal of having 95% of our work force NVQ 2 trained.

Complaints, Concerns, Comments & Compliments

With respect to Client feedback concerning the quality of Care Services provided this information is formally reviewed for content and possible action. These reviews classify Client feedback as follows, and is considered as positive through to negative feedback:

Types of feedback

Compliments - positive input regarding aspects of the care and support.

Comments - still positive, but possible scope for improvement

Concerns - negative feedback where action may be required to address a problem

Complaints - serious concerns on the part of the client, requiring formal action as described below:

There is a formal process for the management and handling of complaints from clients and family. This is documented in the complaint's procedure. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for the client to take the complaint to the appropriate regulatory authorities.

Complaint Procedure Synopses

1. To ensure that the service we provide matches client's needs and their expectations, we welcome any comments they or their families may care to make.
2. As one of our clients or family members, you are perfectly entitled to make complaints at any time. If you wish to complain about the service you receive from us, then you should follow the steps below:
3. If possible, the problem should be discussed with the person providing the service
4. If you feel unable to discuss the problem with them or you feel they are unable to solve the problem then you should contact The Clubhouse Project Day Service, Manager.
5. If possible, at this stage you should record your complaint in writing and send it to The Clubhouse Project Day Service Ltd addressed to the Project Manager. You may wish to ask a friend or relative to write out the complaint for you, which if possible, you should sign.
6. If you are not happy about making the complaint yourself and you do not know someone who is prepared to talk to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.
7. If we receive a written complaint, it may take a little time to consider it fully but we will write to you within one week to acknowledge receipt of the complaint and to inform you of the steps we are taking to resolve it.
8. If no immediate solution is found we will investigate the complaint fully, contacting those concerned. We will then write to you within a further 3 weeks with details of our findings, any action we have taken, and proposals to resolve your complaint.
9. The Company Director's will review all complaints received and the outcomes to ensure that a satisfactory conclusion has been reached.

10. As part The Clubhouse Project Day Service Ltd quality assurance processes, all concluded complaints will be followed up/ reviewed within 3 months. The Manager will contact the complainant to ensure that they are satisfied with the outcome and services have improved.

11. It is the policy of the Project to strive to ensure that compliments outweigh complaints.

12. The project ensures that its entire staff are highly skilled are trained in identifying abuse situations and providing a service that safeguards protection of vulnerable adults. We employ in-depth polices which all our care workers are aware of and practice and follow the steps to take if they have any concerns regarding possible abuse situations. However, if you are concerned about such a situation your first step is to contact the Project Manger, who will instigate the company's SOVA procedure.

13. If you are dissatisfied with the result of our investigation, what you do next depends on whether your support is being arranged on your behalf by a Social Care Department or is being paid for privately.

14. Where your care is being arranged on your behalf by Surrey County Council Social Services, you should contact their Safeguarding Team.

We would also like to hear from you if you are satisfied with the service provided to you by The Clubhouse Project Day Service Ltd and would like to share your opinion with us. Please write to The Clubhouse Project Day Service Ltd directly.

Circumstances resulting in refusal of support

The circumstances in which the project may cease to provide services to a client.

There are certain exceptional circumstances in which a service would be withdrawn. These are usually as a consequence of risk to the health and safety of clients and /or support staff.

They include environmental factors where the project is unsafe for staff to work in, where certain infections are present or, where client behaviour is such that it would be unsafe for staff to work. Senior staff carry out detailed risk assessments of each client to establish whether any measures for staff safety are identified. In exceptional circumstances a meeting would be arranged with all interested parties, issues discussed, actions agreed.

Call Us: 01932 988708 - Lisa Littlewood – Project Manager

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