



Trevanion House Holidays Ltd

Statement of Purpose

3. Statement of Purpose

§1 Trevanion House Holidays Ltd provides holidays for adults with a learning disability and a small amount of day care for local adults with a learning disability. Adults with a learning disability who are over retirement age may use the facilities at Trevanion House if, following assessment, it is determined that the accommodation, activities, care support and general ethos are appropriate.

3.1 Registered Provider and Manager

Registered Provider:

Trevanion House Holidays Ltd

Responsible Person:

Christine Mary Todd

Registered Care Manager:

Tracey Barrett

General Manager:

Gerald Ward

3.2 Experience and Qualifications

M J Todd

BA (Hons) Maths and Physics, Keele University (1967)
Founding Company Secretary North Tyneside Abbeyfield Society

C M Todd

BA (Hons) English and Political Institutions, Keele University (1966)
Teacher 1966 - 1984 (Various schools)

T Barrett

Access to Social Work and Social Care

22 years experience working with adults with a learning disability, 11 years as a manager both in Domiciliary Care and Registered Manager for Residential Care.

3.3 Staff

§1 Staff numbers vary seasonally, according to numbers of guests. During the season, typically 30 staff are employed in various combinations of categories. A proportion of staff are retained on a permanent basis.

§2 All staff are required to undertake Common Induction Standards training and have regular updates. Trevanion House places considerable emphasis on on-the-job training and actively encourages routine discussion of individual cases both to explore the

needs of individual guests and to develop understanding of the basic principles involved.

- §3 Training needs are reviewed routinely at each management meeting and further training and courses are accessed as required and when available.
- §4 Staff are actively encouraged to achieve vocational qualifications relating to their work and experience and the majority of permanent staff have qualifications at least equivalent to NVQ Level 2. Records are kept of all training which staff undertake. A list of all current staff, their qualifications and training, is held on our computer administration system and is available on request.

3.4 Organisational Structure

- §1 Trevanion House Holidays Ltd is the Registered Provider. MJ and CM Todd, former proprietors of Trevanion House, are Directors, Chairman and Company Secretary, respectively. A Board of Management, which additionally includes the Care Manager and the Holiday Manager, oversees the operation of Trevanion House. CM Todd has oversight of the TRACS Day Service (not part of this Statement of Purpose)
- §2 G Ward (General Manager/Director) reports to the joint proprietors and is fully responsible for the day-to-day operation of Trevanion House. He is a director of THHL.
- §3 T Barrett (Care Manager/Assistant General Manager) has full professional responsibility for all matters which arise from the registration of Trevanion House by CSCI, in which context she is the Registered Manager.
- §4 M Kerr (Holiday Manager) also reports to the General Manager but has full professional responsibility for the Holiday Programme.
- §5 Staff are provided with a detailed organisational chart and a copy is issued for inclusion in the Staff Folder which is updated at least annually and is otherwise available on request.

3.5 Age and Sex of Service Users

- §1 Guests visiting Trevanion House and in need of registered care provision must be at least 18 (including those over 65), unless their normal carer supports an assessment that a holiday in an adult environment is appropriate. Children under 18 would not normally be considered unless accompanied by a carer or adult family member, or who fall outside the scope of the CSCI registration. Guests may be either male or female. There is no upper age limit, but all guests must be capable of participating in the holiday programme which involves outings by minibus each day. Tail lifts are not provided in the minibuses although guests with limited mobility are accepted.

3.6 Range of Care Needs

- §1 Trevanion House provides holidays for adults with a learning disability. Guests usually stay for either one or two weeks at a time, many returning for holidays year on year.
- §2 The holiday programme involves daily outings, with transport and support staff provided, to destinations of the guests' collective choice. When full, three minibuses operate, giving guests choice each day.
- §3 Trevanion House seeks to ensure that guests are given practical support throughout the holiday to demonstrate and maintain basic Literacy, Numeracy and Social Skills

- §4 Most guests come on holiday independently although some need escorting on travel by public transport. Those with greater care needs may be accompanied throughout their holiday by their usual carer(s).
- §5 In borderline cases, guests new to Trevanion House are encouraged to come with a carer on their first visit, with the aim of gaining sufficient independence to come on their own in the future.
- §6 Not all of the guests at Trevanion House are covered by the CSCI registration although all receive the same service provision. Those arranging holidays for guests who are covered by this registration should recognise that Trevanion House cannot impose the same restrictions on guests not covered by registration, in particular regarding the way in which they handle their own medication.

3.7 Nursing Care

- §1 No nursing care is provided by Trevanion House staff. If specific nursing needs are identified, such as insulin injections, dressing changes, these must be arranged with the local Health Centre on behalf of each guest prior to arrival. The guests or their usual carers are responsible for making these arrangements.

3.8 Admission Criteria

- §1 Trevanion House provides holidays for people with learning disabilities. A substantial majority come unaccompanied and are therefore expected to be reasonably independent in terms of personal care.
- §2 About a third of those guests who come unaccompanied need some degree of assistance with their personal care. The degree of help is assessed in discussion, usually by telephone, with the carer or other person responsible for making the booking. The Registered Manager has overall responsibility for the assessment of care needs and whether individuals fall within the scope of CSCI registration.
- §3 Guests with mobility problems are accepted provided that they can load bear and, with assistance, access the minibuses which have an additional step. A proportion of guests each week are accepted who need to use a wheelchair when outside the hotel. Normally, guests should bring their own wheelchair. Locally-hired wheelchairs may be ordered prior to the holiday and a supplementary charge will be included in the Holiday Account. Trevanion House does not supply wheelchairs.
- §4 Guests who are accompanied by carers are not fully assessed other than to determine that they can fit into the normal holiday programme. Their carers are expected to provide whatever personal care support is required.
- §5 Trevanion House does not accept guests with seriously disruptive behaviour that will impact on the quality of the holiday for other guests. Trevanion House reserves the right to terminate a holiday if it transpires that an inappropriate booking has been made due to the failure to disclose relevant information prior to the start of the holiday.

3.9 Social Activities

- §1 Guests normally visit Trevanion House for either one or two weeks at a time, Thursday to Thursday. After the evening meal on the day of arrival, an introductory meeting is held for all guests. Ideas for possible activities are discussed with guests using an

interactive projector display, from which a choice of outings for each of the first three days is compiled. Guests then choose which trip to take.

§2 A further meeting is held on Monday morning to plan for the remainder of the week.

§3 The plans are reviewed in the light of changing circumstances, such as inappropriate weather conditions.

§4 Guests are free to suggest any holiday or leisure activity within Cornwall, although advice is given if something is proposed which is either not considered good value or is age inappropriate. The selection of activities involves a degree of group consensus.

§5 Guests have the opportunity to access local community events and facilities, such as pubs and the cinema.

3.10 Consultation

§1 As outlined above, guests are fully involved in the selection of activities for the daily programme. Obviously, it is not practical to consult over longer term issues about the operation of the holidays although general feedback is used to review procedures on a continuous basis. A report on the guest surveys from the previous season is displayed on our web site.

3.11 Fire Precautions

§1 Trevanion House is fitted with all required fire precautions. The system is tested weekly and records are duly kept. All staff are required to attend fire training every six months. Staff undertaking sleeping-in duties are trained every three months.

§2 Guests are routinely shown the fire exits when they first arrive, together with a demonstration of the emergency telephone system.

§3 It is not considered appropriate to hold fire drills with guests.

3.12 Religious Services

§1 At the Thursday meeting guests are asked if they wish to attend a local church and arrangements are made to accompany them if requested.

§2 There are only facilities for Christian worship in the locality - others faiths and religions have limited facilities in Cornwall, although every effort will be made to support guest's needs within the community.

3.13 Contact with Families, Friends and Representatives

§1 The principal links between the guest and their family or carers are

- postcards
- telephone/mobiles
- holiday diary

§2 Each Monday morning there is a session at which staff assist guests to send postcards. The degree of support depends on the individual guest's ability and ranges from writing the card through to general support about what to say. In each case every guest makes some positive contribution, at least signing their name or making their mark.

§3 A pay phone is provided and guests may receive incoming calls either at that extension or in their own room whichever is more convenient. Staff are available to help guests

place calls if needed.

- §4 On rare occasions, family or friends are in the local area and arrangements are made, if requested, for them to meet the guests at Trevanion House in the manner normally available at any hotel. Family and friends are welcome to join with guests for the evening meal provided that advance notice is given. A charge will be made.
- §5 At the end of each week a Holiday Diary is provided which contains descriptions of each day's activities and highlights from them. The diary also includes numerous photographs which are taken during the holiday with digital cameras provided by Trevanion House. Guests also have the option of purchasing a copy of the diary printed in full colour which is sent through the post in the following week.

3.14 Complaints

- §1 At the Introductory Meeting on Thursday evening, guests are advised on the range of problems they may wish to raise with staff, including any failure with facilities provided in their room or elsewhere at Trevanion House. These are dealt with expeditiously.
- §2 A complaints procedure is set out in the Terms and Conditions which are printed on every Booking Form and the person making each booking signs a confirmation that they accept these Terms and Conditions.
- §3 Any complaint which cannot be settled quickly may be referred to CSCI and Department of Adult Social Care, Cornwall County Council, as appropriate, so that they are fully informed in the event that the matter is raised through them. CSCI are primarily concerned about complaints regarding Care Standards or incidents of Abuse.
- §4 Complaints which concern matters covered by the Care Standards Act are referred to CSCI and any other matters arising from the care provision are referred to the Department of Adult Social Care.
- §5 All complaints are logged to record the dates on which they are received, what action is taken and when, together with any correspondence relating to the complaint.
- §6 A fuller statement about complaints is made in Section 4 of the Policy Manual.

3.15 Review of Guests Needs

- §1 Once a booking is received, or sometimes at an earlier stage, the Care Manager makes an assessment based on information available of the likely degree of care need.
- §2 For those who are largely independent a simple Care Support Form is issued to the person making the booking. This requests the least amount of information considered necessary, on the basis that the privacy of the guest should not be impacted by asking for information unrelated to their holiday.
- §3 Other guests are sent a longer assessment form which is reviewed by the Care Manager when returned completed. In the event of any uncertainty in how to meet the guest's needs then a follow-up telephone call is made (by or on behalf of the Registered Manager) to the person making the booking and the records adjusted to show any additional information as necessary.
- §4 At the end of the holiday the information received is reviewed and a summary is kept on the computerised Administration System which can then be easily accessed if a further booking is made for the guest. It is not unusual for a guest to return after a break of several years and for their normal carers to expect the profile of the guest to be remembered. Care has to be taken to ensure that up-to-date information is still

requested.

- §5 A new medication record is always requested, even if the guest is returning more than once in each year.

3.16 Rooms

- §1 Trevanion House has sixteen guest bedrooms, single and twin as set out below:

Room 1: Single	16.2 sq m, including en suite bathroom
Room 2: Single	12.5 sq m, including en suite bathroom
Room 3: Single	10.7 sq m, including en suite bathroom
Room 4: Shared	24.0 sq m, including en suite bathroom
Room 5: Shared	16.3 sq m, including en suite bathroom
Room 6: Single	13.0 sq m, including en suite bathroom
Room 7: Shared	13.9 sq m, including en suite bathroom
Room 8: Single	15.6 sq m, including en suite bathroom
Room 9: Single	13.9 sq m, including en suite bathroom
Room 10: Single	10.5 sq m, including en suite bathroom
Room 11: Shared	11.6 sq m, including en suite bathroom
Room 12: Shared	19.0 sq m, including en suite bathroom
Room 13: Shared	24.5 sq m, including en suite bathroom
Room 14: Shared	19.0 sq m, including en suite bathroom
Room 15: Shared	24.5 sq m, including en suite bathroom
Room 16: Single	12.9 sq m, including ensuite bathroom

- §2 It is Trevanion House policy that only guests coming on holiday together may share a room. The decision about whether room sharing is desired and appropriate is left entirely to the person making the booking.

3.17 Therapeutic Techniques

- §1 In the context of a holiday, no therapeutic techniques are used.

3.18 Privacy and Dignity of Guests

- §1 The most important principle guiding the provision of holidays at Trevanion House is to maximise the extent to which the experience is like that of anyone else visiting Cornwall and staying in a small guest house or hotel. Guests are given as many opportunities as possible to express their wishes about the content of the holiday, within the context of a group consensus. Within each activity there is a chance to express choice. Self advocacy is actively promoted.
- §2 Only information necessary for meeting needs during the holiday is requested and, as far as possible, the responsibility for providing appropriate and sufficient information lies with the person making the booking. The Care Manager will seek to check the validity of that information as far as possible.
- §3 A Guest Bank facility is provided. Guests may choose to deposit their spending money at the start of the visit. Each morning there is an opportunity to take out sufficient for the day. This provides staff with a discreet means of monitoring expenditure and

ensuring that they do not run into budgetary difficulties during the holiday. Guests are encouraged to put money for an unaccompanied return journey to one side. This money is recorded separately and returned to the guest on their departure. Guests not using this facility are required to make a deposit when they arrive to cover any drinks and other charges they may order during their holiday.

- §4 Personal care, when needed, is given in each guest's own bedroom. All staff involved in giving personal care are trained to understand and implement policies on privacy and dignity. There is a policy on confidentiality which all staff understand. All guest records are kept under supervision in an area where guests are not permitted. Security provisions on the computer system ensure that only authorised staff are able to access these records.
- §5 All rooms have keys which guests may use when they are not in their rooms. The rooms may be locked from the inside when occupied although staff have access to a master key at all times for reasons of safety and in order to clean and maintain the rooms. Guests are asked to leave their keys with the Front Desk when they are away from Trevanion House.
- §6 Whilst guests are clearly entitled to visit each other in the privacy of their bedrooms, this may be actively discouraged by staff where it appears to be inappropriate.
- §7 All guests are supported in issues arising from inter-personal behaviour between them and other guests. Trevanion House has a positive approach to encouraging and enabling guests to take responsibility for resolving and evolving their personal relationships.

3.19 Availability of Policies

- §1 Trevanion House Policies, Statements and Codes Of Practice are normally available through the web site (www.trevanion.co.uk) and may be downloaded in Adobe Acrobat format. Printed copies are available on request.
- §2 The relevant standard for Trevanion House is Care Homes For Younger Adults and Adult Placements, published by The Stationery Office, 2002 ISBN 0 11 322428 1