

Jean Marshall House & Outlook House

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



Supported Living Statement of Purpose

**Including an overview of specific policies
when living with us**

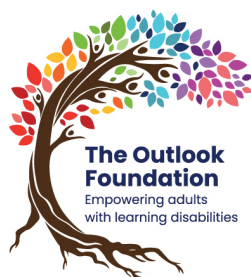
MISSION STATEMENT

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.

**Supported Living
Statement of Purpose
Contents**

	Page
The Outlook Foundation	3
Supported Living Senior Management Team	4
Introduction	5
Service Structure	5
Philosophy	5
Regulation	5
Aims & Objectives	6
Service Provision	6
Jean Marshall House	7
Outlook House	8
Quality Assurance	8
Staff Training	9
Tenant Specification	9
Use of Criteria	9
Admission, Review & Departure	10
Admissions Procedure	
Transition Assessment & Support	
Reviews	
Departures	
Religion & Beliefs	10
Contact with Relatives & Friends	10
Therapeutic Techniques	11
Fire Precautions	11
Complaints Policy & Procedure	11/12
Care Quality Commission Contact Details	12
Safeguarding	13
Equality & Diversity	13
Dignity & Privacy	13
Insurance	13
Medication Protocol	13/14
Capacity	14
House Localities	15



The Outlook Foundation Charity Limited, Registered Provider

President

Lord Lloyd of Berwick

Chairman

Stephen Minall

Chief Executive Officer

Maria Mew

Members of the Company (Board of Trustees)

Angelo De Pol

Elizabeth Scott-Gliba

Richard Miles

Simon Bell

Eric Trump

Company Secretary

Eric Trump

Company Solicitor

Woolley Bevis & Diplock

Church Road, Hove, BN3 2BB

Registered Office & Auditors

The Outlook Foundation

74 Redhill Drive, Brighton, East Sussex, BN1 5FL

Bankers

H.S.B.C.plc., 125 Church Road, Hove, East Sussex, BN3 2AN.

Company Number

2438015

Registered Charity Number

802682

The Outlook Foundation, Outlook House, 74 Redhill Drive, Brighton, East Sussex, BN1 5FL

Tel: 01273 555252

Email: info@outlookfoundation.co.uk

Website: www.outlookfoundation.co.uk

Jean Marshall House, 15 Wilbury Avenue, Hove, BN3 6HR
Gaynor Forster House, 17 Stanford Avenue, Brighton BN1 6GA

**Supported Living
Senior Management Team**

Senior Management Team



Nominated Individual, Chief Executive Officer

Maria (Ria) Mew

NVQ4 Management

rmew@outlookfoundation.co.uk



**Registered Manager & Director of
Support**

Kerry Jenkins

BA Social Work, LMCS

kjenkins@outlookfoundation.co.uk



**Director of Health & Safety and
Premises**

Sarah Wilmschurst

NVQ4 RMA, IOSH, NEBOSH

swilmschurst@outlookfoundation.co.uk



**Director of Training & Quality
Assurance**

Beth Hemsley

NVQ4 LMCS, PGC HRM, 7303

bhemsley@outlookfoundation.co.uk

A dedicated team of support staff assist in the running of the home, 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.

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

The Outlook Foundation follows a person-centred approach to support planning. Each tenant's support needs are met through an individual support package. Life Skills reviews occur on a regular basis to ensure an individual's skills develop. Regular tenants 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.

Both Outlook House and Jean Marshall House have been assessed as 'Good' by the Care Quality Commission. Gaynor Forster House does not require registration, therefore is not inspected, although meets the same quality criteria as the other houses.

Regulation

Jean Marshall House and Outlook House are regulated by the Care Quality Commission (CQC) for the regulated activity: personal care. As per our Mission Statement, this is regarding prompting as opposed to physical care.

Inspection reports are made available to tenants with assistance from staff. Inspection Reports are also accessible on the CQC website.

Philosophy

The Outlook Foundation believe tenants' needs are paramount. The support 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 tenancy.
- ❖ To work in partnership
- ❖ To support individuals in maintaining existing and changing mental and physical health
- ❖ 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
- ❖ 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
- ❖ To provide an environment of mutual respect between all tenants, staff and local community

Service Provision

The Outlook Foundation ensure;

- ❖ Individual programmes of support and Life Skills training, with the use of a Key Working system (Jean Marshall House, Outlook House)
- ❖ Guidance to enable tenants to achieve optimum potential
- ❖ A wide range of leisure activities accessed both within and outside the house
- ❖ Positive home environment.
- ❖ Life Skills programmes to identify skill strengths and to create steps to develop and support areas that are less strong
- ❖ Depending on the individual's choice; educational programmes that include courses at college and community learning centres, and internal consultancy on literacy and numeracy held at Outlook House
- ❖ Training related to identified individual need, such as, personal relationships and community safety devised by the in-house trainer
- ❖ Extensive partnerships within the community to enhance integration
- ❖ Partnership with peer societies and organisations
- ❖ Support in accessing CLDT Services, i.e. Community Nursing, Speech & Language Therapy, Physiotherapy and specialist equipment if required

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.

Jean Marshall House

Jean Marshall House is an elegant 1900's style house situated at 15 Wilbury Avenue, Hove. It is situated in a residential area close to the facilities of Hove centre and sea front, including shops, banks, public transport and primary health care. The house has been converted in to 9 spacious en-suite bedrooms, one with additional cooking facilities. There are several well-appointed communal areas including a conservatory, lounge, dining area, kitchen, laundry room and a large patio with courtyard.

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

Staff are provided with adequate facilities including a safe place to store personal belongings and sleeping and showering facilities for sleep-in duties if they are required.

Due to the structure of the building, Jean Marshall House is inaccessible to those requiring a wheelchair.



Outlook House

Outlook House is an elegant 1930's style house located in the Withdean area of Brighton, in the heart of the local community accessible to shops, post office, bus services and primary health care. Outlook House provides up to 12 ensuite shower rooms, a shared bathroom and several well-appointed communal areas including a lounge, dining room and spacious conservatory used for social and leisure activities. There is also a kitchen, laundry room and large garden.

A dedicated team manage the house providing 24 hour care and training to residents, according to their individual needs.

Staff are provided with adequate facilities including a safe place to store personal belongings and sleeping and showering facilities for sleep-in duties.

Due to the structure of the building, Outlook House is inaccessible to those requiring regular wheelchair use.



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 tenants and their relatives or representatives, but also of the wider community and organisations with whom it works.

Regular tenant meetings together with reviews 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 tenant and have a designated Director of Training & Quality Assurance responsible for this.

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

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

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'.

Candidates will be prepared for Supported Living, ideally through living at Outlook House, 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
- ❖ Be able to follow personal programmes
- ❖ Be aware of personal hygiene and well being
- ❖ Have ability to keep their accommodation tidy and clean
- ❖ Be able to participate in chores
- ❖ Attend college courses and work placements etc.

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 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 to the house including overnight stays.

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 annual review organised
- ❖ 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
- ❖ Where a placement is unsuitable the Placement Contract may be terminated by either party giving 4 weeks' notice

Departures

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. The tenant must have notified all services i.e. Electricity, Council Tax, Southern Water, Telephone and Internet Services, and have paid all outstanding bills relating to these services.

Tenants must leave a forwarding address and contact telephone number.

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 and Friends

The Outlook Foundation staff support tenants to maintain links with their family and friends.

Therapeutic Techniques

The Supported Living services do 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.

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' accommodation (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 register, ensuring a checklist in the event of an evacuation.

All Fire Safety equipment is checked routinely for serviceability.

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



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 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, guardian, friend or family member of their complaint/concern, whilst keeping Senior Manager briefed of all the facts.

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 at the following Board meeting.

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, guardians, friends and parents 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 Chairman 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 \(cqc.org.uk\)](https://www.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:

- 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)
- Supporting tenants with the same respect as an individual would want for themselves or their family
- Treating each tenant as an individual by offering a personalised service
- Enabling tenants to maintain the maximum possible level of independence, choice and control
- Listening and supporting tenants to express their needs and wants
- Respecting all tenants' right to privacy
- Ensuring tenants feel able to complain without fear of retribution
- Engaging with family members and carers as care partners
- Assisting tenants to maintain confidence and a positive self-esteem
- Acting to alleviate tenant's loneliness and isolation

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

Insurance:

The Outlook Foundation is insured for the sum of £2,000.00 cash to be on any premises or in transit/use during business hours.

Overnight this amount is for £1,000.00 cash in a safe, or for £500.00 if not in the safe.

Residents and Tenants own cash and/or valuables there is a limit of £3,000.00 per person day or night.

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.

The following guidance assist us in meeting our care standards around medication management: It is important that staff are informed of all medication and homely remedies (ie vitamins) being taken, including reasons, usage and any new products brought into the home.

All medications need to be signed in, cross checked against other medications by a GP and paperwork written up. We also need to support the individual in understanding their own medication and complete consent work around this. If the tenant is independent with medications, we will then follow our process to support the individual in managing this themselves.

Should medication be lost, missing, damaged or spoiled whilst on social leave, inform staff as soon as noticed so can they can reorder said medication and explore the situation further. This process can take a few days, so as soon as possible would be best to ensure tenants are not left without medication.

Individuals have the right to refuse or explore alternative medication, or they may accidentally miss a dose. If this is the case, please inform staff as soon as possible so we can ensure accurate medication auditing. If an individual chooses to make changes to their medication, Outlook require the full details for recording purposes and may need to explore further with a medical practitioner.

It is important that any medication returned to the house is the original medication sent and is in the original packaging, undamaged with the pharmacy box and prescription labels or pharmacy blister packs.

Why this is important:

- To ensure all medication is in date and suitable to be dispensed to the tenant.
- That the medication is correct and prescribed to the correct person. It is unlawful to give a person's prescription to someone else not named on the prescription.
- That the medication is not tampered with or spoiled.

Any medication returned that we did not send or with insufficient information or packaging will need to be returned to the pharmacy. This could leave the tenant without medication until this is resolved.

To avoid stock piling, it is best to avoid multiple amounts of medication onsite including homely remedies. Staff are available for any queries around medication protocol.

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

- Always assume the person is able to make the decision until you have proof they are not.
- Try everything possible to support the person make the decision themselves.
- 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.
- If you make a decision for someone who cannot make it themselves, the decision must always be in their best interests.
- 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

Outlook House
74 Redhill Drive
Brighton
East Sussex
BN1 5FL
Tel: 01273 555252
info@outlookfoundation.co.uk
www.outlookfoundation.co.uk

Jean Marshall House Locality

Jean Marshall House
15 Wilbury Avenue
Hove
East Sussex
BN3 6HR
Tel: 01273 772866
info@outlookfoundation.co.uk
www.outlookfoundation.co.uk

Gaynor Forster House Locality

Gaynor Forster House
17 Stanford Avenue
Brighton
East Sussex
BN1 6GA
Tel: 01273 508123
info@outlookfoundation.co.uk
www.outlookfoundation.co.uk

182 Hangleton Road Locality

182 Hangleton Road
Hangleton
Hove
BN3 7LT
info@outlookfoundation.co.uk
www.outlookfoundation.co.uk