

APS Statement of Purpose 2019

Updated 7/12/22 by Nick Haake



About the Provider

Service Provider	The Vale of Glamorgan Council
Responsible individual	Linda Woodley
Manager of service	Nick Haake
Name of service	Adult Placement Service
Address of service	Hen Goleg College Fields Close Barry CF62 8LF Tel: 01446 731105 Bridgend Resource Centre
Other Relevant Address	Llys Tredwr Picton Court Retail Park Bridgend CF31 3XX

Description of the location of the service

The Vale of Glamorgan Adult Placement Service provides long-term, respite, short breaks emergency placements and sessional support across the local authority areas of the Vale of Glamorgan and Bridgend, in the homes of Adult Placement hosts.

About the service provided

Range of needs of the individuals we can support

The Vale of Glamorgan Adult Placement Service (APS) provides long-term, respite, short breaks, emergency placements and sessional support across the local authority areas of the Vale of Glamorgan and Bridgend. This regional arrangement is facilitated through a legal partnership agreement. In Bridgend, the service is also called 'Shared Lives'. The APS recruits, trains and supervises hosts to support individuals with additional needs such as:

- People with learning disabilities
- People with autism
- People with mental health needs
- People with physical health needs
- People with sensory impairments

- People with dementia.

The needs of the person using the service are paramount, with the overall aim being to support people to achieve their personal goals and outcomes as identified in their Adult Assessment and About Me Plan. Through doing this, the service ensures it promotes:

- Emotional, physical and spiritual well-being, supporting people to feel safe and protected from harm.
- Voice and control over everyday life.
- Maximising people’s independence so as they can live the best life possible.
- Engagement and access to local communities.
- Support to gain meaningful day time opportunities and employment.
- Life experiences in homely environments.

Each person will receive one or more of the following services within a host’s family home:

- Long-term support and accommodation
- Short breaks and respite providing family carers and long-term hosts with a break from their caring roles whilst enabling individuals to experience different hosts and family environments.
- Emergency placements to support individuals/families/carers at a time of urgent need. This provides an opportunity for professionals to address the presenting difficulties with individuals and families in an independent, supported environment.
- Sessional support
- Personal care where required.

If a person requires adaptations made to the home or specialist equipment, these are provided following an assessment by a relevant professional and installed and inspected according to manufacturer’s guidelines.

Age range of people using the service

The Adult Placement Service is available to people over the age of 18.

How the service is provided:

People feel their voices are heard, they have choice about their care and support and opportunities are made available to them.

The needs of the person using the service are paramount. It is expected that the support provided by the Adult Placement Host will achieve the objectives described in the person's individual About me plan. This plan is based on the well-being outcomes identified through the Adult Assessment and the person's Care and Support plan. The services offered to a person in an Adult Placement should promote autonomy, attainment, citizenship, individuality, diversity, well-being and inclusion.

People are happy and supported to maintain their ongoing health, development and overall well-being.

Providing normative life experiences in a homely environment acknowledges the need to offer people community presence, increased self-reliance, independence, dignity and freedom of choice to promote an individual's physical and mental well-being. The host support role should focus on the following elements, which are not listed in order of priority:

- **Autonomy** - Promote individual autonomy, self-determination and choice, and control over decision-making. Offer opportunities to enhance financial independence.
- **Citizenship** - Promote the maintenance of entitlements associated with citizenship under the law, including protection from discrimination, harassment, degrading or inhuman treatment.
- **Inclusion** - Promote social and economic inclusion by offering opportunities to join in and contribute to life within the home and local community including support to pursue hobbies, day opportunities, volunteering and employment.
- **Attainment** - Recognise individual ability and potential for personal development, and seek to minimise the impact of social and environmental barriers to achieving potential.
- **Well-being** - Promote physical, emotional and spiritual wellbeing and avoid the creation of dependency, through the provision of appropriate support to attend and engage in health appointments, social, cultural and religious events.
- **Individuality** - Respect individuality, privacy and dignity, and maintenance of self-esteem in all situations.
- **Diversity** - Promote respect for age, ethnic and cultural diversity, and the promotion of equal opportunities.

Good practice in Adult Placement is promoted by workers and Adult Placement

Hosts owning the principles and values as outlined, and the individuals placed being able to express their needs, desired outcomes, views and wishes. The individual, Adult Placement Host, APS worker and case manager should all work together to achieve the outcomes identified.

People feel safe and protected from abuse and neglect.

People will be involved in identifying how they want to be supported including the support required to enable them to feel safe. This will form part of their Adult Assessment and About Me Plan and any risks identified will be assessed and if necessary additional support measures put in place.

As far as is possible people will be supported to manage risk in a positive, respectful and safe manner, maintaining people's independence and dignity.

Hosts and other adult family members living at the home will, prior to an assessment, be subject to reference and Disclosure and Barring Service (DBS) checks to ensure there are no known reasons why they should not support people with additional needs. Any positive disclosures will be investigated by an Adult Placement Service project worker and a written report referred to the Vale of Glamorgan Council, Operational Manager for Safeguarding. A decision as to the appropriateness of a person to act as a host and any additional recommendations, is made following discussion at the adult services management meeting.

The Adult Placement Service is compliant with the legal safeguarding requirements as set out in Part 7 of the Social Services and Well-being (Wales) Act 2014 and the Vale of Glamorgan's safeguarding policies and process. All staff are aware of their duty to report to the local authority safeguarding team where there is reasonable cause to suspect that an adult is at risk. Safeguarding training for Adult Placement Staff is a mandatory requirement and provided through the training department. Hosts receive safeguarding training as part of their induction programme, with refresher training provided as part of the hosts ongoing training programme. Access to support for host during office hours is provided by the Adult Placement Service with evening and weekend support for emergencies available for the Emergency Duty Team.

Arrangements for assessing and planning people's Adult Placement.

Whether a person's personal outcomes can be met by the service will be identified via a referral. Referrals are made by the individual's case manager accompanied by their Adult Assessment, Care and Support Plan, Risk Assessment and any other relevant documentation such as Speech and Language or Occupational Health reports. Adult Placement Service project workers will use assessment documentation alongside information provided by the person and their family, to complete an About Me Plan. The About Me Plan is based on the well-being outcomes identified through a person's Adult Assessment and Care and Support Plan and is used to guide the matching process between hosts and individuals requiring a service.

Project workers will work with people and identified hosts to arrange introductory visits prior to any overnight stay to ensure compatibility between each other and any other individuals residing with hosts. Project workers will introduce people to more than one host whenever possible so as there is choice within the matching process. Where

emergency placements are required The Adult Placement service will ensure the following process is adhered to:

- Provide the Adult Placement Host with all relevant information about the person's needs prior to any emergency placement.
- Ensure that an emergency referral form has been received before the start of an emergency placement.
- Ensure that risks or potential risks to the person the Adult Placement Host and/or the Adult Placement Hosts family are identified by the referring team.
- Ensure that the person is known to the referring team and they can provide information that supports the placement of the person in an Adult Placement.
- Ensure the Individual Placement Agreement is completed within 5 working days of the start of the emergency placement. If the placement is to continue beyond 5 working days an About Me Plan must be completed.
- Ensure that Emergency Placements do not continue beyond 28 days. If this is likely to continue to be needed an assessment will be undertaken to consider a permanent placement.

Arrangements for reviewing people's Adult Placement

Each long term placement will be subject to a formal review on an annual basis or when required due to a change in needs or circumstance. People involved should ordinarily include the person, the Adult Placement Host/s, the APS worker and the case manager. Where appropriate, views will be sought from the person's relative, friend or advocate and any other professional who has a significant involvement.

Long term placements will also be reviewed with the person independently of the Adult Placement Host and with support from family/advocates if requested/needed on an annual basis or more frequently if required.

New respite placements are initially reviewed during or at the end of the placement. Once a respite placement is established and on-going, this placement is reviewed annually or when required due to a change in needs or circumstance. Additional support placements are reviewed annually.

Where placements no longer meet identified needs, concerns are addressed within the review structure and appropriate action agreed. If there is a termination arising from a review then the Authority will offer the person an alternative service within a planned time scale which is usually a period of 28 days. Payments and responsibilities will cease on the last day of placement.

Consultation and Inclusion

Throughout the planning, assessment, provision and review stages of the placement process, the person using the service is at the centre. Individuals are encouraged to fully participate and say what is important to them. The promotion of individual autonomy, self-determination and choice and control over decision making is a core value of the service.

Standard of care and support

Adult Placement hosts will be provided with all relevant information about the person being considered for a placement. This enables the hosts to give full consideration to whether or not they are able to provide the appropriate person centred support to the person that promotes their well-being and personal outcomes.

Hosts are provided with training and support to develop their skills, knowledge and understanding of the service requirements, appropriate methods of support and the need to promote independence and well-being of individuals in a non- judgemental manner.

Upon approval, hosts are provided with an Adult Placement Host Agreement. This provides full details of the Adult Placement Service and the support hosts can expect to receive, as well as the support they are expected to provide. This document is signed by the host and the Adult Placement Service worker prior to a placement commencing. All Adult Placement hosts have been specifically recruited, assessed, trained and approved by the Adult Placement Service to provide support and accommodation and are expected to work in accordance with the value base of the service.

The Adult Placement Service staff provide both formal monitoring and supervision as well as being accessible during office hours to answer any queries hosts may have. Outside of office hours and in cases of emergencies, the Emergency Duty Team can be contacted. All hosts are provided with the relevant contact details.

The Adult Placement host's approval status is subject to an annual review with views sought from the person(s) being supported and involved relatives and professionals. The hosts' re-approval process is conducted by an independent panel every two years.

Adult Placement workers undertake annual unannounced visits to complete property inspections along with documentation checks as part of the process of ensuring good practice and standards are maintained at all times.

If there is a failure on the part of the Adult Placement Host to maintain acceptable standards, as outlined in the Carer Agreement or if there are concerns relating to the Adult Placement Host's 'integrity and good character' or fitness to provide adequately for the person in placement, a Host Review is undertaken and submitted to the Independent Approval Panel for consideration. This will also take into account the needs and wishes of the person placed.

Gross misconduct or negligent failure to comply with the Host Agreement during the contract period may be basis for termination of the placement and result in the Adult Placement Host's removal from the Approved List, without notice being served or submission to the Approval Panel.

Language and communication needs for people using the service

People will be supported to communicate using their chosen method and language. Hosts will be provided with any specialist communication training required to meet a person's specific needs.

A person's communication needs, support required and chosen language will be identified in the persons About Me Plan.

As a service Adult Placement actively promotes the Welsh Language, with calls answered with a bilingual greeting and people offered the opportunity to communicate in Welsh. Welsh speakers will be made available to people who request their assessment in Welsh and placements sourced to meet this need.

Management and Staffing Arrangements

Operational Structure:

Operational Manager and Responsible Individual:

Linda Woodley
Docks Office
Subway Road
Vale of Glamorgan
CF63 4RT
Telephone: 01446 704802

Qualifications:

- MA/DipSW
- Team Manager Development Programme
- Approved Social worker
- PQ2-6
- BA Hons 2:1 Sociology/Politics

Experience:

- Operational Manager - Learning Disabilities and Mental Health
- Acting Operational Manager Cardiff and Vale - Learning Disabilities
- Team Manager - Learning Disabilities Team
- Senior Social Worker Transitions
- Social Worker/AMHP - Learning Disabilities Team
- Social Worker/AMHP - Mental Health Services for Older People
- Lecturer in Social Work - UWIC
- Social Worker - Extended Hours Mental Health Team
- Volunteer Social Worker in Russia - VSO
- Assistant Manager - MIND
- Support Worker - MIND
- Victim Support/Sexual Assault Volunteer
- Residential/Nursing Home Carer

The Manager:

Nick Haake
Hen Goleg Resource Centre
College Fields Close
Barry
CF62 8LF
Telephone: 01446 731105

Qualifications:

- QCF Level 5 Management and Advanced practice
- BA (Hons) Psychology/Sociology

Experience:

- Area Manager – National Autistic Society
- Locality Manager – National Autistic Society
- Registered Manager – Charter Housing
- Day Service Coordinator – Developmental Services California

Project Workers x 7

- Appropriate Health/Social Care Qualification:
- BSc Social Work/DipSW
- RMNH/RNLD
- Health and Social Management Qualification (NVQ Level 4 or equivalent)

Social Care Officer x 1

- Appropriate Health/Social Care Qualification:
- NVQ Level 3 in Health and Social Care or equivalent

Service Administrator x 1

- NVQ Level 3 Business Administration

To provide effective leadership, we do the following:

- Ensure the registered manager is qualified, competent and experienced to undertake the role.
- Aim for a management approach, which creates an open, positive and inclusive atmosphere and is conducive to effective communication.
- Ensure effective monitoring of the services provided.
- Manage the affairs of the service in accordance with Council and Departmental Policy and Procedures and Legislative Requirements and Standards.
- Ensure that all staff receive regular and quality supervision.
- Ensure effective dissemination of information.

<ul style="list-style-type: none"> • Keep up-to-date and accurate records on all aspects of the service • Ensure staff attend monthly staff meetings and relevant training. • Ensure staff exercise professionalism and respect for hosts and people using the service. 	
Supervision arrangements	All employees receive regular supervision and an annual appraisal in line with the Vale of Glamorgan Council's Supervision Policy.
Staff training	All hosts and staff are provided with mandatory training appropriate to their roles. Training matrices ensure hosts and staff training requirements are monitored to ensure compliance with mandatory courses. Hosts are invited to attend training throughout the year. Further training needs are identified during supervision and appraisal meetings.
Facilities and Services	
Facilities to store records	All records are stored via Content Manager: a computer-based filing system used within the Vale of Glamorgan Local Authority. Signed copies of documents are scanned and saved to individual files and paper copies destroyed. Confidential information will only be shared on a need to know basis and with the consent of the person to whom it relates. Where a person lacks capacity this will be subject to a best interest decision. Emails sent between local authorities are securely transmitted. External emails are sent via Egress, to ensure secure data transfer.
Facilities to meet with individuals using the service	Allocated Adult Placement workers will meet regularly with hosts and people using the service. Meetings take place in a variety of settings dependent on the wishes of the person receiving the service and the host and the type of meeting taking place. Hen Goleg office base, has access to meeting rooms as does the Bridgend Office. Rooms are available on both ground and 1 st floors. Meetings with people using the service may also take place in less formal settings, where appropriate, to provide a relaxed information more conducive to the engagement of the individual.
Facilities to provide staff training/meetings	Adult Placement staff training takes place online and in a variety of council and external settings. Staff meetings take place in meeting rooms in Hen Goleg and Bridgend Resource Centre.

Training for hosts primarily takes place online and during the evenings in a variety of council and externally booked venues. Hosts are notified of the venues/date/time of training in advance.

In addition there are annual 'Have Your Say' afternoons providing an opportunity for managers and staff to meet hosts and people using the service and gather suggestions about service improvements.

Social gatherings to celebrate the service and achievements of individuals take place on an annual basis. The date/time and venue will be determined by the people using the service.

Governance and Quality Monitoring Arrangements

Governance:

Vale of Glamorgan County Council (VOGC) Director of Social Services



Head of Service



Operational Manager Adult Services – Learning Disabilities and Mental Health



Adult Placement Service Registered Manager

An Adult Placement (Shared Lives) Service Board (AP(SL)SB) comprising of managers from Bridgend County Borough Council and the Vale of Glamorgan as nominated by the Directors of Social Services of the two local authorities, are responsible for the strategic direction of the service.

The AP(SL)SB meets on a quarterly basis and is responsible for, but not limited to, the following activities:

- Determining the strategic direction of AP(SL)S
- Setting monitoring and reviewing Service standards
- Determining the AP(SL)S Budget, and estimated Charges on the basis of reasonable information provided by the Head of AP(SL)S
- Monitoring the Statement of Accounts relating to AP(SL)S
- To review the Vale's health and safety policy statement as required by the Health and Safety at Work etc. Act 1974 on an annual basis
- Receiving a report on feedback (including complaints compliments and comments) in relation to the AP(SL)S
- Monitoring performance
- Providing general supervision of the provision of the Service

- Ensuring service management meetings are taking place on a regular basis

Quality Monitoring:

In compliance with Regulated Services (Service providers and Responsible Individuals) (Wales) Regulations 2017 and statutory guidance the Responsible Individual monitors the quality of care and support during three monthly visits.

The visits are arranged in advance with the Registered Manager and an invite to hosts and people using the service are sent out so as they have the opportunity to meet with the Responsible Individual during this time. It is accepted that commitments of hosts and people using the service are such that they may be unable to attend during the daytime, so the Responsible Individual also is committed to arranging home visits and attending social events to ascertain the views of the service.

The Registered Manager and Adult Placement Staff are aware of how to contact the Responsible Individual in and outside of office hours should the need arise. The Responsible Individual conducts a minimum of weekly telephone calls/ or office visits with the Registered Manager in order to be receive service feedback on a regular basis.

The Responsible Individual considers and audits a range of records among which:

- Incident and accident records
- Safeguarding records and reports
- Complaint and Compliment and whistleblowing records
- Hosts Content Manager files
- Reports and recommendations from regulators

The Responsible Individual will analyse the findings and recommend actions to improve service delivery and reports the findings and recommendations in bi-annual reports that are shared with the relevant Council (Provider) representatives.

An annual quality assurance exercise is also undertaken by the Local Authority's Policy and Quality Assurance Officer, the findings of which together with the findings of the Responsible Individual visits are presented in an annual Quality Assurance Citizen Engagement report which is shared with Care Inspectorate Wales and relevant Council (Provider) representatives.