

# Speak Out in Hounslow



**Speak Out in Hounslow is an independent LD charity and their views are impartial to the content of the document supplied by the London Borough of Hounslow. They completed this Easyread translation of the Service Specification for Supported Accommodation Service.**

**This document is Speak Out in Hounslow's interpretation of the original Service Specification and any further enquiries to the content should be directed to Davina Pandya , James Hearn or the Commissioning Team at London Borough of Hounslow. Speak Out in Hounslow is not in a position to give a deeper interpretation of what the content means.**



**This Easyread translation should not be regarded as a legal document. Please refer to the original Service Specification.**

## Introduction and Context – Purpose of the document



This Service Specification says how services should be delivered to adults with a learning disability (LD) and/or autism living in supported housing schemes.



The London Borough of Hounslow (LBH) are working with the Hounslow CCG (CCG) to improve the local services to people with a learning disability and autism.



LBH are developing new supported accommodation to support people with LD.



LD residents in supported schemes in Hounslow will receive high quality care and services that support their needs, helping to reduce the number of people requiring hospital care.



LBH wants to work more with other local services to make LD residents more independent.



The Service will focus on bringing people that were moved out of borough back in and support LD residents of Hounslow that might need housing care needs in the future.



The Service will also focus on meeting housing and care needs for LD residents over the age of 16.



Supported Housing Schemes will be funded by the Adult Social Care budget from Hounslow Council.



The current Service supports around 60 adults with LD. As you get older, your needs might change. When they do, you will be assessed to find the best accommodation for your needs. As it stands, no one will be moving and you will stay where you are.

## Strategic Context



The Hounslow borough has a growing population with over 250,000 people from many different backgrounds. Hounslow Council also has a lot of people with complex needs



The new service provider will have to know the local service requirements and meet the national legal requirements as well, when providing a service to you

## LIFE context and principles



Until 2016 , Hounslow Council were spending over £8m a year for 30 different service providers. This was for a lot of service such as: advice, floating housing support, supported accommodation etc.



As the contracts were going to expire, Hounslow Council thought it would be a good time to redesign the contracts.



Hounslow Council redesigned these contracts into 3 different parts under the LIFE Project:



- **HELP –**  
This service helps to point in the direction for information, advice and assistance to find the right service for you



- **Integrated Support**  
This is the floating support service that Hestia provide. It also includes carers' support and advocacy



- **Supported Accommodation**  
This is an accommodation based support service to help adults with LD/autism





The Service will provide person centred support, helping people to live more independently in a safe place.



The Council wants the new provider to be experienced in caring for people with LD and/or autism in accommodation based services.



The new provider will also create good working partnerships with other local services.

## Service Description



The service provider will be registered with the Care Quality Commission (CQC) for 12 months before they start the contract and maintain a 'Good' rating throughout the contract.



The services will also support people with a range of complex needs, such as people that need Positive Behaviour Support (PBS) and a lot of person centred care.



There are some adults with LD and/or autism that have difficulties with their communication. The staff will support people to communicate and advocate on their behalf

## Service Aims



The service provider wants to work more with other Council departments, such as social workers, Commissioners and Health Professionals to make sure your needs are being met.



It also wants to give people more control over their choices within the community and at home.

## Service Values



The new provider will work with other local services, such as One You Hounslow, to identify the needs of the service user and give them the care and support they need. Services should be open to all services users and reasonable adjustments should be made, if needed.



Your safety and the safety of others is important. Staff will use the best ways to keep everyone safe, with Positive and Proactive Care.

## Expected Outcomes



The new service will focus on outcomes for each service user. This will help them live more healthily and independently and will focus on areas where they need support and care to help them through life changes.



The service user will have more of a say on how the service should run and will be more inclusive of cultural needs of the service user.



The service user will be helped to maintain a healthy network of family and friends.



Service users will be encouraged to gain new skills and do activities.



The service user will have a named key worker.





Service users will be treated well and will know how to make a complaint. All records will be up to date and kept accurately



Service users will be assisted with their medication, if needed, or will be reminded to take their medicines by trained and experienced staff



Service users will be helped to manage their own finance, if needed or will manage their own finances themselves, if they can do so. An accurate record of this will be kept by the service provider

## Support needs/Service User profile



The service is for people over the age of 16 with LD and/or autism. Service Users have a range of complex needs and characteristics .



## Some of the characteristics of the Service Users include:

Services Users who have limited capacity .



Service Users who have mental health conditions. This may include service users that might require Positive Behaviour Support.



Some service users have a physical disability and need help from staff getting from one place to another.



Service Users that need emotional support.



Service Users who are not able to communicate and may need help from skilled staff.



Service Users who need special food and drinks to keep them healthy.



## Example Case Study

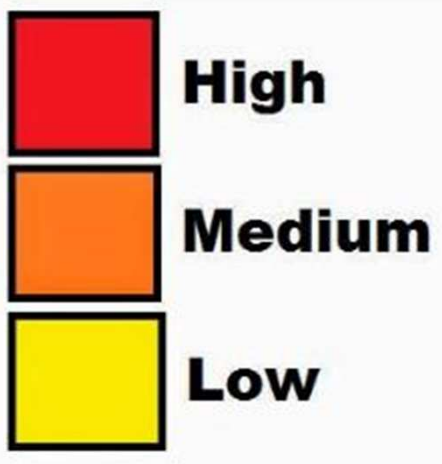
30 year old Josh has LD and autism. He has communication difficulties and has complex care needs.



He has been in residential care since he was 19. Because of poor management and low skilled staff, he has not been looked after well in his accommodation.



The service provider and the Community Learning Disabilities Team worked on a Positive Behaviour Support (PBS) plan for him which will assist Josh with his needs.



The supported housing schemes have many Service Users with different needs. Houses have been categorised as high, medium and low to suit the needs of the service users.

## Support and Care



Some Service Users might need 24 hour support and care or a Positive Behaviour Support plan



The service provider will make sure that they are well staffed to provide the care needed.



The service provider will encourage safe independence of the service user instead of dependency on their support.



Staff will have written guidance on the care and support they need to provide. This will also include how independent the service user is and what kind of decision making help they might need.



If the service user lacks capacity to make decisions then the provider will deal with it in line with the Mental Capacity Act and other Codes of Practice.



The service provider will use the Positive Behaviour Support, Active Support Models and Person Centred Planning to support the Service User and organise activities and develop their skills.



This level of support will increase independence of the Service User and will help them progress and reduce dependency on the service provider.



The service provider will encourage more community involvement for the Service User, helping to develop social skills.



The service provider will also support the service user to know how to keep themselves safe in the community.



## Medication



House staff should give or prompt service users their medication – as their Care Plan says.

### **These are the medication laws:**

Medicines Act 1968.

Misuse of Drugs Act 1971.

Royal Pharmaceutical Society of Great Britain rules.

### **Management and Staff must ensure:**

Check the right medication is going to the right person.

Service Users put the medication into their mouths themselves, unless they are not able to.

The MARRS sheet is signed and if a Service User refuses medication that is written too.

They have read and understand the the medication policy and laws.

## Medication



Any issues with medication are written down.

Staff are up to date with medication training and have their certificates .



Only Staff who are medication trained can give medication.

**No untrained Staff are allowed to give medication.**



Medication records are regularly checked by law.



Any medication emergency is reported to a GP, an ambulance called and the CLDT told.

Managers are to regularly check medication paperwork and stock.



Staff and Managers have to speak to each Service User's GP to make sure they are taking the right medication, this is called a review. This should be done at least once a year.



Service Users should be given medication where it is most comfortable for them, some prefer in their bedrooms.

## Medication continued



Service Users who have capacity can look after their own medication, it has to be locked away in their medication cupboard and Staff should sign it has been taken.



Only medication prescribed by a GP is allowed to be taken.



Staff should tell Service Users that its not good to drink alcohol when taking some types of medication.

## Meals



For Service Users who are able, houses have to make sure Service Users are supported to make and eat healthy meals.



They should make sure:  
It's food they like  
Food that agrees with their religious beliefs  
If needed, pureed, chopped or mashed.



When possible and safe Staff should:  
support Service Users to make snacks and drinks  
Explain kitchen risks to Service Users and what can go wrong and how to prevent it and why kitchens should be kept clean.

## Meals



Staff are to support Service Users who do their own shopping.

Speak to them about how much they can afford to spend – their budget.

When needed, Management and Staff need to contact specialists:  
Such as Speech and Language Therapists  
Nutritionists/Dieticians.

### The law relating to food premises

- Clean, in good repair and condition
- Good design, layout and construction
- Permit cleaning and disinfection
- Protect against contamination
- Permit good food hygiene practice, especially pest control
- Provide suitable temperature controlled conditions
- Health & Safety legislation.



**Staff have to be trained – the law says in:**

Health and Safety at Work Act 1974  
Food Safety ( General Food Hygiene) 1995

Food Act 1984

Food Safety Act 1990

## Cleaning and House Care



**If Service Users are able, Staff should support them to:**

Do basic housekeeping – explaining why it is important to keep their homes clean and tidy

Support them to answer the front door

To work in their garden, if they have one and enjoy it

To speak on the telephone



## Healthcare needs



Adults with Learning Disabilities sometimes fall ill more often than most people. Because of this they need to see their GP and Dentist regularly.

### **All Service Users should have:**

A Hospital Patient Passport

Support Plan

A Care Plan

and if needed a Positive Behaviour Plan

### **Staff should support Service Users with:**

A yearly health check – with their GP

Support Service Users to take part in healthy activities

All health appointments –

Chiropodists

Physiotherapists

Psychologists etc.

Attend CLDT appointments

If Service Users cannot go to their GP surgery, Staff need to speak to the GP and arrange a home visit.

**If this is not possible Staff should speak to CLDT who can help with arranging home visits.**





## Healthcare needs



It is important that Service Users feel safe speaking to Staff about anything that is worrying them.

Know they can trust Staff not to tell their Family anything without Service Users saying so.



Service Users must be able to trust Staff to support them to report a serious problem to a Social Worker.



**The Management and Staff must:**

all be basic First Aid trained.



make sure the First Aid box has everything that everyone will need.



Have one Staff member on shift who is specialist First Aid trained - and has a an up to date certificate.



Be epilepsy seizure aware and medication trained.



Know when to call an ambulance for a Service User who is very sick.

## Healthcare needs



### **The Management and Staff must:**

Tell Social Workers and Family if a Service User has to stay in hospital.

Make sure Service Users are being looked after properly and listened to when in hospital.

Check service Users have their Patient Hospital Passport in hospital with them.

They go through the Patient Hospital Passport with Hospital Staff – it tells them everything about the Service User and their Care needs.

### **Write down:**

what day and time a Service User went into hospital.

Why the Service User is ill.

What treatment and medication they are going to have.

The day and time the Service User is going back home.

Take back the Patient Hospital Passport  
**It belongs to the Service User**

## Emotional needs



**It is very important that Staff are trained well enough to know when Service Users are:**

Depressed.

Don't get on very well with people they live with.



Upset.

Scared.



Sad that a Family member or friend have passed away.

Want to spend a lot of time with a special friend.

## Bereavement



**Staff should be trained to a high enough standard to know that all Service Users are all different. That they all do different things when they are sad or upset if they lose someone.**



**It could be:**

a favourite Support Worker who has left the house.



A Family member/Friend who passes away and the Service User wants to be supported to their funeral to say goodbye.



Or chat to a Service User about how they feel or if they want to do something special to remember the person.

## Personal relationships and Holidays



Some Service Users have special friendships, some with people who don't always live in their house.

Some are extra special friends and Staff should support Service Users to visit them, or be visited when both friends are free.



Staff should speak to Service Users about things that can happen in special friendships and the laws about them.

**Management and Staff are to support Service Users to:**



choose their holidays/breaks away.

speak to Service Users about what they want to do on holiday.



who they would like to go with/who would like to go with them.

when they would like to go and if it would be possible.

how long they would like to go for.



do a risk assessment together about holiday safety and what could happen.

plan what to do in case something happens.



speak to Service User and plan what they want and need to take on holiday.

speak to Service Users about any special medication they may have to take before going away such as a vaccination.



## Personal relationships and Holidays



**Management and Staff must support the Service Users to:**

Speak to their GP's surgery about their holiday and the medication that needs to be ordered for the holiday.



Speak to Service User's Family and Social Workers about the holiday they want.



Speak to the Service User about the Staff they would like to support them on holiday.



Talk to Service Users about how many Staff members will have to go with them for safety.



Support the Service User to pay for their holiday and budget the money to take on holiday



## Service pathway



## Referrals

LBH make sure all Service Users needs and risks are assessed before they refer, (suggest), *for example* a new home they think will suit them.

If Management and Staff think the home won't suit the new Service User they need to say why.

LBH will work with the Service User and their Family to find a home which is better for them.

## **Planning, review and move on**

When a new Service user moves into a new home, Management and Staff need to make sure the home is welcoming.

There are times when Service users have to move. Sometimes Service Users want to live by themselves.

Or if a Service User becomes ill and they need more support.

## Finances



**Management and Staff may have to support Service Users to manage their money and financial transactions.**

**Management and Staff must make sure:**

they only support a Service Users to access their money with their consent.

the Service User have given their consent.

Management know of **all** financial transactions

each Service User has a book in which **every** financial transaction is written down.

**all** financial transactions are dated, clearly named and signed.

Staff **do not** use their shop loyalty cards when buying things for a Service User.

Service User's money is not kept with Staff money.

Service User's money is not put into Management or Staff's bank account.

Service Users are supported to speak to Management and CLDT if they want Internet banking.

**all** receipts for money withdrawn or spent - shopping bills activities etc., are stored in a private, secure place/storage.



## Finances



### **Management and Staff must make sure:**

all paperwork about Services Users finances are to be kept up to date and made available for –

Service Users

Family/Carers – with Service User's consent

Social Workers

LBH Safeguarding Team

Service User's keys held for safekeeping when out by Staff, be returned to them or Management on their return home.

they do not use the Service Users telephone/mobile – except in an emergency.

They do not support a Service User to write or witness their Will

Support a Service User to tell CLDT if they do not have any Family/Carer/Friend who can advise them about their money.

The Council will then help with that.

## Travel



If they are able, Management and Staff are to support Service Users to use public transport.

Staff can support Service Users to use the Council's Travel Buddy scheme and refer them to other Hounslow Travel Training schemes.

If Service Users cannot use public transport, Management and Staff are to support them to lease a vehicle from a Motability dealer, if they get Higher Rate Motability benefit.



Management are to put at least one licensed driver on shift so that the Service User with a car can go out if they want to.

If a Service User who owns a car wants to go out and there is no licenced driver on shift, the house has to meet the costs, e.g. cabs.



A risk assessment of driving Service Users has to be written and all Staff are to read and sign they have understood it.

All vehicles are to be looked after and sent for servicing and maintenance when the dealer says.

Staff are to be trained on the correct use of seatbelt, tail lifts and other safety adaptations.



Management are to support Service Users to buy all taxes and the correct insurance for their vehicle.



## Information



When Service Users move into a house or if the Management company changes, they have to give Service Users and their Families/Carers and information pack.



They have to make sure it is easy to understand and they explain everything it says shall be provided in the house and by the company.

## Service User engagement



### **Management and Staff must:**

give Service Users the right to say how they feel about the Service – regular resident house and 1:1 and with Staff meetings

Play an active part to communicate about who works in their house – being part of the interview panel and in choosing Staff.

saying who are good or bad suppliers and maintenance workers.



planning activities in and out of the house.

inform Families, if Service Users consent to the house plans and activities



## Support activities and Partnerships



**Management and Staff must ensure that they support Service Users:**

to claim the correct amount of benefits.



to keep their tenancy by making sure all their house bills are paid on time.



to engage with different services and try different activities they are interested in – One You Hounslow, Speak Out in Hounslow, etc.



to go to activities which teach them new skills which could lead to a job – paid or voluntary.

to work together on a Plan which will help the Service User live a healthy, stress-free life.



look after their home and know how important it is to lock doors and windows – to keep their home and possessions safe.



to read their mail, to reply to letters which need a reply- by telephone, appointment or whichever way is asked.



why personal care, such as looking after their teeth and healthy eating is so important.

## Support activities and Partnerships



**Management must ensure that they support Service Users:**

to use a washing machine and why doing laundry often is also a healthy thing.



engage with different cultural activities they are interested in.



to engage with organisations which can give them more specialist help than they get from in their house e.g. LBH Safeguarding Team, Fusion, London Fire Brigade etc.

## Staff requirement and competencies



**Management must make sure that the Staff who work at their houses:**

are SOVA trained and are very experienced in supporting Service users who need a high level of support.



have a thorough working knowledge of Service Users who have behavioural issues.

know how to make life easier for Service Users who can be unhappy working with Staff they don't know or like.



properly matched to support Service users on activities they are also interested in.

communicate in different ways, e.g. Makaton



## Staff requirement and competencies



**Management must make sure that the Staff who work at their houses:**

that Staff are trained at such a level that a Service User's condition is not who they are



must have working experience of following the rules of;

Deprivation of Liberties Safeguarding (DoLS)

Mental Capacity Act (MCA)

and know how to use these rules to keep Service users safe



be very keen to find interesting ways to support Service users to be part of their community

who are interested in going to specialist training on new ways to support



know what side effects there can be from different medication

know what to do in a medication emergency – dose not given or extra dose given



be understanding of Family/informal Carers' feelings if there are changes to a Service User's behaviour

be empathetic, positive and patient to Service Users, their Families/informal Carers



show and have a positive attitude in supporting Service Users to set new goals and work towards them



## Staff requirement and competencies



Staff are supported to be healthy so that they can deliver the best service.

are told of the best working practices they have to follow.



are told of how the Management are doing the best for their Staff and Service Users to have the best house.

tell Staff, Service Users and Families/Carers of all new laws, rules and improvements.



the Staff have good quality supervision and meetings regularly.



support Staff to make sure all Service User Care plans, reviews and risk assessments are discussed and up dated constantly.



have DBS checks and correct paperwork which says they can work in the service.



### Support Worker Promise



I will find out what is important to you and follow your support plan.



I will talk to you as an adult and listen to what you say, using your way to communicate.



I will be patient and make things easy to understand.

know and follow the Hounslow Support Worker promise

## Site descriptions – future projects



The London Borough of Hounslow is currently planning new housing developments for people with Learning Disabilities and/or autism.

The proposed sites are for the following number of units:

- 11 - Supported housing - Bedfont
- 15 - Extra Care/Supported housing – Feltham
- 12 - Supported housing – Heston
- 2 - Respite Units – Hounslow

**No one currently living in supported housing in Hounslow is going to be moved out of their home.**

**The only reason anyone would be moved is if their care needs change and it is not safe for them to live in their current home.**

## Housing management requirements



The successful Service Provider will have to make sure they discuss the leases on all supported houses with the Landlords and the London Borough of Hounslow.

The provider has to make sure they keep risk low and look after the Health and Safety by having night time Staff in houses that need it.

The provider has to make sure that they keep noise and disturbances to neighbours to a minimum.

That the comfort of the Service Users are at the heart of everything they do and are not disappointed or put out because of maintenance and repairs.

To put in place plans how best to support Service Users in changes to benefits, e.g. Universal Credit.

## Best value and continuous improvement



Management and Staff are to make sure the service they give is **Best Value** for money for the Service Users and that they will continue giving a good service.

## Communications and Branding



The Service provider is to have a good working relationship with Hounslow Council and show that the Service Provider supports the local authority's commitment to the LIFE project mission statement.

### **LIFE**

**Living Independently For Everyone:**  
the logo is to be on all their paperwork.

The Service provider is to make sure all houses are advertised on the CarePlan online directory and is to be updated for the length of their contract. They are to promote all the good work the Service Users' houses and Staff are doing.

## Complaints and compliments



Management and Staff are to give Service Users, Families/Carers and Staff complaint procedure information which is available in many forms of communication. Service Users are allowed to complain to the Service Provider and/or LBH. LBH have the right to investigate a complaint at any time. Management must have paperwork with all the details of complaints and complements.



## Confidentiality



The Service provider must make sure their Management give and discuss with Service Users the confidentiality law and what it means to them and what their rights are.

If they want to share their information, Service Users must give consent if they are able.

## Digital Technology



The Service Provider must tell Service Users and their Families/Carers about their digital technology policy, their Wi-Fi access and the protection they have on their broadband service.

## Equality and Diversity



Hounslow is a multi cultural Borough and all houses must follow what the Equality Act 2010 about how people of different races, religions and abilities are to be treated.

## Health and Safety



Each House must have an up to date Health and Safety policy that they can give at anytime it is asked for by LBH.



## Quality assurance and monitoring requirements



Each House must have an up to date Health and Safety policy that they can give at any time it is asked for by CQC (Care Quality Commission).

## London Living Wage



LBH know that Houses are having a hard time with employing Staff and keeping them. With this in mind, the local authority have said that Staff are to be paid at least, the London Living Wage.

## Length of contract



The contract for the houses are for at least 4 years and if all goes well it shall be extended for another 3 years.