

**STATEMENT OF PURPOSE**

March 2023

Liberty House, 53 Mary Street, Porthcawl, CF363YN

Telephone: 01656 784419

Email: info@libertyplacements.co.uk

Website: www.libertyplacements.co.uk

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10. **Introduction**

This Statement of Purpose has been produced in accordance with The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

This document is the second version produced under the Regulation and Inspection of Social Care (Wales) Act and will be reviewed again in January 2023.

Its aim is to provide information, guidance and advice, for individuals, relatives, friends, commissioners, advocates and any other relevant agencies, organisations or individuals regarding Liberty House, it’s staff and the care and support provided.

1. **About Liberty Placements and Liberty House**

Liberty Placements Ltd is a public limited company and is the registered provider of services at Liberty House.

The address of Liberty House is 53 Mary Street, Porthcawl CF36 3YN.

The Responsible Individual is Mr John Shirreffs and the Registered Manager is Ms Tracy Hunter.

1. **The location of the service**

Liberty House is a three storey Victorian house located on Mary Street, in the South Wales seaside town of Porthcawl.

Porthcawl is a town, community and very popular holiday resort on the south coast of Wales and it falls within the boundary of the Bridgend County Borough. It is situated approximately 25 miles west of Cardiff, 19 miles southeast of Swansea and has a population of approximately 16,000 (2011 Census).

There are good road, bus and local rail transportation links with both cities and Cardiff airport is only approximately 23 miles away, offering both domestic and international flights.

Mary Street itself, runs parallel with John Street, the main shopping street in Porthcawl, which also has a number of cafés and restaurants. Mary Street is also situated adjacent to the Esplanade (promenade), which is Porthcawl’s main seafront thoroughfare, with the Grand Pavilion Theatre at the junction of the two.

Porthcawl has seven beaches in total, two of which hold the “[Blue Flag” status.](https://en.wikipedia.org/wiki/Blue_Flag_beach) There are many hotels and guest houses, as well as a [funfair](https://en.wikipedia.org/wiki/Funfair) called [Coney Beach](https://en.wikipedia.org/wiki/Coney_Beach). Four rocky points line the shore: Hutchwns Point, Porthcawl Point (on which a [lighthouse](https://en.wikipedia.org/wiki/Lighthouse) stands), Rhych Point and Newton Point.

Porthcawl also has a museum and three golf courses, including [Royal Porthcawl Golf Club](https://en.wikipedia.org/wiki/Royal_Porthcawl_Golf_Club), which attracts players from around the world.

Built in 1887 to commemorate [Queen Victoria](https://en.wikipedia.org/wiki/Queen_Victoria)'s [Golden Jubilee](https://en.wikipedia.org/wiki/Golden_Jubilee), Porthcawl's [promenade](https://en.wikipedia.org/wiki/Promenade) runs along the seafront from Lock's Common in the west to the harbour, before joining the Eastern Promenade and leading to Coney Beach and Griffin Park. There are many cafes, bars, restaurants and hotels along the promenade, which offer views across the [Bristol Channel](https://en.wikipedia.org/wiki/Bristol_Channel).

The [Grand Pavilion](https://en.wikipedia.org/wiki/Grand_Pavilion%2C_Porthcawl) is the venue for popular shows, including the annual [pantomime](https://en.wikipedia.org/wiki/Pantomime). Porthcawl Lifeboat Station, is situated near the harbour and operates two inshore class lifeboats. 'Cosy Corner' is a park area, which over the years has housed a theatre, cinema, roller skating rink and ballroom. The Jennings Building, built in 1832, is a grade II [listed building](https://en.wikipedia.org/wiki/Listed_building) and Wales' oldest maritime warehouse and has recently seen the development and opening of harbourside cafes and restaurants as part of the Porthcawl Regeneration Strategy.

At the end of Porthcawl Pier stands a white [lighthouse](https://en.wikipedia.org/wiki/Lighthouse) built in 1860. The lighthouse is currently in use as a navigational aid. Porthcawl Lighthouse was the last coal and gas-powered lighthouse in the UK. It switched to being powered by [North Sea gas](https://en.wikipedia.org/wiki/North_Sea_gas) in 1974, before becoming powered by electricity in 1997. The pier and surrounding area are popular spots for sea fishing.

The historic ships the [PS Waverley](https://en.wikipedia.org/wiki/PS_Waverley), the last seagoing [paddle steamer](https://en.wikipedia.org/wiki/Paddle_steamer) in the world, and the [MV Balmoral](https://en.wikipedia.org/wiki/MV_Balmoral) sail from this area during the summer months.

Porthcawl has a Male Voice Choir, or *Côr Meibion Porthcawl*, formed in 1980. Each year the choir performs with a celebrity guest, the latest of whom was [Leslie Garrett](https://en.wikipedia.org/wiki/Leslie_Garrett).

There are three [Scheduled Monuments](https://en.wikipedia.org/wiki/Scheduled_Monument) in the Porthcawl Community area, including a prehistoric site and a [Roman Villa](https://en.wikipedia.org/wiki/Roman_Villa). Porthcawl Town Carnival takes place annually in July. A procession of themed floats and acts make their way around the town, collecting money for charity, and competing for the prize of best float. The procession makes its way to the carnival field where there are stalls, a fun fair and live acts to be enjoyed.

The Porthcawl Jazz Festival is held annually in April hosting a variety of musical performances, workshops and family events over a weekend.

Surf Cult runs for a week in September. Events include surf contests, music, art, fashion and film plus an outdoor market. The festival ends with the legendary Surfers' Ball.

The Elvis Festival runs every September, attracts [Elvis](https://en.wikipedia.org/wiki/Elvis_Presley) tribute artists and devotees from across the world and is the biggest gathering of Elvis fans in Europe. Other festivals include the Porthcawl Sea Festival.

Porthcawl is one of the top locations in [Wales](https://en.wikipedia.org/wiki/Wales) for [surfing](https://en.wikipedia.org/wiki/Surfing) with both national and regional competitions held at Rest Bay. Other alternative sports like [skateboarding](https://en.wikipedia.org/wiki/Skateboarding) and [rollerblading](https://en.wikipedia.org/wiki/Rollerblading) are also popular with the former PADS skate park by the Harbour and the new bowl park off Heol Y Goedwig.

Porthcawl is also home to football side [Porthcawl Town Athletic F.C.](https://en.wikipedia.org/wiki/Porthcawl_Town_Athletic_F.C.) which boasts a 1st, Reserve and 3rd team as well as numerous junior teams. Rugby also has a rich heritage with Rugby Union team Porthcawl RFC training and playing at their ground on South Road.

Porthcawl is home to lifeguard clubs that train the lifeguards who guard Coney Beach and Trecco Bay as well as Rest Bay and Sker beaches. Porthcawl hosts a free weekly [Parkrun](https://en.wikipedia.org/wiki/Parkrun) at 9am each Saturday. It starts on the Lower Promenade in front of the Grand Pavilion, heads out to Rest Bay and finishes near the Pier.

Source: <https://en.wikipedia.org/wiki/Porthcawl>

Local outings can be (and are) specifically tailored to meet the needs of individual’s, however there are opportunities to explore group outings to other more widely available attractions in South Wales (still within easy access). Such attractions include;

* Brecon Beacons National Park
* Oakwood Theme Park
* Bristol Zoo; and
* Cardiff Castle

**4. The service provided**

Liberty House will provide rehabilitation and recovery focused care and support for up to six individual adults (both male and female) aged 18 and above. Subject to paragraph 4.2. below, children (young people) between the age of 16 and 18 may also be accommodated and cared for.

Our service provision will include the following (although this list is not exhaustive);

* Assistance with daily living activities and establishing a daily routine e.g. shopping, budgeting, cooking, cleaning and maintaining the environment
* Ensuring individuals are aware of the importance of health and safety and are able to safely use household and kitchen equipment
* Ensuring individuals are able to express their needs and exercise choice and control, including an understanding of healthcare needs and options available to meet these needs
* Ensuring that every individual is registered with a local GP and dentist of their choice
* Monitoring individuals physical health and making sure their health needs are met – this includes ensuring health and other appointments are kept and accompanying if and when necessary
* Monitoring mental health and taking appropriate action where necessary
* Assistance with accessing leisure activities, including opportunities to engage in exercise or other similar physical activities
* Assistance with accessing meaningful daytime activities; day services, volunteering opportunities, training education and employment
* Assistance with finances and maximising individuals income
* Assistance for individuals to become self-medicating where appropriate, utilising an assisted self-medication programme
* Monitoring individuals diets and advising and encouraging a healthy diet

Individuals referred are most likely to have, or have had, a mental health difficulty (which may also have necessitated a hospital admission) and/or felt to require continuing care and support in the community.

The following individuals will be considered for placement at Liberty House to receive care and support;

1. individuals stepping down from, or being discharged from secondary/tertiary services
2. individuals with an ongoing mental health needs
3. individuals who are subject to the provisions of the Mental Health Act 1983 (as amended 2007) i.e. those discharged from hospital on a Community Treatment Order (CTO)
4. individuals whose primary need relates to their social functioning which lead to:
* problems in interpersonal relationships
* inadequate coping mechanisms
* maladaptive behaviours which cause distress for the individual and others; and
* problems interacting with others and the environment

Liberty House has a bedroom located on the ground floor, which would be suitable for individuals, who have limited mobility (including wheelchair access).

**4.1 Needs that cannot be met at Liberty House**

Liberty House does not have the facilities to support individuals who require full hoisting and/or profiling beds. During our assessment careful consideration will be given to all of the needs of individuals referred, before Liberty Placements offer a service.

As a service we have a duty of care to the general public, our staff team and the individuals we support. Any referrals made who are deemed as high risk to the general public and any other individuals will not be offered a placement at Liberty House.

Liberty Placement’s consider high risk as any individual who is likely (as indicated through risk assessment) to carry out any physical, sexual or other violent acts towards self and others.

In addition, Liberty House will not offer a placement to individuals who are diagnosed with a severe learning disability. In ensuring our duty of care to all, individuals who could be considered as being vulnerable (when taking into account the presentation of other individuals within Liberty House) will also not be offered a placement.

**4.2 Emergency admissions**

Liberty House will consider admitting individuals in an emergency, however there is a clear expectation on referring and supporting agencies, of full co-operation.

Such individuals will be fully assessed within 24 hours and discussions held with local services to either confirm whether the admission is appropriate, or whether an alternative placement should be sought.

**5. How we provide the service**

**5.1** **Admission procedure**

Referrals will be accepted via the Western Bay (for the ABMU Health Board area) and other local, regional and national processes, e.g via the all Wales National Collaborative Framework (Welsh Assembly Government, 2016).

These processes require that, all relevant information is shared, links are established and that ongoing communication is in place. Liberty House will ensure that this is in place by;

* insisting that all relevant information is made available to our staff
* undertaking a face to face assessment with the potential individual
* meeting in person with the relevant healthcare professionals involved in the individual’s care and treatment; and
* communicating in person with the service Commissioner(s)

The decision to offer a placement at Liberty House, will be made jointly with the prospective individual and all health and social care professionals involved, following a pre-admission assessment.

Liberty House will fully assess each individual who is referred to our service, thereby ensuring that, we can meet all of their identified and individual needs.

The process and procedure will be as follows;

* A referral by a health and/or social care professional (such information will be only be retained for six months).
* A copy of the Written Guide will be made available to the individual at this point.
* A full pre-admission assessment by Liberty House staff whereby, a copy of the individual’s current plan will be obtained, i.e. a Care and Treatment Plan
* The individual’s views, wishes and feelings will be fully explored and taken into account, as will the compatibility with other individuals
* All other forms of available information will be obtained and taken into consideration.
* A discussion and decision will be made in collaboration with the referring professionals and the individual, as to whether Liberty House is able to provide the appropriate care and support to meet the individual’s needs.
* Following this decision, the outcome will be communicated to the referring professionals, who in turn will inform the prospective individual.
* If the offer of a placement is agreed, the individual will be invited to visit Liberty House and where possible, to stay for lunch, dinner and/or an overnight stay.
* If successful and agreed, an admission date will then be arranged.

As part of the pre-admission process also, an “interests” checklist will be compiled. These interests will include hobbies, leisure and other activities that the individual wishes to undertake and engage in as part of their ongoing care and support.

Prior to, or as soon on admission as possible, the Registered Manager will develop and agree a “Service Agreement” between Liberty House and the individual. The individual will be supported in this process by an advocate, family member or friend if required.

A Personal Emergency Evacuation Plan, introduction to Liberty House, its staff and facilities (including risk assessments) will also form part of the immediate admission processes.

**5.2 The personal plan**

The care and support programme at Liberty House, will be underpinned by the Care and Treatment Plan (Mental Health (Wales) Measure 2010). This model concentrates on eight key areas of identified need and support. These are as follows;

* Accommodation
* Education and training
* Finance and money
* Medical and other forms of treatment
* Parenting or caring responsibilities
* Personal care and physical wellbeing
* Social, cultural and spiritual; and
* Work and occupation

Staff and individuals will use this approach to consider and agree goals, targets and actions

Prior to admission therefore, a personal plan will be prepared that sets out (amongst other things);

* How the individual’s care and support needs will be met on a daily basis
* How the individual will be supported to achieve their personal outcomes
* What risks have been identified in respect of the individual and how these will be addressed; and
* How positive risk taking and independence will be supported and ensured

In the case of an emergency or urgent admission, where time is prohibitive, the personal plan must be prepared as soon as is practical to do so.

As previously stated, “a copy of the potential individual’s current plan will be obtained”, and “all other forms of available information will be obtained and taken into consideration”, in the production of the personal plan.

Whilst the main focus of care and support is rehabilitation and reintegration into the community, the importance of ensuring the correct balance between care and support and other activities is recognised. This will be incorporated as far as practical, into personal plans.

Such plans are subject to change, depending on the progression of the individual along their individual care pathway. The Registered Manager will ensure that, personal plans will be kept under review (quarterly) and updated regularly and as necessary.

Any such updates (revisions), will be made and agreed with the individual and commissioning authorities (Health Boards and/or Local Authorities).

All revisions will be clearly documented and the individual will be asked to sign showing their involvement and agreement to such.

**5.3 Standards of care and support**

Liberty House will implement and adhere to;

* the standards outlined in the “Statutory guidance for service providers and responsible individuals”
* the standards of the all Wales National Collaborative Framework
* the Local Authorities’ contract standards; and
* all other relevant requirements, e.g. Local Safeguarding Boards

Attached, as Appendix 1 are our range of guiding principles in respect of;

* Safeguarding
* Deprivation of Liberty
* Individuals privacy, dignity and respect
* Individuals’ health and welfare; and
* Expected standards of behaviour

Liberty Placements defines “therapeutic” activities, as those “relating to the healing of disease” (Oxford English Dictionary, 2016) and “meaningful” activities, as those which “have meaning”, are “important or worthwhile” (Oxford English Dictionary, 2016).

Within Liberty House, therapeutic and meaningful activities will be available for, and undertaken with individuals’, either individually, or in groups. All activities, will meet the requirements of the all Wales Collaborative Framework, which require us to support the individual to;

* be safe
* feel at home
* value each other (and the wider community)
* be healthy
* recover and stay well
* progress and move on

The above will require a mixture of therapeutic and meaningful activities and interventions, that will include (but is not limited to);

* Specific personal plan goal attainments linked to meeting identified needs (therapeutic)
* Medication awareness and management
* Mental health, drug and alcohol awareness and management
* Anxiety management/relaxation skills
* Well man group, self-care and physical healthcare awareness (including nutrition, weight management and exercise)
* Self-esteem building/assertiveness training
* Family and relationship support
* Independent living skills (including budgeting, cooking and laundry)
* Education/leisure
* Personal safety and the safety of others
* Communication
* Behaviour and offending awareness and management
* Meaningful activities that are a combination of identified needs and those interests highlighted within the “interests” checklist, which could include
* General support group
* Residents’ Forum
* Reflexology or other complementary therapies
* On and off-site activities including arts and crafts, music workshops, gardening, gym and swimming.

Examples of how such care and support will be provided include;

1. The appointment of a Key Worker for each individual, who will act as the main support in ensuring that physical, mental and emotional wellbeing is monitored, discussed and all matters actioned promptly.
2. Ensuring that all individual’s have access to staff at all times, should they require support, raise any concerns or any other matters in relation to their personal safety (including the physical environment at Liberty House).
3. As previously mentioned, the pre-admission assessment will involve the production of an “interests checklist”, which will ensure that individual plans include a balance of care and support and activities, hobbies and interests.
4. Discussions will take place with individuals, that both encourage and support access and engagement in local (and wider) educational, learning and development opportunities.
5. Individuals fully participate in the weekly community meeting, where all aspects of daily life at Liberty House are discussed, constantly reviewed and appropriate action taken.
6. Participation in work will be explored, encouraged and supported, e.g. one individual has previously worked as a volunteer at the local YMCA.
7. Locally, there are a range of religious establishments, which individuals’ can attend. Individuals who have particular faiths, religions or beliefs that may require additional support to access will receive such support.
8. Family and personal relationships will be fully encouraged and supported. In addition, families and friends will be asked for their views of life at Liberty House and will be invited to any community activities we hold, e.g. the last two years have seen a very successful Macmillan coffee morning, where families, friends and local neighbours have attended.

In all of the above, where it is felt necessary, Liberty House will ensure that all individuals have access to, and support in engaging, the full range of advocacy services, if required or requested.

**5.4 Language and communication needs**

Staff at Liberty House are aware of language and communication needs. Where appropriate, referral to specialist services has occurred, e.g. speech and language therapy.

Particular emphasis is also placed on ensuring that when (and following) communicating, individuals are asked if they have understood. If there is any doubt, referral to other specialist services, e.g. advocacy has occurred.

Liberty House also actively supports the Welsh “Active Offer” scheme “More than Just Words” and displays literature accordingly, e.g. the Social Care Wales “Little things in Welsh” and “Active Offer” posters.

In terms of Welsh speaking, any staff who have a level of fluency in Welsh are identified as part of our recruitment processes.

**6. Staffing arrangements**

**6.1 Staff numbers and qualifications**

In total Liberty House currently employs approximately 10 staff, who are employed on full and part time contracts.

The Registered Manager (Ms Tracy Hunter), has worked in the health and care sector for over 10 years in various roles, is registered with Social Care Wales and holds the Level 5 Diploma in Leadership for Health & Social Care Services (Wales & NI).

The Registered Manager is supported by an appropriately qualified, experienced and trained workforce, which is the platform from which our care and support programme is delivered.

All staff are required to complete our internal induction programme and also the Social Care Induction Framework for Wales developed by Social Care Wales. All staff are also enrolled onto and are undertaking, the appropriate level of the Qualifications and Credit Framework.

**6.2 Staff levels**

Staff levels are regularly reviewed, based on occupancy levels and individuals’ needs. Sufficient staff are available and deployed to ensure these needs are met, with at least two members of staff during the day and one (waking) member of staff by night.

**6.3 Specialist staff**

Specialist staff, i.e. Registered Nurses (both RGN and RMN) will be sourced as, when and if required, based on individuals’ needs.

**6.4 Deployment of staff**

Individuals bedrooms are located on each of the three floors at Liberty House (ground, first and second). The only communal area not located on the ground floor, is the laundry.

Staff will therefore be deployed across the service as required, e.g. when access to the laundry is required, a staff member will accompany an individual and when an individual’s room check/clean is performed, staff will also be in attendance for support, if required.

When not undertaking the above, or community escorts, staff will be deployed in the main communal areas, which have good line of sight to all areas (including gardens). This, coupled with staff diligence, will ensure as far as possible that, reliable and safe care is provided.

As previously mentioned, waking night support staff are deployed, regardless of whether individuals’ require such support (as identified by their s117 Brokerage Form).

**6.5 Delegated tasks**

Tasks delegated to and undertaken by staff are documented in the electronic notes system (Ablyss).

As previously mentioned, sufficient numbers of staff will be deployed each day, to meet the range of individuals’ needs. Such tasks include (but are not limited to);

* Medication administration
* Support with finances
* Attendance at health appointments
* Room cleanliness and personal hygiene (including laundry); and
* Participation in the Shop Cook and Serve activity

**6.6 Supervision arrangements**

All staff will receive one to one supervision with the Registered Manager at least quarterly.

In addition, on the job mentoring and coaching can (and will) be provided as necessary.

The Registered Manager will continue to receive training and supervision (including access to external), as required. In addition to this, where the MD/RI is more experienced in certain areas, e.g. Court of Protection or Mental Health Act matters, on the job training, supervision and mentoring can (and will) be provided.

**6.7 Staff training**

All staff at Liberty House will be required to successfully complete both internal and external induction. The internal induction, will very much be focussed on applying care and support at Liberty House and will be intrinsically linked to the day to day operation, policies and procedures.

External induction will follow the Social Care Induction framework.

Our staff training programme follows the guidance from our main commissioner (Bridgend County Borough Council), who have requested that the following training is undertaken by staff;

* Local induction
* Social Care Induction Framework
* Positive Behaviour Management
* Boots medication training
* Fire safety
* Infection control
* First aid; and
* Food safety

Additional to this (and very relevant at Liberty House), is training in other more specialist areas, e.g. Deprivation of Liberty, which staff have received training in.

**7. Facilities and services**

Liberty House is a three storey Victorian mid terraced property. It has recently been completely renovated and tastefully refurbished.

The accommodation comprises of the following;

Ground Floor Entrance hallway, porch and stairwell

Cloakroom/WC

Sprinkler system tank room

Lounge (approximately 16m2)

Dining room (approximately 15.5m2)

Kitchen

Rear access/egress lobby;

Bedroom

First Floor 3 Bedrooms

Cloakroom/WC

Laundry Room

Stairwell and landing

Second Floor 2 Bedrooms

Stairwell and landing

Externally Hard standing area/patio to front; and

Rear access/parking, picnic, BBQ, activity and secure sheltered area

All bedrooms have en-suite facilities containing a shower, w/c and hand basin. Showers have thermostatic controlled values to reduce the risk of scalding.

Standard room furnishings including a wardrobe, drawers, double bed, lockable bedside table and lamp and individuals’ are encouraged to bring elements of their own and belongings to help make them feel at home.

All rooms have controlled heating and opening windows, Cat 5 cabling for internet access, telephone and tv points and 3 double sockets.

The Fire Assembly Point is the rear entrance car park and CCTV is installed at both the front and rear of Liberty House. The home is fitted with an L1 Fire Alarm system, fire doors, fire protection ceilings and a sprinkler system, all of which meet the requirements of the Fire Safety Officer.

**8. Governance and quality monitoring**

Being a small care home service and provider, the management arrangements at Liberty House (and within Liberty Placements) are very straightforward. The management team comprises of the Registered Manager, who reports directly to the Managing Director (who is also the Responsible Individual). Collectively, we form the management team, which aims to meet monthly.

This meeting will have a set agenda, be recorded and actions required reviewed for completion. The agenda will cover all aspects of care, support and operation at Liberty House, including all of those matters outlined in section 5.

We also recognise that there needs to be a clear understanding of roles and responsibilities, e.g the Managing Director processes payroll and creditor payments. A concordat will therefore be developed by (and for) the management team, which clearly outlines other roles and responsibilities, e.g. who will assume the role of the data protection officer (currently the MD) under the GDPR.

The concordat will be important in ensuring the day to day autonomy for managing the service is not in any way hindered. When the Registered Manager is absent however, e.g. annual leave the Managing Director/RI will temporarily manage the service on a day to day basis.

As a minimum, as per regulation 73, the Responsible Individual will visit the service formally every three months. In reality however, for the reasons outlined above, it would be unusual for the RI (as Managing Director), not to visit the service on a more informal weekly basis, i.e. to collect/reconcile rota’s for payroll purposes.

These formal visits will follow the statutory guidance in talking to individuals and their representatives and staff. There will also be a review and inspection of the physical building, records maintained and in particular any incidents and/or complaints received.

Liberty House currently has a Complaints Policy and Procedure in place which, as part of the RISCA re-registration process, has been reviewed and updated in line with regulation 64.

At Liberty House, there is a weekly "community meeting", which all individuals are encouraged to attend. This meeting is documented and, as well as the important daily living items (such as the agreement of the following weeks menu, planned activities etc), feedback on all aspects of service provision is encouraged and discussed.

Relatives and staff questionnaires are already in place and active and the views of commissioners are constantly encouraged and obtained through (for example) monthly Care Co-ordinator visits and reviews.

The monthly (minimum) management team agenda previously mentioned, will have as part of its core standing items, those matters referred to in Regulation 80 (paragraph 3 (a-d)). This will be in addition to the daily and weekly checks/audits in place, e.g. nightly medication check, daily administration record checks, weekly fire alarm and room checks etc.

All information will be collated weekly, monthly as appropriate and a six monthly report will be produced, considered, discussed and an action plan for improvement and development prepared.

***APPENDIX 1***

**Safeguarding - general principles**

Liberty Placements has an Adults protection and Prevention of Abuse Policy, which clearly states the following general principles for all staff to adhere to;

* Liberty Placements is committed to ensuring peoples individual rights and freedoms are protected and promoted through the prevention and elimination of neglect, abuse, exploitation, harassment and discrimination.
* In order to achieve this, Liberty Placements has devised its policy and procedure for use as a guide to clarify acceptable and non-acceptable levels of care, and thus, what amounts to abuse, who the policy aims to protect and whom it does not.
* The policy and procedure will be communicated and made available to all staff joining the organisation as part of their induction.
* Liberty Placements aims to create a culture of ‘openness’ and support, where all employees feel safe to speak out against abuse, promoting the protection of vulnerable adults and raising awareness of the kinds of abuse that might occur.
* It is every individual’s right to live in safety and to be free from abuse or fear of abuse from others.
* It is every adult’s right to live an independent life based on ‘self-determinations’ and personal choice.
* An independent life style may involve making choices, which present risks for vulnerable adults. Liberty Placements recognises the challenges this may present and will support individuals in making such decisions.
* It is the responsibility of all agencies and professionals to actively work together to help prevent abuse of vulnerable adults. This will be achieved by raising awareness, empowering people to make their own decisions and ensuring safeguards are in place.
* When a situation is discovered in which a vulnerable adult reports, or is thought to be at risk of abuse, all agencies will react quickly in a co-ordinated manner to help them to overcome these difficulties.
* Discrimination and abuse can occur on the basis of race, culture, gender, age, disability or sexual orientation. Liberty Placements is committed to working with vulnerable adults in a positive manner, valuing all as individuals.

Carers, family members and other involved individuals have a right for their views and needs to be considered.

**Deprivation of Liberty Safeguards (DoLS)**

Liberty Placements may have to consider depriving someone of their liberty. This is intended as a safeguard for the particular individual and a clear process will be followed.

The process is outlined in the Deprivation of Liberty Policy and deals with the following areas;

1. What is deprivation of liberty?
2. How do the DoLS (Mental Capacity Act, 2005) protect people?
3. Who is covered by DoLS?
4. When should the DoLS be used?
5. The assessment process; and
6. Responsibilities within Liberty House

**Individuals’ privacy, dignity and respect**

Liberty Placements define dignity and respect (recognising that privacy is a clearer concept) as follows;

Ensuring **dignity**, is to recognise every individual’s right to be worthy of respect and not to be subjected to inhuman or degrading treatment.

Showing **respect** is to demonstrate consideration for, and appreciation of, other people

The above will be delivered by ensuring that the principles of the Human Rights Act 1998 are followed. In particular (although all will apply), the following articles are most relevant to Liberty House;

* Right to liberty and security
* Right to respect for family and private life
* Freedom of thought, conscience and religion
* Freedom of expression
* Prohibition of discrimination; and
* A right to education

The following principles will therefore be applied and adhered to by all Liberty House staff;

* Individuals will experience care in an environment and manner that encompasses their values, beliefs and personal relationships
* Individuals experience effective communication with staff, which respects their individuality
* Staff will value every person as an individual, respect their aspirations and in life and will seek to understand their priorities, needs, abilities and limits.
* Staff will ensure that nobody is excluded, discriminated against or left behind (accepting that some individuals may require more support than others).

Individuals in turn, can expect to;

* Be treated as individuals
* Be listened to
* Have their views taken into account
* Be treated courteously at all times
* Receive support to foster hope
* Be an equal partner in the decision making processes
* Know who is responsible for the care they are receiving; and
* Have private discussions about their care and support when required

**Individuals’ health and welfare**

Individual’s at Liberty House can expect the health, care and support provided to be in the most appropriate manner to promote their welfare.

Personal plans therefore, will be developed at the pre admission stage taking account of (and showing examples of appropriate provision) to;

* Sex – i.e. well man health groups will be held
* Sexual orientation – in delivering services, staff will be vigilant and act accordingly, where this may become a problem i.e. an individual who may express a homophobic point of view
* Religious persuasion – every effort will be made to identify and secure access to appropriate provision
* Racial origin – Liberty House will identify and recognise various races’ significant events and where possible celebrate these i.e. Chinese New Year
* Culture and language – information and other communication, where necessary and practical, will be provided in the individual’s preferred format; and
* Disability – any adaptations and/or equipment necessary to meet the individual’s needs will be procured

**Expected standards of behaviour**

In addition to its policy on violence and aggression, Liberty House has a set of general expected standards of behaviour that, it expects all staff, individuals and visitors to respect.

Staff, individuals and visitors/guests are expected to demonstrate respect, courtesy and manners by:

* avoiding profanity, loud discussions and topics generally considered inappropriate in mixed company
* respecting the privacy of each resident
* avoiding racial, ethnic and religious slurs or comments.
* keeping the volume of talking, radios, stereos and televisions at a level which is not distracting or intrusive

Other house rules include;

* Smoking is not permitted in the house
* Alcoholic beverages are not allowed in the house
* Inebriated individuals, including visitors, are not allowed in the house
* Personal furniture is permitted as space allows and with the Mangers agreement
* No pets are allowed

The above behaviours will not be tolerated and in the case of;

* Staff – disciplinary action may be taken
* Visitors/guests – will be asked to leave Liberty House; and
* Individual’s – such behaviour will trigger a service user review, to consider the continued placement at Liberty House

Where any behaviour presents a risk of escalation, violence and or aggression staff will manage the situation by employing the de-escalation and breakaway techniques taught as part of their induction.

Staff at Liberty Placement will be provided with positive behaviour management training (PBM) if the individual(s) require(s) such support during crisis.