

**JAMORES HOMES**  
**Milton House 16+ Supported Accommodation**  
**Statement of Purpose**  
**2021**



## **Introduction**

Milton House provides supported accommodation for four clients (male and female) aged 16-24yrs, with varying support needs for a period as determined by their individual need.

The service offers an approach based on client's strengths that is both flexible and positive, enabling clients to prepare for independent living. Individual choice is promoted and living skills enhanced to promote engagement in purposeful activities such as education, leisure and employment. We recognise that everyone has personal qualities, talents, abilities, interest, achievements, capabilities, dreams and wishes. We empower clients to take a lead in their support with greater attention to independence, creativity, wellbeing, and flexibility.

Our strength-based support plans are outcome focused, respond to client's priorities and value individual perspectives. They enable empowerment and choice, supporting recovery and acknowledging the client's aspirations and future wishes in all aspects of their lives.

Staff at Milton House work proactively with clients, families, advocates and relevant professionals. The support offered is based on, and complements, needs agreed through the Support Plan, Care Programme Approach (CPA) etc. Social Workers/Care co-ordinators are actively involved in client's progress while at the service, ensuring successful positive outcomes. We continually monitor and review our practice to ensure positive developments and continual improvement of the service we offer.

## **Background**

Jamores Homes is part of Jamores Limited. We provide quality support and care to clients through our residential and community support services.

We believe in achieving positive outcomes, providing the personalised care and support that our clients need and empowering them to make positive changes in their life. We support clients to maintain their independence, wellbeing, control and dignity.

With highly experienced teams, we provide exceptional support that delivers excellent value for money. We are experienced in helping young people with the most complex needs. We provide high quality services that focus on each and every individual.

Jamores aims to make a positive difference to people's lives by using the principles of valuing people, wellbeing, rights, choice, inclusion and independence, enabling self-determination, personal development and fulfilment.

## **Our Principles**

### **Privacy**

Staff will ensure that each client is treated as a respected individual who can exercise privacy in as many areas of their life as possible. Staff will consider the need to safeguard their welfare and act in strict accordance with their support plan.

### **Dignity & Respect**

We recognise the intrinsic value of each individual client. Clients are respected as individuals; we respect their uniqueness and their individual needs. This encourages client to keep their sense of personal heritage, identity, and community.

### **Independence**

We will support and enable the clients accommodated with us to make their own decisions with minimal need for reference to others in agreement with their support plan whilst always ensuring their safety.

### **Choice**

Our staff will ensure that opportunities exist for each client to exercise choice in as many aspects of their daily lives as possible. This need for choice will be balanced with the need to safeguard and maintain welfare.

### **Rights**

Client will be given the same rights as individuals living in the community. Staff will act as advocate for the client's rights.

### **Fulfilment**

Clients accommodated with us will be encouraged and supported to realise personal potential and abilities in all aspects of life.

### **Spirituality**

Where a client expresses an interest, staff will discuss and support them in meeting their spiritual beliefs/requirements. Where appropriate, members of staff will refer the client to those who are better placed to offer this support. We have respect for all religions and belief systems.

### **Equality**

We will ensure that the services and facilities of the home are accessible and available to all. The service provided by our staff will not judge client's circumstances, backgrounds and lifestyles. It will not discriminate on the grounds of race, culture, language, religious beliefs, gender, sexuality or disability. Individuality will be valued; a commitment to treat clients fairly.

### **Quality**

We promote quality services which are based on agreed standards and meet legal and good practice requirements. A commitment to ensure that staff working with client will do what they say they do.

### **Listening**

A commitment to listen to client and help them express their wishes and needs in whatever way is best suited to the individual client.

## **Confidentiality**

We will treat all personal information in confidence. The team is committed to only share personal information with other professionals about a client on a 'need to know basis', balancing the need to protect with being able to provide a good service.

## **Our Values**

We believe that:

- Supported living should provide clients with skilled support from committed staff in a safe, supportive and ordered environment.
- We have a responsibility to ensure that our clients are safeguarded from abuse and neglect.
- Our support should form part of a range of services, which combine to meet the client's needs and support their families or carers.
- We recruit support staff that are carefully selected and have opportunities to develop skills and professional practice through training and supervision.

## **Personalising Support**

Personal Support Packages can be agreed to provide different types and support hours for each client. Each client will be offered a weekly number of 'personal' hours to be used for specific tasks and goals in their Support Plan.

## **Delivering Independence**

Our staffs act as facilitators, working with clients to develop their capacity and confidence to do things for themselves and prevent breakdown of placement. Our work is focused on optimising sustainable independent living skills and improving health and well-being. Common support interventions include:

- practical support – support with health & hygiene, developing budgeting and cooking skills, managing self-medication, attending appointment.
- developing knowledge - around medication side effects, safeguarding, benefits, nutrition, and healthy living.
- advocacy and liaison - support with external agencies, such as liaison with benefits agencies, linking in with advocacy services.
- encouragement and support - enrolling on, attending education courses, and securing paid employment.
- social inclusion - through befriending, events, community groups and activities
- diversity - linking people with local networks and specialist agencies such as specialist BME providers, LGBT services and DV services.

## **Strengths Approach**

Milton House uses an innovative approach to promote the independence and recovery of its clients in line with key policy documents such as: 'Our Health, Our Care, Our Say' (2006); 'Valuing People Now' (2010); The strengths approach is a way of underpinning the day to

day work we carry out and is a specific method of working with and resolving the problems experienced by our clients.

‘Strengths based practice’ challenges the inherent negativity engendered through a traditional problems-orientated way of working. Problems and difficulties are not ignored, but the way of trying to resolve them is managed by shifting the emphasis to developing a collaborative, trusting, working relationship between clients and staff, which prioritises a focus on the achievement of the client’s own aspirations, and building upon their own strengths and resources. The strengths approach guide staff values and attitudes.

### **Milton House, Sittingbourne**

The service is situated in Sittingbourne (Kent), a quiet rural community with good access to shops and community resources. It is well served by bus and rail links to London, Dartford and other South East Regions.

### **Accommodation & Facilities**

The building consists of 4 bedrooms (2 rooms with en-suite facilities), 2 communal lounge, 1 bathroom, shared kitchen & dining area, and a reasonable garden. Jamores provides household items such as bed and bedding, easy chairs, dining table, wardrobe, cooker, fridge, crockery and cutlery. There is access to WIFI throughout the house.

Staff on site, secure access and CCTV helps to ensure clients’ safety and security.

### **Lounge**

The lounge features a smart television, DVD, computer, a game console and a printer with internet access. This is used for by clients to pursue education, employment and recreational activities.

### **What is offered?**

The service offers care and support to four clients who require varying levels of support. Support is provided by support workers who work with individual client according to their support plans. The accommodation is available for an agreed period negotiated at the time of referral and while the client has needs which can be met by the service.

### **Aims & Objectives**

- To provide an appropriate support and care package to clients living at the service that is both flexible and positive.
- To facilitate the necessary social inclusion and activity of daily living skills for residents to achieve their optimum level of independence.
- To monitor clients' wellbeing and involving other professionals as required.
- To create opportunities for clients in the community, establish links and ensure individuals are aware of the services to which they are entitled.
- To maintain and develop positive links between clients and their families and friends.
- To create and promote an environment where clients' personal needs, choices and

values can be expressed and respected.

- To adopt a multi-cultural approach that will encourage sensitivity to different needs and practices among differing ethnic and cultural groups.
- To promote awareness and respect for religious beliefs held by clients.
- To adopt an approach which offers privacy, dignity, independence, choice, rights and fulfilment.

## **The Staff Team**

The staff team currently consists of a Team Manager, support workers who cover the service 24 hours a day.

Jamores encourages staff to fully develop their role whilst with the organisation and offers a comprehensive induction programme and ongoing training opportunities to ensure the further development of individual and team skills.

## **The Therapy Team**

Jamores offers Art Psychotherapy, Drama, Dance & Movement and Music therapy. The therapy team focuses on supporting young people with complex needs to explore and support difficult cognitive and emotional needs, as a means of developing healthy attachment, psychosocial skills and behavioural influences. All therapies are facilitated within a child centred holistic approach, in which a variety of different art mediums are used as metaphorical tools of communication. Other models applied are Psychodynamic, Mindfulness and CBT. The therapy team work closely with staff, to enhance community therapeutic practise within the home's culture of working. Staff are provided with reflective experiential workshops and tailored training upon therapeutic themes and diagnosis.

## **Client's Responsibilities**

Clients should be:

- Willing to develop independent living skills in areas such as budgeting, self-care, shopping, cooking and household tasks.
- Able and willing to maintain an agreed level of cleanliness in their rooms and communal areas.
- Have the ability and willingness to accept Milton House' philosophy and to live as part of a small group.
- Must have acceptance of communal living and can live alongside other people.
- Be willing to move on from Milton House after the agreed time into appropriate independent accommodation.

Clients are asked to sign a Support Agreement when they move into the project which sets out clear behavioural obligations concerning nuisance, harassment (racial or otherwise), disruption, damage to property and noise. Any breach of these Agreements will result in an

investigation and may lead to breakdown of support provision.

Clients are prompted, supported and encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals. However, should a resident's behaviour become disruptive due to their decision not to take medicine, consideration would be given to another suitable placement following multi professional discussion.

### **Resident Consultation**

Jamores' clients as consumers of its services, have a significant interest in our work and can help set and monitor standards of support services provided. Jamores aims to promote accountability and best value by giving clients reasonable and effective opportunities to influence or amend policies and decisions that may affect them. This is achieved by a monthly resident meeting held to discuss any concerns or issues that relate to living at Milton House.

Jamores carries out a survey each year asking for clients' views. This information helps shape local and organisation objectives for the forthcoming year.

### **Move On & Resettlement**

Milton House is committed to enhancing clients' daily living skills with the aim of moving people on into suitable independent accommodation. When the resident and those involved in their support agree that they have sufficient skills and confidence to do this, the move-on process will be initiated.

When suitable accommodation is found, Milton House' staff offer resettlement support in conjunction with other support agencies for up to three months. This is to ensure continuation of care and tenancy sustainment, helping clients to establish and maintain their wellbeing in their new place of residence.

### **Advocacy**

Jamores supports and promotes individuals to make informed choices that affects their everyday life by enabling and encouraging access to information via a range of internal and external services. Jamores recognises the value of and encourages advocacy by facilitating the needs and rights of individuals to access independent support or representation to express their views.

### **Partnerships**

Jamores sets itself high standards of good support practice, delivering an enhanced range of opportunities and choice for all its clients. The continuing development of accommodation providing support for vulnerable people through partnership working forms an integral part of Jamores' strategy for the future.

To ensure that the service remains strategically relevant in line with the relevant legislations, Jamores ensures that there are both organisational and local links with

strategic partners such as Mental health and Learning Disability teams, social services, local councils, housing forums and voluntary organisations.

### **Complaints Procedure**

Jamores seeks to provide the best possible level of service. However, we are continuously looking at ways to improve upon what we do and suggestions for improvements are always welcome. Complaints (as well as compliments) are also received from time to time. For more details on our formal procedure please refer to our complaint and compliment leaflet available upon request from the service or the head office. The Complaints Procedure incorporates an internal appeal system and referral to an external Ombudsman.

The addresses for the Ombudsman can be obtained from the service.

### **Protection of Vulnerable Adults**

Jamores is dedicated to the Safeguarding of Vulnerable Adults. In conjunction with local authorities, and social care, our policies and procedures reflect the codes and practices adopted by its partner agencies, according to the "Care Act 2014" (Copies of this can be obtained from the service.)

### **Diversity & Equality**

We believe that equality of opportunity and respect for diversity are core values of the organisation. We are committed to identifying and responding to any form of discrimination within our area of operation.

Our approach is one of inclusion in decision-making about service provision and we aim to ensure there are no barriers to achieving our organisation objectives. We aim to work closely with the local authority and other agencies by putting appropriate measures in place to monitor our progress and action key points raised in implementing Jamores' objectives.

### **Anti-Bullying Policy**

We take bullying seriously, all confirmed or suspected cases of bullying will be recorded and reported. In line with our safeguarding procedure, we will support anyone who has been affected by bullying to report this to the Police where necessary. This behaviour may also affect client's ability to continue to live at Milton House.

Please ask for a copy of our anti-bullying policy for further information.

### **Referral Procedure**

Any person considering making a referral should contact the Team manager at Milton House to arrange an informal visit with their proposed client. An Assessment of Needs, Views and Aspirations will need to be completed. If they wish to proceed, a referral form should be completed by the social worker or care co-ordinator.



## **General Data Protection Regulations (GDPR)**

All clients who stay at Milton House will have their own file which is kept in the main office. This file contains information we hold about the client. Some of our records are also saved on the computer system.

Every day staff will write in these records to include what the client have done and how they have been. All phone calls and visits will also be recorded.

All records are confidential and only staff at Milton House, placing authorities and inspectors can read them.

If a client or their family wish to read their file, this can be arranged by speaking with the Manager.

## **Regulatory Body**

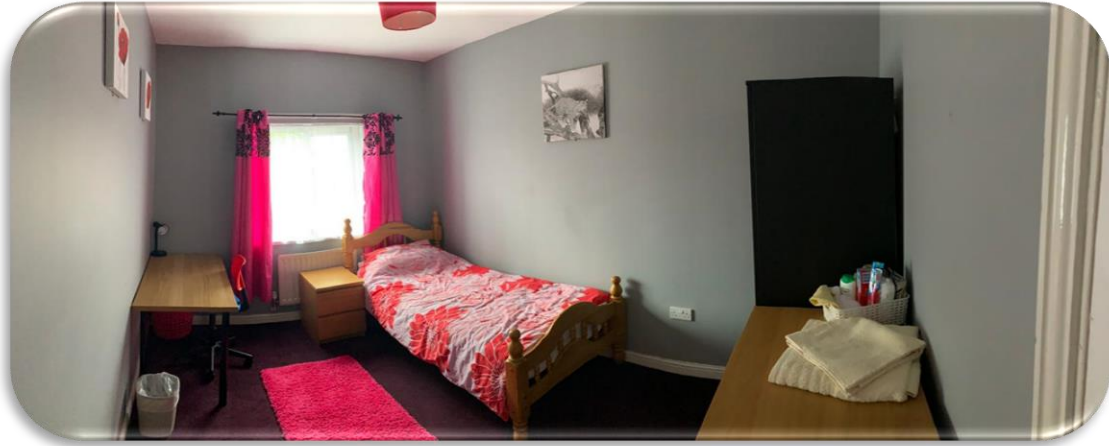
Our service is CQC registered.  
Telephone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## **Further Information**

Please contact the Team manager at Milton House for further details about the service, current charges and methods of payment. For information about other Jamores projects, contact the head office (see back cover for details).

Tel: 01795 351605  
Mob: 07412 238 370

# Pictures of some parts of Milton House



Bedrooms



Kitchen & Dining area



Lounge

Garden



# Toilet



## JAMORES HOMES

# CORONAVIRUS (COVID-19) OUTBREAK POLICY STATEMENT

### UPDATED 05.05.2021

This statement has been put out due to the latest Coronavirus (COVID-19) pandemic and aims to clarify Jamores Homes' position. It is important to note that the developments and government guidance regarding this outbreak changes regularly, sometimes, daily and Jamores Homes will ensure that we are updated as and when developments occur.

Firstly, I would like to note that it is business as normal at Jamores Homes. There have been no confirmed outbreaks for the children in our homes, the adults working at the homes or any close family liaisons.

It is also important to note that the Covid-19 virus does not currently present as a high risk to children.

We have implemented the following in order to ensure that everyone works in the best way possible:

- All employees have been provided with clear information and instruction in relation to the Coronavirus (COVID-19) outbreak.
- All children have been informed through the house meeting / direct work about Coronavirus, its effects, as well as how to minimise risks of contamination.
- An additional risk management plan has been created for each home.
- Each child should have a corona virus risk assessment as part of their care document.
- Additional hand sanitiser and hand washing products are made available in each home at all wash stations (bathrooms, toilets, kitchen, utility areas etc).
- All staff have been contacted for declaration of any pre-existing conditions in relation to respiratory conditions.
- Contact has been made with the staffing agencies (only used in emergency) to confirm their action plans in relation to risk management once on our premises. They have confirmed that they have made checks with all their staff in relation to the Coronavirus and any issues will be shared immediately where necessary.
- Management planning meeting has been held to ensure that these actions are fully implemented.
- An agreed response plan has been created following the Business Continuity Plan / Disaster Plan process, should there be a confirmed case of Coronavirus (COVID-19) in any home.
- Employees at Jamores Homes have been fully updated in relation to reporting, effects on the service as well as an agreed pay process for anyone who must self-isolate as recommended by Public Health England.
- We have reduced all non-essential contact and visits to our homes to further protect staff and children.

I hope that the above clarifies how Jamores Homes are dealing with this matter, however, should you have any further queries, please do not hesitate to contact me us 07939 567498.