Specialist Residential Homes
Day Opportunities

Advisory Sections

- Autism
- Epilepsy
- Associated Health and Mental Health Issues
- Sensory Impairment
- PMLD
- Cerebral Palsy

Supporting individuals with complex Learning Disabilities

Created by Parents to Make the Difference
As a family, we are driven by wanting to make the difference in everything we provide, from the quality of the care and support to warm and homely environments.

Thirty-odd years ago opening care homes didn’t figure in our lives. Then, when Laura was six months old, we were told:

“Your daughter is mentally handicapped, she might live, or might not - we don’t really know and, by the way, good luck”.

Over the years, fighting to get the best for Laura has given us an insight into the world of care.

Laura is the inspiration for Home From Home Care, which we created with her brother Hugo. She is testament to how anyone can positively affect the lives of others.

Paul, Ann & Hugo de Savary

Call us on 0800 587 0372
“Home From Home Care immediately stood out from the other places we visited.

It was wonderful to see such fantastic environments where people with additional needs can live so happily and successfully.”

A Parent

**Home From Home Care**

**Created By Parents To Make The Difference**

Home From Home Care provides a range of specialist needs-led services for adults (17-64) with learning disabilities and complex support needs including Autism, Epilepsy, Cerebral Palsy, PMLD, sensory impairment, complex health and mental health issues.

As a parent driven organisation, every aspect of our service is approached from the viewpoint of what is best for the individual, rather than what is necessarily best for the company. Combining our family perspective with experienced professionals, we create dynamic and therapeutic services around each person in exceptional environments. We offer a full and active life to meet personal aspirations, delivering meaningful outcomes and Fulfilled Days.

Home From Home Care’s services are based on:

### Exceptional Environments
- High quality buildings & facilities
- Award winning homes
- Personalised en-suite bedrooms
- Homely atmosphere
- Multiple communal areas
- Flexible living options
- Village locations

Whether in a residential home environment or out in the community, Home From Home Care’s core belief is that dedicated person centred support allows each individual to develop at their own pace and make choices that fulfil personal dreams and aspirations.

### Specialist Residential Care

Our 11 Residential Care Services are designed as different types and sizes of homes where small groups of compatible people can live together or on their own. Communal living spaces facilitate interaction, balanced with privacy and personal space for each individual.

### Day Opportunities

Flexible services for people with Individual Budgets or Direct Payments. Individuals are supported on-site in our three Hubs and out in the wider community.

### Quality Outcomes
- Personal choice balanced with Duty of Care
- Person centred approaches
- Active & Fulfilled Days
- Continuous development opportunities
- Recognition of achievements
- Community integration
- ‘Our Voices’ self-advocacy

Staff are the cornerstone of delivering exceptional care and support. We recruit people with the right attitude and an enthusiasm for making the difference. We invest heavily in comprehensive training and staff development so everyone can achieve their full potential.

### Quality Assurance & Compliance

This is an integral part of achieving transparency, high standards and delivering our philosophy of empowering individuals by supporting them in a caring manner.
A Unique Approach

Home From Home Care offers parents and carers a real alternative when it comes to choosing services for their adult children. Our specialist Residential Care Services are continuously evolving to meet the complex needs of individuals requiring a bespoke service.

Our uncompromising approach, ongoing investment and commitment to a sustainable future are reflected by our dedicated staff teams and high quality therapeutic services. We carefully design and build environments that meet each individual’s needs and facilitate the delivery of their person focused care and support.

Where others may compromise, we don’t. If a room needs modifying, it happens. If an individual’s needs require specialist staff training, or staff team, it happens. If their support needs change, a new support program is devised.

We recognise that care is fragile; what works today will not necessarily work tomorrow, as people and circumstances change. We learn from experience and take necessary actions. Everything we do is open and transparent, whilst always respecting the privacy of the individual and their rights.

These commitments make the difference to the lives of individuals being supported, their families, staff and other stakeholders.

Key Values and Objectives

Home From Home Care’s key values and objectives are underpinned by transparency and accountability:

- Be person centred in everything we do
- Provide bespoke packages of support that meet individual’s needs and aspirations
- Promote opportunities for choice and control
- Enable each individual to choose their lifestyle and lead a fulfilling life
- Develop and maintain a qualified and experienced staff team that is well motivated and can meet the defined needs of each individual
- Involve family and carers
- Provide homely environments in high quality surroundings
- Protect each individual from abuse
- Promote health and well-being
- Work in partnership with agencies to maximise opportunities for each individual

Philosophy of Care

Home From Home Care’s philosophy of care is aligned with the nationally recognised O’Brian’s Five Accomplishments:

- Community Presence: Home From Home Care will increase the presence of individuals in local community life
- Community Participation and Relationships: Home From Home Care will expand and develop individuals’ friendships and relationships within the community
- Respect and Having a Valued Role: Home From Home Care will enhance the reputation that individuals have and increase the ways that individuals can contribute
- Promoting Choice: Home From Home Care will support individuals to have more control and choice in life
- Supporting Contribution: Home From Home Care will support individuals to develop their skills and abilities to become more independent

There’s a real difference between ‘support’ and ‘care’. Providing care means making a cup of tea for somebody. Supporting means helping them to boil the kettle, or put the tea bag in the cup. It’s amazing how small changes like this can make such a big difference to people’s lives.
“The atmosphere at the home is warm and welcoming and feels very personal, not clinical in any way.

The fact that Paul & Ann were driven by their own parental concerns is, I think, apparent at every level. They know how parents feel about this huge step. The name says it all!”

A Parent

Homely Environments Tailored to Each Person’s Needs

The homes reflect our belief and experience that individuals respond to a warm and homely atmosphere. They offer spacious, communal environments for social interaction, balanced with privacy and personal space for each individual. All the homes are located in villages with access to a good range of local amenities.

The homes are carefully designed so that an individual’s personal space can be adapted to meet their specific needs and to facilitate the delivery of their person focused care and support.

Colour schemes and furnishings reflect individual choices. Adaptation of personal spaces may include tracking, a bathroom or wet room and a personal kitchen, as necessary.

The Heart of the Homes

At the heart of each home is a spacious communal kitchen, dining and living area. This design encourages social integration, participation in food preparation and general household tasks and responsibilities.

Gardens

Gardens provide plenty of space for outdoor activities in a safe environment. Individuals can help tend flower and vegetable beds, enjoy summer BBQs, trampolining and the outdoor sensory areas. Some individuals have their own garden.

Personalisation

Each person’s en-suite bedroom/personal living space is thoughtfully personalised to reflect their aesthetic tastes and physical needs. All spaces are regularly updated and refreshed in response to the evolving needs and choices of individuals.

Activity and Sensory Rooms

The homes have access to activity and sensory rooms. Activity rooms provide a focus for more structured activities including arts & crafts, a variety of workshops and social events that draw in individuals from other homes.
Micro Communities

In each location we have designed and built different types and sizes of homes, where small groups of compatible people can live together or on their own. The mix of people reflects the diversity of the wider community, which they access on their own terms. This is a Micro Community.

The different services are designed to meet each person’s care and support needs and their aspirations. For some, their home may also be a ‘pathway’ to another service that may offer more independence.

Micro Communities incorporate different CQC registered residential services and a Community ‘Hub’. The ‘Hub’ includes an activity centre and sensory room and, as appropriate, can be used by residents from across all HFHC’s Micro Communities as well as individuals living in the wider community.

Critical Mass of Staffing

Each home or service has its own staff team, so multiple staff teams working on one site create a high level of staff resource and flexibility. This covers most eventualities, including annual leave, training, staff absence, individual and staff compatibility, and extra support for individuals having a difficult ‘day’.

Social Interaction

Whilst the focus of interaction is outward looking at the wider community, a great deal of social interaction takes place within the Micro Community. This may range from a couple of friends meeting for a coffee, to a larger group celebrating a birthday party or an impromptu BBQ.

Specialist Integration Homes

Specialist Integration Homes are an evolution of our therapeutic residential care and support model, reflected in the design of the space and service delivery.

Each person has their own suite of rooms. These can be totally independent from the rest of the building, or operate as part of a small group. This enhanced flexibility makes the Specialist Integration Homes ideal for a range of individuals with differing levels of complexity.

For those with extreme complexities, they are a registered social care alternative and pathway out of more institutionally based services, such as semi-secure units / hospital settings. For others they may be a transition service and pathway into a more appropriate Micro Community service.

Staffing is very specific to each person being supported. For some with greater levels of complexity we can allocate more specialist staff who are recruited and trained as Intensive Support Workers (ISWs).

Spacious Living Areas

In addition to a bedroom and en-suite, each person has their own spacious living room connecting to the communal area. Their living room has built-in flexibility, allowing for the installation of a personal kitchen, enabling them to live independently from the rest of the home.

More Independent Living

The objective is that each person can, as their complexities and/or wishes determine, live fully independently without the need to integrate with others. The communal area can also be a pathway to greater social integration, allowing each person to access it on their own terms.

Social Integration

For very complex individuals, this service successfully supports their integration or reintegration into a social care environment. The adjacent Micro Community offers scope for further social integration with other individuals, whilst also facilitating access to the wider community.
The Hawthorns Micro Community
Bardney, Lincolnshire

The Hawthorns is registered for 9 people: the original house is home to 7 people with a range of complexities and The Berries is a 2 bedroom cottage and pathway service for more independent living.

The Brambles is registered for 6 people: it is comprised of two separate but linked 3 person homes for individuals who have sensory impairments and very high levels of vulnerability.

The Hollies is registered for 2 people: this service supports individuals with very complex autism, mental health issues and PICA.

The Oaks is registered for 6 people: it is a Specialist Integration Home comprising two separate but linked homes. If appropriate, each person’s living space can also be entirely self-contained so the home can function as 6 independent units. This home is totally flexible and can support even the most complex individual.

The Micro Community’s ‘Hub’ is in a separate building and includes an activity centre and sensory room.

The Old Hall Micro Community
Fiskerton, Lincolnshire

The Old Hall is registered for 13 people. The original farmhouse is home to 7 people and the attached Annex to 3 people, with 3 Mews Cottages in the grounds.

The Old Hall and The Annex accommodate a compatible group of people with a range of complexities including high physical support needs, epilepsy and autism.

The Mews Cottages are a pathway service for 3 complex individuals who benefit from living more independently, with a high level of support, whilst also accessing the main home on their own terms.

The Micro Community’s ‘Hub’ is in a separate building and includes an activity centre and sensory room.
Kirk House Micro Community
Dorrington, Lincolnshire

Kirk House is registered for 11 people and has been designed as two separate but connected homes. The ground floor is home to 5 people who have additional complex physical needs and the first floor is home to a compatible group of 6 people with a range of complexities.

Orchard Lodge is registered for 6 people: it is comprised of two separate but linked 3 person homes for individuals who have autism, epilepsy and associated mental health issues. For some it is also a pathway service that provides more independent living.

The Reeds (opening Spring 2016), will be registered for 8 people. It is a Specialist Integration Home comprised of two separate but linked homes. If appropriate, each person’s living space can also be entirely self contained so the home can function as 8 independent units. This home is totally flexible and can support even the most complex individual.

The Micro Community’s ‘Hub’ is in a separate building and includes an activity centre and sensory room.

Cherry Tree Lodge Micro Community
Ruskington, Lincolnshire

Cherry Tree Lodge is registered for 9 people: the house has been designed to support a group of people with varying degrees of vulnerability and a wide range of complexities including autism, epilepsy and health & mental health issues.

Cherry Tree Lodge has evolved into two separate but interconnected homes, one for 5 people and the other for 4 people. This approach has enabled those individuals wishing to live in a more communal way to do so, whilst not imposing on those wishing to live more separately.

The ‘Hub’ is part of the home and includes an activity centre and sensory room.

Cherry Tree Lodge is also part of the Kirk House Micro Community which is located nearby.
The Old Vicarage is registered for 14 people: the original house is home to 11 people, with 3 Mews Cottages in the grounds.

The Old Vicarage has evolved as two separate but connected homes. The ground floor is home to 5 people who have additional complex physical needs and the first floor is home to a compatible group of 6 people with a range of complexities including mental health.

The Mews Cottages are a pathway service for 3 complex individuals who benefit from living more independently, with varying levels of support.

Vicarage Lodge is registered for 3 people and has been specifically designed for individuals with PMLD who use wheelchairs. Whilst it has integrated state of the art tracking systems and is a very personalised environment, it is also extremely homely and non clinical.

The ‘Hub’ is part of the home and includes an activity centre and sensory room.

In 2008 The Old Vicarage was the National Winner of Best Specialist Care Development in the Pinders Healthcare Design Awards.

Home From Home Care was praised for “Creating a care facility which is clearly excellent”.

Through our commitment to continuously updating the homes, The Old Vicarage has recently undergone a refurbishment and had a major extension, creating two separate homes.
“Our daughter has settled in extremely well and we truly value the excellent care and support from the staff to make sure she has a fulfilling life.

We know she is in the right place and can see how happy she is when we come to visit.”

A Parent

Fulfilled Days

Layered Activities is our unique approach to delivering Fulfilled Days.

Activities are planned around each person’s needs, wishes and interests to achieve relevant and meaningful outcomes. Specific activities are continuously reviewed allowing flexibility, variety and choice, according to the individual’s changing needs.

Layered Activities allows flexibility in the way care and support are delivered, facilitating higher levels of staffing necessary for priority activities. It encourages structure and routine, to the extent that this is possible for each person.

This is particularly beneficial to those with autism for whom structure can be important to their daily routine.

Meaningful Outcomes

Layered Activities creates opportunities for an individual to achieve meaningful outcomes, ranging from daily living tasks to more complex activities such as swimming ten lengths or developing skills to take on a job.

We assess an individual’s abilities and set realistic objectives for them to develop their potential at their own pace. Tasks are broken down into simple, achievable steps so the individual can experience a sense of fulfilment.

Personal goals are regularly monitored and reviewed. An individual’s weekly program is flexible, and sensitive to health and other issues that may be influencing their day.

Everyone has the opportunity to flourish and live a fulfilled life.
Identifying Needs

Our approach is proactive based on accurately identifying and understanding the needs of an individual, and then building a therapeutic service around them. The process starts with the individual’s initial assessment and then evolves into the Care Plan which is responsive to changing needs. The individual is always at the centre of this process.

Care Plan

Working with the individual, their family, health professionals and anyone else significantly involved in their life, we develop a care plan that is unique to them.

The care plan focuses on what they can do rather than what they can’t. The purpose of the plan is to empower them in all aspects of their life whilst always promoting independence.

The care plan includes their health needs and other considerations to make sure we are supporting them in the appropriate way.

An individual’s needs will change, so all plans are regularly reviewed and updated with new information. This proactive approach ensures that the staff team is aware of any changes.

A Person Centred Approach

No matter how small their voice, the individual is always involved in all aspects of their care and support as we empower them to be heard.

Everyone is different, so we create a viable world around each person. This is reflected in the staff we recruit, the training they receive, as well as the physical environment.

Everyone has a Voice

Our Voices is a self advocacy group for the individuals that we support. The aim is to give a voice to everyone, whether they attend meetings or not, reaching across the very broad spectrum of needs that define the services that we offer.

Our Voices plays a part in the company’s decision making process, so that their views, thoughts and ideas are heard. Their involvement in staff recruitment is being extended so they can feed into staff appraisals, and have a meaningful say in the way that services operate and develop.

As Our Voices develops it will enable individuals to more effectively influence the wider community, and will be supported to meet with external agencies such as local councillors, social services, GP practices etc. to discuss issues that are important to them. In this way, it will be an advocacy service that is supporting people with a learning disability to maintain their right to be heard.

There is also an important social aspect, where Our Voices plan activities, events and opportunities within the Micro Communities and across the wider organisation.
Placements

We have placements from over 35 Commissioning Authorities across the UK, including Social Services and Health Authorities.

As a family-led service, we understand the complexities of the placement process from the initial visit through to transition. We therefore support and advise families during this process, which can sometimes be protracted depending on the circumstances of the individual and the Commissioning Authority.

Drawing on our own experiences gives us a unique perspective that we are happy to share with others.

Our placements are driven both by Social Workers and families who recognise the uniqueness and effectiveness of our services.

1 Visit & Referral

Following an initial visit, the starting point for any placement is Social Services or, when relevant, the Health Authority. They, in turn, make a referral to Home From Home Care which is a request for an assessment.

2 Assessment

We undertake a comprehensive needs-led assessment, for which we absorb the costs with no obligation to Commissioners.

It ensures that we understand the individual’s needs and aspirations through meetings with family, school and any other stakeholders in the individual’s life.

Where we can meet an individual’s needs, an offer is made.

3 Placement

The decision to agree a placement rests with a funding panel who will consider the placement in conjunction with other options.

Once funding is agreed and the suitable service is identified, the transition plan begins.

4 Transition

A smooth transition for an individual that minimises their anxieties is essential for a successful placement.

Over the years we have developed our own proven transition process that is implemented by a specialist Transition Team. Working closely with all parties, they are experienced at carefully planning and managing the transition.

Each person is unique and their transition reflects this in terms of timescales, visits, building relationships, overnight stays and the final move-in date.

5 Ongoing Support and Review

As the learning and development of an individual never stops at HFHC, we review and monitor all aspects of the placement.

We hold six-monthly reviews to evaluate how effectively the placement is meeting the individual’s needs and invite family, care managers and relevant health professionals to attend. We address areas of development, including the possibility of progression into one of our more independent living services.

“It is not uncommon to see a person’s behaviour change quite significantly over the course of their first months at Home From Home Care.

This is due not only to the safe and homely environments, but also in part to the careful planning that gives them a sense of purpose and hope for the future.”

Tracie Clark
Assessment Manager
1. **Visit and referral**

   VISIT
   Visit to Home From Home Care services

   ASSESSMENT REFERRAL
   Care Manager makes a referral and requests an assessment

2. **Assessment**

   ASSESSMENT PROCESS COMMENCES
   Assessment Team visits the individual and other relevant parties to gather information and compile assessment

   PLACEMENT AGREED
   Time scale established and appropriate service agreed

   PLACEMENT OFFERED
   Letter offering placement sent to Care Manager and the parent/carer

   PLACEMENT NOT OFFERED
   Reasons discussed with Care Manager with written explanation sent to both them and the parent/carer

3. **Placement**

   PERSONALISATION
   Room, en-suite and other adaptations undertaken

   HFHC VISITS INDIVIDUAL
   Transition Team visits individual and relevant parties

   INDIVIDUAL VISITS HFHC
   As appropriate, familiarisation visit(s) to the home

4. **Transition**

   TRANSITION PLAN AGREED
   Key staff identified

   OVERNIGHT VISITS TO HFHC
   As appropriate, overnight familiarisation stays arranged

5. **Review**

   MOVE IN
   Six week settling in period

   REVIEW
   Six week review with relevant parties
Day Opportunities

Day Opportunities supports people living in the community and those living in Home From Home Care services by providing activities, events, opportunities and workshops.

There are currently three locations for Day Opportunities: Dorrington, Fiskerton and Bardney. These purpose built ‘Hubs’ have the added facilities of well equipped kitchens and sensory rooms.

Day Opportunities is staffed by a dedicated team who have experience in delivering workshops, activities and events. They work alongside staff from other Home From Home Care services, who have specific skills including arts and crafts, musical abilities etc. This enables us to deliver varied activities that are constantly evolving according to the preferences of the people using this service.

Fulfilled Days

Day Opportunities supports the delivery of a number of workshops from gardening to photography. There are also regular activities including drama, music, arts & crafts, football, gym and swimming sessions.

Through Our Voices, individuals are encouraged to request additional or new activities that they wish to be involved in. Staff with the right skills to make this happen are also sourced from our wider residential staff teams.

Social Events

Day Opportunities enables people to plan and organise social events. For example, at a Macmillan coffee morning individuals were involved in workshops to bake the cakes, set up the venue, serve the guests and clean up afterwards.

The follow through of activities makes them more effective and rewarding experiences.

Accessing the Wider Community

Day Opportunities also works alongside external providers and organisations which enables people to access a greater variety of activities.

For example, through Day Opportunities we are able to provide a music therapist and a drama teacher. This offers individuals from all homes who have a specific interest to meet in a small group which encourages socialisation as well as offering a stimulating activity.

Day Opportunities has created links with organisations such as The Prince’s Trust who have worked with individuals to renovate an outdoor area, using skills in gardening, arts and craft, maintenance etc. Another benefit of this social activity is that it builds links to the wider community.

Future Plans

Day Opportunities will evolve to provide increased activities and workshops. The more people using them gives greater scope to develop the range.

These new opportunities will be accessible to those in Home From Home Care residential services and those living in the wider community - who can use their personal budgets or other funding streams to purchase their activities and support.

The service will evolve to a seven day a week provision, offering a wider variety of services and more opportunities for accessing them.

“Our son attends three full days a week and he loves it! He has made some great friends, enjoys an amazing range of activities and the staff are simply wonderful.

I totally relax knowing he is there and never have to worry.

He attends the yearly Ball, Halloween parties, Summer fete and Christmas events. In fact, there’s not much they don’t celebrate and make a big effort for!”

A Parent
Our Staff Team

Our Staff are the cornerstone of delivering exceptional care and support.

Over the years we have recognised a number of key aspects to identifying and building teams that can successfully deliver a very personalised service to each individual we support. We have identified the many variable factors that staff are responsible for on a daily/weekly basis: more than 300 around each home, 120 around HR Management and 150 around each individual. This is the true complexity of care.

- We attract people from all walks of life with different skills and experiences who share our ethos and enthusiasm for making the difference.
- We focus on empowering each person to reach their potential, whether it be our staff or the individuals they are supporting.
- Our ethos requires staff to understand the difference between ‘care’ and ‘support’. ‘Support’ involves the person in the process of making a cup of tea, regardless of their complexities - rather than simply making it for them. This is an empowerment process, giving even the most complex individual greater ownership over their life.
- Staff need to be proactive, with a high degree of self awareness and understand the importance of things that might otherwise be considered mundane.
- All staff are linked into our unique IT & Management Platform. It facilitates the delivery of meaningful care and support, which is a complex process.
- ONE TEAM Working is embedded in everything staff do. It is implicit in Training & Staff Development, Designated Roles, Core Teams and Layered Activities, enabling staff to deliver meaningful outcomes.

Core Teams

Each individual has a Core Team built around them, who are matched to reflect their needs and aspirations.

A Core Team has four staff, each with a specific focus: Coordination, Wellbeing, Activities and Documentation. They report and record progress and consider new opportunities through monthly Core Team meetings.

Core Teams communicate with other staff, creating consistency and continuity of support. Staff may work across multiple Core Teams.

Designated Roles

Designated Roles are areas of responsibility allocated to each member of staff. The roles are relevant to the management and day to day functioning of the homes.

They encompass the 300 things that have to happen in a home (e.g. checking the vehicle has fuel so that an activity can happen, or that a printer has ink so that an activity plan can be printed).

Designated Roles create accountability, responsibility and job satisfaction, helping the service to run smoothly.

Layered Activities

Layered Activities is our unique approach to delivering Fulfilled Days, matching staff and individuals by taking into account strengths, interests and personalities.

Layered Activities is designed to be fulfilling for the individual and rewarding for the staff member. It also facilitates higher levels of staffing necessary for priority activities.

This process is continuously reviewed and enables staff to achieve relevant and meaningful outcomes for the person they support.

HFHC Flex

HFHC Flex is our flexible staff team, and includes senior staff who can lead shifts as well as our bank staff.

HFHC Flex backfills for absences including annual leave, training and sickness. It avoids the problems associated with using external agency staff, creating greater continuity as staff are familiar with the homes and the people they are supporting.

It also creates flexible working opportunities, with staff undergoing the same recruitment, training and management processes as our other staff.
Training

Training is crucial to providing exceptional support. Substantial investment in training the staff team underpins the delivery of a high quality service - we invest approximately 9% of the fees we receive into training and staff development.

We have developed our own dedicated and well-resourced Training Department, with full time trainers who deliver some 4,000 training slots a year. An additional 20% of our trainers’ time is spent in the homes reviewing and mentoring staff, linking training with Quality Assurance.

Training programmes are also designed to be a pathway to career progression.

Induction Programme

Induction Training takes place during the first four weeks of the twelve week Induction Programme which also determines staff aptitude and suitability for working at Home From Home Care.

During the first four weeks, staff complete shadow shifts along with a reflective diary. ‘Going live’ in Week Five, they are familiar with the people they will be supporting, and vice versa.

Staff continue to be mentored and supported by more experienced staff, and as required, additional training and/or shadow shifts are provided. At the end of the Induction Programme staff are signed off as competent or the Induction period may be extended.

Positive Behavioural Support

Our full time Behavioural Support Specialist works directly with specific individuals’ staff teams in the homes and feeds back to our consultant clinical psychologist. He also delivers Positive Behavioural Support training and takes into account any actions arising from incident reports.

Refresher & Specialist Training

Ongoing refresher training starts in year two and includes mandatory training and Home From Home Care’s own courses, whilst specialist training is delivered as and when required.

Additional specialist training is designed around an individual’s particular support needs, especially for those who have more complex health needs, sensory impairments, mental health issues and associated behaviours.

Career Development

Our training programme supports career development and includes a range of management and leadership courses, both internally and externally.

Train the Trainer courses provide enhanced opportunities for staff to add to their skill sets. Likewise, the Continuous Improvement Focus provides opportunities for staff to enhance their specific skills.

Accreditations include Diploma Levels 2, 3 & 5 in Health & Social Care, Management and Level 2 distance learning courses.

Management

Home From Home Care has a proactive, multifaceted management team with a wealth of experience in their specific areas. Care expertise is supplemented by specialist management skills from other sectors. This dynamic team builds on our no-compromise approach.

ONE TEAM Working is the practical focus of our management approach. It is transparent and facilitates communication at all levels. Strategies are created and decisions are shared, uniting everyone in improving the lives of the people we support. Our Management Support Focus and Continuous Improvement Focus facilitate best practice and unity.

Rota Management & IT

Delivering our high quality care and support is extremely complex. Organising staff rotas is an essential but complicated task as the right people have to be in the right place at the right time. A combination of rolling and flexible rotas have to match each home’s requirements as well as the specific needs for each individual being supported. Sickness, Annual Leave and Training are just some of the many variables.

The data from our online rotas combined with our unique IT & Management Platform, gives us greater insight into staffing challenges. The Central Rota Team analyse this data and organise the flexible staff teams, with the aim of making sure that shifts are not just covered, but are covered by the right staff. This information is communicated to the homes who can make any necessary adjustments.
QUALITY ASSURANCE

“Home From Home Care provides high quality services and uses robust systems & processes to continually measure this.

My role is to monitor our services by auditing & capturing essential information in order to maintain high standards.

Working together to achieve positive outcomes with each individual is our ultimate aim.”

Gail Maclachlan-Gray
Quality Assurance & Compliance Manager

Quality Assurance & Compliance

Quality Assurance and Compliance (QA&C) ensures that services are meeting essential standards of quality and safety, respecting dignity and protecting the rights of individuals.

Home From Home Care sees QA&C as an integral part of the process of achieving high standards and helping to deliver its philosophy of empowering individuals.

The Company’s QA&C programme continually monitors all elements of the service to ensure positive outcomes for individuals. QA&C therefore runs through everything the Company does.

Staff

- Rigorous selection process for staff
- Continuous staff training
- Creating a culture of support rather than just care
- Sensitive integration of new staff into the homes
- Open access for support staff to senior management
- Whistleblowing policy

Individuals

- Individuals must receive support to help make their own decisions
- Getting the initial assessment right
- Choosing the right home and group dynamics
- Putting in place the right Care Plans/Daily Diaries
- Ensuring a smooth transition
- Establishing good communication with parents/carers and sharing information
- Empowering the individual as an adult by supporting in a caring manner
- Continuous review of changing circumstances and needs
- Creating a sense of home and belonging

The Homes

- Adapting environments to fit the individual’s needs
- Full maintenance capability for planned work and to react to unplanned events
- Encourage and support the personalisation of an individual’s room
- Quality controls to ensure the homes are clean, tidy and homely
- Well planned nutritious menus every day

Management

- Investment in a management team who can deliver the vision
- Senior manager dedicated to QA&C
- Regular staff meetings to inform and share
- Staff supervision meetings
- Unannounced visits to the homes
- Monthly QA&C audits
- Having relevant policies, processes and procedures
- Investing in IT systems
- Making staff feel valued
- Ensuring good communication throughout the Company
- Deal with all issues in a proactive way

A Transparent Service

We believe that individuals being supported should be provided with a safe environment embracing all relevant aspects of their life, meeting their needs and expectations. This includes being assured that on any occasion where the service standard falls below that which could reasonably be expected, there are systems in place to address this.

Compliments or comments in relation to any aspect of the service or staff are welcomed and will be used to further improve standards.

Individuals being supported, or those acting on their behalf, can make comments, complaints and compliments and can be confident that they are listened to and dealt with effectively.

We recognise that complaints are not personal criticism and see them as an opportunity to improve the standard of service provided.
**Complaints Procedure**

Individuals being supported or those acting on their behalf can make an Informal Complaint and should do so directly to the Manager of the service. The Manager will record it and take steps to try to resolve the issue(s) on an informal basis.

Upon receipt of an Informal Complaint the Manager will respond to the complainant and seek to resolve the issue in a timely and effective manner. Where this does not happen to the satisfaction of the complainant, they will be offered the opportunity to elevate the Informal Complaint to a Formal Complaint.

Formal complaints should, where possible, be made in writing using Home From Home Care’s Complaint Form (available from the home/service, online or by contacting us on 0800 587 0372) or by sending a letter to the Manager, in which the writer states that they wish to make a complaint.

Complaints may also be made verbally and will be recorded and acted upon as if they were written.

Upon receipt of a Formal Complaint or if an Informal Complaint has been elevated to become a Formal Complaint, the Manager will:

- Write to the complainant within 2 working days to acknowledge the complaint
- Inform them whom the investigating Manager will be
- Provide an estimation of how long the investigation is likely to take
- Inform the complainant that they may, at any time, refer the matter to the Care Quality Commission

Where possible, the investigation will be completed within 14 days from the receipt of a Formal Complaint. If the investigation is likely to exceed this period, the Manager will write to the complainant with a revised conclusion date.

Following the completion of the investigation, the Manager will complete a written Complaint Investigation Report and will write to the complainant summarising the findings of the investigation and any actions to be taken.

The Manager may decide to hold a ‘close-out’ meeting with the complainant to discuss the findings and conclusions in order to determine what may be the best action plan for the future. A record of this meeting will be made.

Anyone who is not satisfied with the response they have received when making a Formal Complaint can inform the Quality Assurance & Compliance Manager of Home From Home Care that they wish to appeal, and their complaint will be further investigated.

Should anyone wish to appeal against the response received they should do so by contacting the Human Resource Manager within 7 days of receipt of the outcome of the complaint investigation received from the Manager.

Communications to the Quality Assurance & Compliance Manager should be addressed to:
Home from Home Care Ltd, Newport House, 1 Low Moor Road, Lincoln LN6 3JY.

The Care Quality Commission (CQC) can be contacted at:
Care Quality Commission National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

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**Policies and Procedures**

A full list of all policies and procedures operated by Home From Home Care and details about how to obtain a copy of these, can be found at www.homefromhomecare.com or by contacting the QA & CM Team on 0800 587 0372.

Home From Home Care Ltd is registered, and therefore licensed to provide services, by the Care Quality Commission (Provider ID:1-101652578). For more information, visit www.cqc.org.uk.