

Including Gaynor Forster House

Registered Charity No. 802682
www.outlookfoundation.co.uk



The Outlook Foundation

Empowering adults with learning disabilities

Community Support Statement of Purpose

Including an overview of specific policies when living with us

MISSION STATEMENT

Our mission is to empower adults with learning disabilities through safe, supportive homes, where they can learn the life skills they need to live as independently as they choose.

We work with each person to create their fully personalised support plan, helping them to learn life skills such as budgeting, cooking and using public transport, so they can live their lives to the full. We provide a forever home for those with higher needs; supported living houses for others; and support in their own flat for those ready to take that step.

Community Support Statement of Purpose

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Gaynor Forster House

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A named Community Support Team Leader and other dedicated support staff assist the running of the service, alongside administrative workers

The charity is committed to staff training and development

Outlook recognise the importance of consistency and do not use agency cover

Introduction

The Outlook Foundation is an Independent Registered Charity who has successfully managed homes for people with learning disabilities since 1997, when the Charity opened **Outlook House**. Home to young men and women it fulfils the charity's Mission Statement to empower adults with learning disabilities through safe, supportive homes, where they can learn the life skills they need to live as independently as they choose.

We work with each person to create their fully personalised support plan, helping them to learn life skills such as budgeting, cooking and using public transport, so they can live their lives to the full. We provide a forever home for those with higher needs; supported living houses for others; and support in their own flat for those ready to take that step.

The charity recognised the desperate need for Supported Living and in October 2004 opened **Gaynor Forster House**. The tenants live independently, assisted by support staff they lead full and integrated lives. The second supported living service, **Jean Marshall House** was officially opened in April 2008, with the third, Outlook House, in February 2024 changing from residential care to Supported Living.

At this time, we transferred our residential support to a new, smaller location to meet the needs of those requiring this service. This is based at **182 Hangleton Road**, Hove.

As desired and when ready, some individuals are now living in their own homes in the community, receiving support from our staff. Gaynor Forster House now forms part of this **community support model**.

The general journey with The Outlook Foundation is for an individual to be assessed for suitability and desire for increased independence, move into Outlook House, to develop their social and life skills and reach a level of self-management appropriate for our supported living service, Jean Marshall House. Whilst living at Jean Marshall House, these skills are refined further and focused upon increased areas of independence. When they feel ready, an individual may then choose to live in the community in a home on their own or with friends, receiving the continued support from staff within The Outlook Foundation and ongoing access to group events if they choose. Gaynor Forster House meets this need for some, as has five self-contained one-bedroom flats and staff based onsite. Others are supported to find appropriate accommodation in the wider community.

Every person is different, and the journey is tailored to them.

Service Structure

Tenant Individual Plans provide the basis for service delivery, these are monitored closely to ensure their relevance. Life Skills are devised and taught in a person centred manner; with the aim to increase independence and integrate into the community. Life Skill Reviews occur regularly to ensure feedback and skill development. Regular meetings and committees provide an open forum for discussion; encouraging self-advocacy and team work. Independent advocates are welcomed by the charity and referrals made when necessary/requested.

Regulation

Our Community Support service including Gaynor Forster House is not regulated by the Care Quality Commission (CQC), although standards are maintained alongside the Foundation's regulated services, Outlook House and Jean Marshall House.

Philosophy

The Outlook Foundation believe tenants' needs are paramount. The team provide support, encouragement and respect. All staff employed by the charity have a commitment to working together with the tenants, parents and professionals to achieve the best possible outcomes for

the individual concerned. Practice at all times is mindful of current legislation, internal Policies and Procedures are devised with the focus firmly upon the tenants.

Outlook encourage tenants to take on the full rights and responsibilities of citizenship and will take positive action to ensure obstacles of discrimination are challenged.

Aims and Objectives

- ❖ To support the individual in the development and maintenance of essential life skills for independence, including managing their home, tenancy and bills
- ❖ To work in partnership
- ❖ To support individuals in maintaining existing and changing mental and physical health, this includes an annual health check
- ❖ To support individuals when establishing and maintaining social networks; assisting in the development of social skills and relationships
- ❖ To support individuals in accessing educational and working opportunities if they choose
- ❖ To support and enable individuals with the decision making process which may affect their lives, together with working towards personal goals
- ❖ To encourage self-expression and enable individuals to make appropriate choices and support them with these choices, also to understand the consequences of the choices they have made
- ❖ To provide individual support, centred on abilities, needs, preferences and achievable goals; tailoring the service to each tenant
- ❖ To work in partnership with the tenant's family members and external professionals
- ❖ To develop social inclusion and community presence
- ❖ Support is based on the agreed hours within their support package

Service Provision

The Outlook Foundation ensure, depending on the individual needs and choices;

- ❖ Individual programmes of care, support and Life Skills training
- ❖ Guidance to enable tenants to feel empowered and achieve individual potential
- ❖ A wide range of leisure activities accessed, dependent on individual choice
- ❖ Training related to identified individual need, such as, literacy, numeracy, areas of interest, personal relationships and community safety devised by the in-house trainer
- ❖ Education, work and volunteer opportunities
- ❖ Extensive partnerships within the community to enhance integration
- ❖ Partnership with peer societies and organisations
- ❖ Support in accessing Specialist Community Disability Services (SCDS), i.e. Community Nursing, Speech & Language Therapy, Physiotherapy and specialist equipment if required
- ❖ Tenants are supported (where required) to make their own nutritious meal choices through the meal planning and cooking Life Skills

Where it is not possible to meet these targets, it will be discussed with the tenant, family and Purchasing Authority. Using the tenant's Individual Plan, measures will be agreed to address this.

Individuals receiving our Community Support, are enabled to find their own accommodation and supported in how to manage this, this is funded by housing benefit and the landlords are responsible for the maintenance of the home. Gaynor Forster House provides support for tenants that prefer to live in close proximity to other people with similar needs, and with staffing more readily available onsite. The Outlook Foundation own and manage this property.

Gaynor Forster House



Gaynor Forster House is a converted Victorian House situated at 17 Stanford Avenue, Brighton. The location is very close to shops, banks, bus services and primary health care. Brighton Town Centre is in close proximity. Gaynor Forster House has been converted in to five self-contained flats which open into a fair-sized hallway. Each flat has its own front door. The flat comprises a lounge, fitted kitchen, dining area, separate bedroom and bathroom. All flats have fitted carpets, curtains and blinds. Furniture and utensils etc. are the tenant's personal responsibility.

Shared facilities at Gaynor Forster House are a laundry room sited on the first floor and a hobbies room. The house has both front and back gardens which the tenants maintain to a high standard.

A dedicated team manage the house separately to the other community support, providing support and training to the tenants, according to their individual needs.

Staff are provided with adequate facilities including a safe place to store personal belongings, these are located on the ground floor.

Due to the structure of the building Gaynor Forster House is inaccessible to those requiring regular wheelchair use.

Tenant Specification

Individuals accessing the service will be over 18 years of age and diagnosed with a developmental or learning disability, defined as 'a significantly reduced ability to understand new or complex information (intellectual impairment), to learn new skills. Together with a reduced ability to cope independently (impaired social functioning) which started before adulthood having a lasting effect on personal development'.

Individuals will be prepared for Supported Living, ideally through living at Outlook House and/or Jean Marshall House or a similar environment, ensuring improved or sustained level of independence in core skills with an acceptable level of staff support.

Priority core skills are:

- ❖ The ability to get along with others they choose to share with
- ❖ Be able to follow personal programmes
- ❖ Be aware of personal hygiene and well being
- ❖ Have ability to keep their accommodation tidy and clean and meet the needs of the tenancy agreement

Improvement and achievement in the following areas, with an acceptable level of staff support:

- ❖ Effective emotional and behavioural maturity
- ❖ Personal perception of independence and participation with learning and skills development
- ❖ Personal independence in tasks and responsibilities, even if unable to express this
- ❖ Ensure skills learnt or developed are maintained
- ❖ Effective establishment of routines and ability to change or transfer these skills

Use of Criteria

Achievement or improvement of the foregoing will be measured by:

- ❖ The tenant requiring less support since joining the service
- ❖ The tenant is able to maintain achievements with consistent minimal support e.g., with prompting rather than staff presence
- ❖ The tenant demonstrates increased responsiveness to staff guidance or prompts
- ❖ There is a significant decrease in the number and nature of incidents, this includes the development of social functioning
- ❖ The tenant shows an increase in taking responsibility for their decisions, actions and consequences

The charity will:

- ❖ Consider factors that affect tenants individually
- ❖ Ensure sufficient opportunity and support has been provided within any other constraints
- ❖ Seek the service and recommendations of relevant outside agencies to support development

Admissions Procedure

- ❖ Initial approach by Social Worker, family, advocate etc.
- ❖ Discussion regarding desires and needs of the potential tenant in relation to aims and objectives and profiles
- ❖ Visits by Social Worker/family/carer and potential tenant
- ❖ Reports requested and **formal application pack completed**. This pack is reviewed by the CEO and the Registered Manager.
- ❖ An assessment process would include a number of visits including overnight stays to the house

Transition Assessment & Support

- ❖ If assessment is successful a formal offer of a placement at the Supported Living service is made to prospective tenant & Social Worker
- ❖ Proposed moving in date agreed
- ❖ Pre-Admission Meeting arranged to agree Individual Service Plan, Service Specifications and Occupancy and Termination Conditions
- ❖ Tenant will be given a copy of The Outlook Foundation Tenant's Handbook which they can read themselves or have explained to them
- ❖ Phasing in / induction period operative as required
- ❖ Six-week, 3 month and 6 month review organised (depending on individual circumstances)
- ❖ Monitoring of placement, education, training and social activities

Reviews

- ❖ Reviews of tenant's Individual Plans occur at six weeks, three months and six months following admission. Thereafter there will be an annual Review. However, the tenant's Individual Plan will be reviewed according to circumstances and developments within this framework
- ❖ All relevant parties are invited to a review subject to agreement by the tenant
- ❖ Confidentiality is observed
- ❖ Documents are held securely

Departures

If an individual requests to leave or is given notice to leave the Foundation, four weeks' notice is to be given. Notice may be given due to change in needs or behaviour causing harm to self and/or others. Immediate notice may be required in extreme circumstances, see further details below 'crisis response'. We will work together to avoid this as far as is possible although the safety and wellbeing of all involved must be considered.

If an individual begins to display behaviour that puts themselves or others at risk that does not improve with a holistic approach, it is defined as crisis point and they may be given notice to leave the Foundation. Although based on an individual basis, examples of crisis include physically harming housemates, staff or members of the public, intentionally vandalising property, attempting suicide, disruptive actions causing prolonged upset to other residents/tenants, requiring constant supervision and support to reduce risk (impacting others) etc. We have a duty of care to safeguard all concerned as far as is possible.

Some tenants may choose to move on, to live in a different area or with different people, this is a natural part of life and we support this.

At an agreed leaving / moving on date, the tenant can expect help with packing and organising their own possessions. Prior to this, careful planning must occur to ease the transition for all concerned. The transition must be conducted with sensitivity and in collaboration with all relevant agencies together with Outlook Foundation representatives. On departure, all personal items held in trust or storage will be returned to the tenant and signed for; passport, money etc. Medication may be handed over to the tenant or other agreed person and must be signed for on receipt. Tenants must leave a forwarding address and contact telephone number and inform all relevant services of the change in address ie, Electricity, Southern Water etc. All outstanding bills are to be paid prior to leaving the Foundation.

Religion and Beliefs

The Outlook Foundation staff will support tenants in following their individual beliefs, including values, diet and attending religious services of their choice.

Contact with Relatives, Friends, Personal Relationships

Arrangements for contact between tenants, their relatives, friends and partners are led by the individual, or can be arranged and reviewed with support from staff.

Therapeutic Techniques

The Outlook Foundation does not provide any specific therapeutic techniques, although a generally therapeutic approach is taken by staff who follow a person centred approach. If particular therapeutic techniques are required, arrangements will be made between the tenant and the provider, with agreement from the Registered Manager.

The Outlook Foundation has regular input from a Psychology Consultant.

Quality Assurance

The Outlook Foundation strives to ensure the service it provides is of the highest standard and continues to meet the needs of the user. Individual Person Centred Plans and Health Action Plans are reviewed and updated with the individual so they remain effective. The Outlook Foundation has a quality assurance process that canvasses the opinions of the stakeholders, particularly those of its residents, tenants and their relatives or representatives, but also of the wider community and organisations with whom it works.

Regular tenant meetings (where applicable) together with reviews and the Annual General Meeting, provide a forum for the exchange of ideas. The Outlook Foundation is open to suggestions to improve the service and is mindful to review policies and procedures in line with current legislation, registration requirements and best practice guidance.

Staff Training

The Outlook Foundation believes that staff training is paramount in ensuring we deliver the best possible standard of support to our tenants and have a designated Senior Manager responsible for this.

All staff complete comprehensive induction training when they join, this professional development continues throughout their employment including competency assessment. After a qualifying period, support staff have the opportunity to gain Health & Social Care qualifications.

The charity has been approved by the Brighton & Hove Safeguarding Adults Board to deliver basic awareness training.

Fire Precautions

Fire safety is taken very seriously by the Outlook Foundation. There are clear Fire Safety Procedures for tenants and staff. The Fire Procedures are represented graphically in all tenants' rooms (unless they choose otherwise) and at frequent points around the house.

Fire Safety Procedures are one of the first priorities for both new tenants and staff when they come to the Foundation and regular Fire Drills and training maintain a high level of awareness. Tenant and staff presence in the house is monitored by a Fire Roll Call System that prints a Roll Call list in the event of evacuation.

All Fire Safety equipment is checked routinely for serviceability.

Fire procedures are continually under review and updated if felt necessary.

Fire Drill

DO NOT PANIC

- IF YOU SEE A** 
- PRESS THE NEAREST** 
- IF YOU HEAR A** 
- LEAVE BY THE NEAREST** 

GO TO THE NEAREST 'MUSTER POINT'

Complaints Policy & Procedure

If any individual of an Outlook Foundation Project has a cause for concern or wishes to complain about:

- ❖ Another person
- ❖ An Outlook Foundation Staff member
- ❖ The service of the Outlook Foundation
- ❖ His / Her Social Worker, any professional or other person
- ❖ Matters generally

Then the following action must be taken by that individual;

The complaint must always be lodged and recorded, in the first instance, with an appropriate Senior Manager and given to the Registered Manager and the CEO.

The complaint, where possible, after being reported by the individual verbally, should be made in writing. If the complainant is unable to do so then a further staff member must be invited to write the complaint/concerns on behalf of the individual. This person will be a person of the individual's choice.

The individual may also, if he/she wishes, advise the relevant advocate, friend or family member of their complaint/concern. The complaints folder is stored securely at Head Office.

The reported concern/complaint, unless urgent in terms of Health, Safety and Welfare, will be responded to within two working days of receipt. The Manager dealing with the situation will also inform all Senior Managers of the details and co-ordinate the following:

- ❖ Provisions to make a thorough investigation.
- ❖ Ensure all parties are advised of what is happening.
- ❖ Ensure a conclusion is drawn which is satisfactory to all parties.
- ❖ Ensure any decision is communicated to all parties.

The complainant will be party to all discussions and, if they so wish, may be accompanied at these discussions by a person of their choice.

Once a decision has been reached, the complainant will be advised in writing of that decision within one week of receipt of the complaint. Copies of all relevant documentation will be placed on the file of the appropriate resident/tenant.

The Care Quality Commission (CQC) or the Purchasing Authority together with all other agencies will be advised of the complaint. All documents concerning the complaint are stored in the Complaints File and interested parties will be then invited to view if they so wish. The Outlook Foundation Board will be advised of the complaint and the outcome.

Unresolved complaints will be discussed by the CEO, together with the Board of Trustees and the appropriate Senior Manager, and where, still no satisfactory decision is achieved, the CQC or Purchasing Authority will be approached by the CEO for advice and assistance.

NOTE:

All complaints/concerns will be dealt with in accordance with the Outlook Foundation's Policies & Procedures.

Where advocates, parents, carers and friends of individuals have concerns or complaints about the service the Outlook Foundation are offering or any such other matter, then they are invited to deal with the matter by way of this Procedure and, where they are still not satisfied, they may involve the Chair of the Outlook Foundation by writing c/o Outlook House under confidential cover.

Once the complaint has been fully dealt with by the Outlook Foundation, and if the complainant is not satisfied with the outcome, it will be referred to the Local Government Ombudsman (LGO) for review. The LGO provide a free, independent service and can be contacted for information and advice, or to register a complaint:

Local Government Ombudsman (LGO) Contact Details:

Telephone: 03000 610614

Website: [Home - Local Government and Social Care Ombudsman](#)

The LGO will not normally investigate a complaint until the provider has had an opportunity to respond to resolve matters. The LGO are registered with and regulated by the CQC. The CQC cannot become involved in individual complaints about providers, but are happy to receive information about services at any time:

Care Quality Commission (CQC) Contact Details:

Telephone: 03000 616161

Website: [Contact us - Care Quality Commission \(cqc.org.uk\)](#)

Safeguarding

The Outlook Foundation are committed to safeguarding tenants from abuse, all staff are trained in this and work is completed with individuals to increase their own awareness of personal safety. It is our duty to report any concerns of abuse.

Equality & Diversity

The Outlook Foundation is committed to embracing diversity and promoting a policy of equal opportunities amongst resident, tenants, staff, visitors and all involved with the charity.

Dignity & Privacy

The Outlook Foundation actively promotes dignity by following the 10 point Dignity Challenge:

1. Having zero tolerance to all forms of abuse (all staff are trained in identifying indicators of abuse and safeguarding report systems, this includes Whistle Blowing)
2. Supporting tenants with the same respect as an individual would want for themselves or their family
3. Treating each tenant as an individual by offering a personalised service
4. Enabling tenants to maintain the maximum possible level of independence, choice and control
5. Listening and supporting tenants to express their needs and wants
6. Respecting all tenants' right to privacy
7. Ensuring tenants feel able to complain without fear of retribution
8. Engaging with family members and carers as care partners
9. Assisting tenants to maintain confidence and a positive self-esteem
10. Acting to alleviate tenant's loneliness and isolation

Staff act in accordance with the Data Protection Act 1998, ensuring tenants' information remains confidential.

Insurance:

Gaynor Forster House is covered by The Outlook Foundation's insurance regarding property and finance, those in their own homes in the community are able to arrange their own insurance if required, staff will support with this.

Medication Protocol

Understandably, our policies are very strict due to the risks involved, and we have to explore fully any issues that arise, particularly around controlled drugs. We have a duty to report any missing controlled drugs to the Police and CQC. Specific guidelines are in place based on individual needs and preferences, and the safety of those living in the home.

Capacity

The Outlook Foundation complies with the Mental Capacity Act 2005. The Act is a law that protects vulnerable people over the age of 16 around decision-making. It says that:

Every adult, whatever their disability, has the right to make their own decisions wherever possible.

People should always support a person to make their own decisions if they can. This might mean giving them information in a format that they can understand (for example this might be easy read information for a person with a learning disability) or explaining something in a different way.

But if a decision is too big or complicated for a person to make, even with appropriate information and support, then people supporting them must make a 'best interests' decision for them.

The 5 main principles of the Mental Capacity Act

1. Always assume the person is able to make the decision until you have proof they are not.
2. Try everything possible to support the person make the decision themselves.
3. Do not assume the person does not have capacity to make a decision just because they make a decision that you think is unwise or wrong.
4. If you make a decision for someone who cannot make it themselves, the decision must always be in their best interests.
5. Any decisions, treatment or care for someone who lacks capacity must always follow the path that is the least restrictive of their basic rights and freedoms.

Staff uphold these principles fully, which at times means tenants may make decisions their parents/carers do not agree with. We encourage open communication with parents/carers although sometimes individuals choose not to inform them of details of their life. This is a natural part of adulthood.

To empower tenants to be in control of their own lives as much as possible, it helps if they have their own bank account and local healthcare.

Outlook House Locality

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Jean Marshall House Locality

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