



# Statement of Purpose

## Support for Living – The Butterflies

A community interest company (CIC) created to ‘make a difference’ – we can do this through providing holistic, nurturing specialist care and support. Our ethos is to ‘treat others as you would like to be treated’.



### REGISTERED OFFICE:

Grow and Achieve Together CIC  
Unit 4  
Reads Road  
Fenton Industrial Estate  
Stoke on Trent  
ST4 2RL

GROW & ACHIEVE TOGETHER CIC

COMPANY NUMBER:

11296627

CEO: JO INGRAM

TELEPHONE: 07469934953

EMAIL ADDRESS:

[joingram@growandachievetogether.co.uk](mailto:joingram@growandachievetogether.co.uk)

CQC PROVIDER ID:

Health and Social Care Act 2008, Regulation 12, schedule 3

**SOP PART 1: the provider’s name, legal status, business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008**

Legal status<sup>1</sup>

Individual

Partnership

Organisation

## Health and Social Care Act 2008, SOP PART 2:

Grow & Achieve Together CIC endorses the Reach Standards, responding to the direct request of the clients to provide 'support for living'. Through our delivery of service, we seek to influence the changing of perspectives, leading to greater social inclusion, enhanced community cohesion, improved social and emotional outcomes and maximising individual potential personal growth.

### **1. Aims, objectives and ethos of care**

- 1) To ensure clients are always treated with dignity, are safeguarded from the risk of abuse and are valued, respected and appreciated within the community and beyond
- 2) to provide bespoke quality support, promoting independence, confidence, self-esteem, accessibility, inclusion and autonomy in decision making, using a therapeutic and systematic approach and appropriate processes to achieve this
- 3) to ensure clients are involved in decision making, planning and reviewing their care package of support based on their individual needs, interests and choices
- 4) to ensure a safe environment, following health and safety procedures at all times
- 5) to enable and empower clients, enhancing confidence, independence and life skills
- 6) to meet the changing, diverse holistic social, physical, emotional, health and wellbeing needs of each client in a dignified non-judgmental way
- 7) to recognise clients' diversity ensuring cultural, racial, religious and gender identities are respected and request that clients and their representatives respect the rights of staff to the same non-discriminatory approach.
- 8) To ensure all forms of communication, language and dialogue are suitable for the needs of the client
- 9) To be respectful of clients personal privacy and space
- 10) To ensure confidentiality and data protection of all information received and created to provide the service. Records will be accurate, fit for purpose and stored securely.
- 11) To ensure clients are provided with up to date with information regarding the service, including any changes which may affect their wellbeing
- 12) To provide clients with safe therapeutic systematic support/intervention
- 13) To promote clients' independence, employability and life skills
- 14) To enhance clients' confidence, emotional and social wellbeing
- 15) To promote clients' rights and ensure that their views are respected, represented and considered.
- 16) To maintain quality assurance reviews to meet best practice guidelines
- 17) To provide a high standard of quality staff care through training, supervision, support and appraisal.

## Health and Social Care Act 2008, SOP PART 3: The location, service users, types and regulated activity

The information below is for location no.:	1	of a total of:	1	locations
--	---	----------------	---	-----------

<b>Name of location</b>	The Butterflies
<b>Address</b>	132 Oldhall Road Northwich Cheshire
<b>Postcode</b>	CW9 8BU
<b>Telephone</b>	01606 47903/07467941782
<b>Email</b>	SupportforLiving@growandachievetogether.co.uk

<b>CQC service user bands</b>			
The people that will use this location ('The whole population' means everyone).			
Adults aged 18-65	<input type="checkbox"/>	Adults aged 65+	<input type="checkbox"/>
People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>

<b>The CQC service type(s) provided at this location</b>	
Support for living service (SLS)	<input checked="" type="checkbox"/>

<b>Regulated activity(ies) carried on at this location</b>	
Personal care	<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: <b>Joanne Ingram</b>	

### 1. Service provided at location:

Grow & Achieve Together CIC responded to the request of clients to provide high quality person-centred support for living in their own home, including offering high standards of personal care.

Our registration with the Care Quality Commission enables us to provide the regulated activity of personal care, as defined in the Health & Social Care Act 2008.

The clients will be renting the property under the care of a Social Housing Landlord, namely Halo housing. All the relevant legislative safety checks have been conducted and the home assessed as safe by the social housing landlord prior to the service being delivered; the social landlord is responsible for repairs and

conducts regular quality assurance visits on a quarterly basis.

Their home is a semi-detached house comprising of three bedrooms, two lounge areas, a spacious kitchen and shared bathroom facilities, which has been adapted to include a specialist toilet to meet the needs of the individuals renting the property. The property is situated within a housing estate and has nearby shops within walking distance and transport links.

Clients will be supported by experienced staff both within the home and the community. Some tasks may be considered specialist therefore need staff to follow appropriate risk assessments and have specific training. All staff are first aid trained and have annual refreshers; staff will be trained in the procedure by a trainer with relevant qualification, i.e. occupational therapist/speech therapist/physiotherapist/nurse/doctor, prior to undertaking the tasks with the client.

Support for living tasks include:

- Personal care
- Preparing light snacks and meals
- General help, e.g. shopping, housework, etc
- Exercise programmes under the instruction of physiotherapist or occupational therapist

Specialist support for living tasks include:

- Changing sterile dressings
- Assistance with eye or ear drops

Support is tailored to maximise independence therefore personal care needs are met through the varied use of the following support techniques:

- prompts - reminders to shower, brush teeth, use appropriate clothing and footwear, brush hair, regular changing of sanitary products, take medication, make and attend appointments, etc
- supervision - of self-medication administration, food safety and preparation, ensuring the safe transfer in and out of bath/shower
- role-modelling - healthy eating, exercise, oral care skin/hair care, hand washing
- There will be occasions where physical support is needed, i.e. application of creams, checking water temperatures are safe and appropriate, nail care, application and rinsing of hair colorants.
- Systematic instruction is used to promote independence through task analysis, repetition and direct training of specific life skills, i.e. making a bed

The following tasks that require the skills and expertise of clinical professionals will **not** be undertaken by staff:

- Toe nail cutting
- Ear syringing
- Lifting from the floor unaided
- Injections
- Any nursing care services

Each client will have access to the whole range of services necessary to provide for individual needs. All clients who are supported within the home will be encouraged to take responsibility for their own medical care and are registered with their chosen doctor, dentist and optician. All clients will be encouraged and supported to attend regular check-ups.

## 2. Quality Assurance:

At Grow & Achieve Together we value and promote honest and open communication between staff, clients, partnership organisations and member/s of family. The creation and maintenance of this open style of communication is one of core values in promoting the inclusion and the voice of the client thus improving wellbeing and quality of life for people with Special Educational Needs and/or Disabilities (SEND).

Grow & Achieve Together is committed to monitoring its services to clients through

- review procedures
- internal and external quality assurance

- systems of soliciting feedback from clients and stakeholders
- key performance indicators reported to the Board of Directors

Regular internal monitoring of processes are conducted to ensure the service maintains high quality of care, safety and support; quality assurance assessment includes the identification and management of risk to clients and staff, seeking external professional safety advice where necessary. Additional monitoring visits to clients are arranged on a regular basis by the Social Landlord Agency, responsible for the rental to ensure the home is safe and meets the needs of the client. An independent risk assessment is completed by an external agency prior to the rental to clients and a full risk assessment will be carried on a monthly basis by Grow & Achieve Together CIC staff.

Annual quality assurance review of the service provided, including feedback from the clients, their significant others and multi-professionals, will be used in conjunction with our documented record keeping, including but not restricted to the recording of incidents, accidents, compliments, complaints and data breaches – the outputs will be shared with the clients and actions will be advised and implemented to address any issues and provide evidence of continued improvements of the service provision.

On an ongoing basis, the Board of Directors, including the Chair who is an independent social worker, will review, monitor practice, process and recording procedures. In addition to feedback gained through open door discussion, meetings and ongoing support planning, feedback is also requested via the completion of annual client engagement questionnaires and employee satisfaction surveys; additional feedback is sought from Cheshire West & Chester local authority.

The service will be audited and evaluated against the Health & Social Care Act 2008 (Regulated Activities) and associated outcomes by the Care Quality Commission. Grow & Achieve Together CIC is also required to keep the regulator informed of the services it is providing. All feedback, including any advisory reports/information from the CQC, will inform future and continual service delivery and improvement.

Grow & Achieve Together CIC will include CQC rating within this document following its first visit.

### 3. Staff Qualifications & Training

Grow & Achieve Together CIC follow safer recruitment processes, ensuring receipt of satisfactory references, enhanced DBS and qualifications, following review of application and face to face interview/s. Grow & Achieve Together CIC employ individuals who share the ethos and goal of exceptional care that fits with the job role, in addition to having the appropriate qualifications, skills and experience to ensure the needs of the clients are met. Staff are trained and developed with ongoing CPD/supervision, to deliver a high quality holistic package of bespoke support in relation to meeting the diverse needs of the client/s they support. All Grow & Achieve Together staff complete a comprehensive induction and ongoing training programme, which includes the following:

TRAINING/DEVELOPMENT	MANDATORY	INTERNAL	EXTERNAL
Therapeutic Behaviour Support	Yes	During Induction	All operational staff annually
Safeguarding including PREVENT	Yes	During Induction	All operational staff annually
First Aid	Yes		All operational staff annually
Diploma in Health & Social Care Level 2 & 3/Care Certificate	Yes		All operational staff
Data Protection, Confidentiality & Information Sharing	Yes	During Induction & annually - All staff	
Lone Working	Yes	During Induction & annually - All staff	
Health & Safety inc. Fire & Manual Handling	Yes	During Induction & annually - All staff	Management
Understanding Systematic	Yes	All operational	Management

Instruction & Measuring Outcomes		staff annually	
Learning Disabilities & Autism Training	Yes	All operational staff annually	Management
Level 2 Principles of working with individuals with Learning Disabilities	Yes (*introduced Dec 2019 as mandatory)		All operational staff as part of CPD/enroll during induction
TRAINING/DEVELOPMENT	MANDATORY	INTERNAL	EXTERNAL
Level 2 Understanding Autism	Yes (*introduced Dec 2019 as mandatory)		All operational staff as part of CPD/enroll during induction
Level 2 Understanding Mental Health	Yes (*introduced Dec 2019 as mandatory)		All operational staff as part of CPD/enroll during induction
Line Management	No		Management
Safe Handling of Medicine	Yes		All Support for living Staff
Food Hygiene	Yes		All Support for living Staff
British Sign Language	No		As specified by need

All staff receive regular supervisions by appointed line managers and discussions around further training or training needs are included in the discussions; staff development plans are also used to ensure our staff grow and achieve together.

Grow & Achieve Together CIC has access to an external consultant, Gill Guest who has a wide range of experience working in health, education and social care; although Gill left full time employment with us to continue with her role as a registered nurse and manager, she continues to provide casual advisory and support.

Grow & Achieve Together CIC is a member of the Staffordshire Chambers of Commerce and has Silver Quest HR & Health & Safety dedicated business support and partnership (<https://www.questcover.com>)

#### Qualifications and experience of the CIC Board

##### Jo Ingram – Chief Executive Officer, Managing Director & Registered Manager

- 20 years' experience of working in both private and public sector, including integrated services where care, education and therapy work holistically
- 10 years' experience as Operations Manager for a Saturday/Holiday Club catering for children and young adults with varied disabilities
- Qualifications include - first class honours in BA Childhood Studies, teacher status in 2008
- Membership with the British Psychology Society
- Ongoing CPD courses
- Published author in professional journal: 'The barriers to inclusion of children with SEBD in primary education'.
- A registered therapeutic foster carer with an independent fostering agency from 2014-2016

##### Roger Porter – Chair, Non-Executive Director

- A highly-experienced manager and registered social worker with over thirty-seven years' experience working in various roles in children's social care in Staffordshire and Cheshire Local Authorities and within a private child care company
- Qualifications include: Certificated in Social Services (Certificate No:SS/88/631);
- Certificate in Management Studies (Health & Social Services); PTTLS Level 4
- Child Exploitation and Online Protection (CEOP) Ambassador
- NSPCC Safeguarding Training and Train the Trainer Course

##### Jill Evans – Member, Non-Executive Director

- Assistant Manager at Preschool setting with over 25 years' experience working with children with varied needs and disabilities.
- Qualifications include: NVQ Level 3 Childcare & Education

- Ongoing CPD courses

Chris Jackson – Member, Non-Executive Director

- Personal experience relating to children and adults with a disability
- Currently union representative
- Experienced in employment law and health and safety

Peter Connolly – Member, Non-Executive Director

- Personal experience relating to children and adults with a disability
- Currently Head of Occupational Health
- Registered nurse, previously elected member on Financial & Wellbeing Group

#### 4. Compliments & Complaints Policy & Procedure

Grow & Achieve Together CIC are responsive to the needs, thoughts and concerns of clients therefore encourage open discussion and joint planning to ensure resolution at the very earliest stage. Every client has the right to compliment/complain and have their voice listened to and acted upon. Clients are informed and given information about how to register complaints, internally and externally. Information about the Placing Local Authorities Complaints procedures will be provided by the individual's Local Authority. Grow and Achieve Together CIC will respond to complaints effectively and the Complaints Policy will be used; a copy of this policy will be included in the information provided to all clients (and their representatives).

#### 5. Local Advocacy Services

Grow & Achieve Together CIC will make clients aware of local advocacy and other relevant services available to them. The Cheshire Advocacy Hub is one of the services provided by Cheshire Centre for Independent Living (CCIL), this will be promoted as well as other applicable agencies

#### 6. Safeguarding

Grow & Achieve Together CIC will supply clients (and their representatives) with a copy of the Safeguarding Policy.

#### 7. Insurance

Grow & Achieve Together CIC is currently insured with Market

Policy ID Number: S15005

Dated: 01.04.2023

Reviewed annually

## SOP PART 4: Registered Manager

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in SOP PART 1
--	---	----------------	---	---

<b>1. Manager's full name</b>	Joanne Ingram
-------------------------------	---------------

### 2. Manager's contact details

<b>Business address</b>	Unit 4, Reads Road, Fenton Industrial Estate, Stoke on Trent, ST4 2RL
-------------------------	---

<b>Business telephone</b>	07469 934953
---------------------------	--------------

<b>Manager's email address<sup>1</sup></b>	<a href="mailto:joingram@growandachievetogether.co.uk">joingram@growandachievetogether.co.uk</a>
--	--

### 3. Locations managed by the registered manager at 1 above (Please see part 3 of this statement of purpose for full details of the location(s))

<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
Support for living Location – The Butterflies, 132 Oldhall Road, Northwich	100%

### 4. Regulated activity(ies) managed by this manager

Personal care	<input checked="" type="checkbox"/>
---------------	-------------------------------------