

**Care Homes for
People with Mental Health Problems**

SPECIFICATION

This document defines the mental health residential care services purchased by Kent County Council

May 2004

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Glossary

Care Co-ordinator

The person we have deployed to arrange and review residential care for people who have been found on assessment to be owed a duty under section 21 of the National Assistance Act 1948 and under section 117 of the Mental Health Act 1983.

Care Plan

The plan produced by the Care Co-ordinator that gives particulars of the intended outcomes of the service for a Service User and his or her needs, which you will address.

Home

The registered care home that is detailed in Appendix 1.

Must and Will

Means that the activity referred to is mandatory.

Personal Expenses Allowance

The benefit paid by the Department of Work and Pensions to a Service User for his or her personal use.

Policy

Is a set of general statements, which help staff and individuals to make sound judgements.

Procedure

Is the method by which a policy is put into practice.

Service

The accommodation together with personal care, that you will provide in your Home for a Service User in accordance with the provisions of the Care Standards Act 2000 and the terms of our Pre Purchase Agreement.

Service Delivery Order

The Service Delivery Order (SDO) initiates and tailors the service for a Service User.

Service User

A person aged 18 years or over who has been found on assessment to be in need of accommodation together with care and to qualify under our eligibility criteria for our financial support. You will have a Service Delivery Order for him or her.

Should

Means that the activity is not mandatory but the Kent County Council prefers that it takes place. Any exception to this will be stated on the individual's Care Plan, which has precedence over other general guidance.

Specification

Our "Specification for Care Homes for People with Mental Health Problems" (i.e. this document).

Support Plan

The document drawn up by the Service Provider which supports the Care Co-ordinator's Care Plan. It sets out realistic targets promoting the Service User's right to lead as independent a life as possible. It is defined as a detailed plan that is developed between the Service User and the Organisation providing the care, which identifies the way in which the

care is to be provided and the activity to be undertaken. The Support Plan arises from the needs assessment, the Care Plan, and the risk and manual handling risk assessment.

We

The Kent County Council and any person to whom we may assign this Agreement. Unless the context otherwise requires, 'us' will also be taken to refer to 'we'.

You

The legal owner of the Home, as detailed in Appendix 1 of the Pre Purchase Agreement, or any person either authorised to act on your behalf or succeeding to your ownership of the Agency.

1. Introduction

In entering into a contract with Kent County Council to provide Mental Health Residential Care services, you are undertaking to comply with the Care Homes for Younger Adults Placements National Minimum Standards and Regulations, the law, our Pre Purchase Agreement and this Specification. Should you have clients over the age of sixty-five, you will need to amend your registration with the Commission for Social Care Inspection. In addition, you are agreeing to provide the service in the style and manner described in Kent County Council's 'Good Care' guides.

This Specification is for Mental Health Residential Care services, which are providing personal care services to a Service User in a residential home. The service for each Service User must be delivered in accordance with the requirements of the Service Delivery Order and the CPA Care Plan, and must not be significantly varied without the prior permission of the CPA Care Co-ordinator. We will work in co-operation to achieve the common aim of a good quality service.

This Specification states Kent County Council's requirements which are beyond, or in addition to, the National Minimum Standards and Regulations of the Care Standards Act 2000. This Specification is written, and should be read, in conjunction with the Pre Purchase Agreement. The terms used are the same throughout both documents.

CPA Care Co-ordinators will monitor compliance to Service Delivery Orders and CPA Care Plans through reviews.

2. The Purpose of the Service

The purpose of the Mental Health Residential Care service is to provide the Service User with a good quality of life. It involves putting the Service User at the centre of decisions about where they live and how they are cared for. Services are to be provided in such a way that the Service User feels involved, secure and confident in the care provided to them.

This Specification reflects John O'Brien's philosophy of 'normalisation' and uses his principles as the basis for the required outcomes. The philosophy says that the Service User is entitled, as far as is possible, to the same opportunities normally available to all citizens to express their views and to be valued members of society.

Normalisation requires that everyone needs to realise their full potential wherever they are living. We recognise that Service Users will be at different levels of ability and will need differing levels of support in order to reach their potential. However, we cannot deny the principles or the process to people, who, for whatever reason, will not reach the ultimate goal of living independently in their own homes in the community. Accordingly this Specification has a strong element of rehabilitation throughout, placing people on the pathway to independence and offering choice for all Service Users.

Working with you to achieve this aim, we expand on O'Brien's five outcomes as required in the provision of Mental Health Residential Care services. These are explained more fully in the following pages, together with the key processes required to support these outcomes.

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3. Required Outcomes

Kent County Council requires providers to provide high quality personal care, working with us and the Service User to achieve the following broad outcomes, through the provision of mental health residential care services:

3.1 Competence

Gaining more skills and abilities to perform functional and meaningful activities with whatever assistance is required. Included in this is the real opportunity to use those skills once acquired.

3.2 Respect

The Service User having a valued place among people in the community, being treated as a person of worth. To achieve this means challenging the stereotypes that are built up around people with mental health difficulties.

3.3 Choice

The Service User developing autonomy and self-determination in day to day matters, and also in the major decisions that people make, such as where or with whom to live. Personal choice and autonomy define and express the way people live.

3.4 Community Involvement

The Service User visiting, belonging, sharing and using the facilities available in the ordinary places which define local community life. It also means the extent to which people live in non-segregated settings and participate in a variety of valued activities including leisure and work. The Service Provider must conduct its business and activities with the Service User in such a manner that it presents a positive image of the Service User to the local community.

3.5 Community Participation

The Service User being part of a growing network of personal relationships, and the valued contribution that may be made by the individual to these relationships. The Service User being given the opportunity to become involved in activities which are part of the local community.

3.1 Competence

The Service User is encouraged to define and realise their own goals and aspirations, as regards learning and productive occupation. Care staff assist the Service User in meeting their aspirations by supporting learning or work opportunities. Care staff offer encouragement, motivation, support and practical assistance to achieve the Service User's goals.

<u>Required Outcome</u>	<u>Key processes to support outcome</u>
Evidence that the Service User:	To enable the achievement of the outcome you must:
<ul style="list-style-type: none"> ❑ feels confident that assessments of need and Support Plans inform the service delivery 	<ul style="list-style-type: none"> ❑ involve the Service User in drawing up their Support Plan ❑ support the Service User in making decisions about their own life, providing information, assistance, and support where needed ❑ ensure that the Care Worker carries out tasks 'with' the Service User, not 'for' them, minimising their intervention ❑ identify predictable risks in the Service User's Support Plan, together with the subsequent reviews and strategies agreed to minimise the risk. Risks and possible consequences must always be explained to the Service User ❑ involve the Service User in a one to one working session on a regular basis
<ul style="list-style-type: none"> ❑ defines their own needs, and if personal development is their choice then this is encouraged no matter what their age or personal circumstances 	<ul style="list-style-type: none"> ❑ encourage the Service User to maintain and develop skills and abilities to perform functional and meaningful activities ❑ assist the Service User to overcome learning restrictions ❑ value the Service User's choice and encourage them to realise their personal development to the best of their capabilities
<ul style="list-style-type: none"> ❑ experiences and performs useful and meaningful activities, with whatever assistance is required. This can be physical assistance as in hands-on support, aids and adaptations, and emotional support 	<ul style="list-style-type: none"> ❑ support the Service User to achieve their optimum potential and fulfilment, and encourage them to engage in activities that will promote this goal ❑ allow the wishes of the Service User to prevail when there is a conflict of ideas between the Service User and the Service Provider about which skills need to be developed ❑ discuss the preference that other skills be developed first, if the Service User has unrealistic expectations

develops self-caring and domestic skills

encourage the Service User to take pride in their personal appearance

advise the Service User about what is considered to be socially acceptable with regards to personal grooming and appearance

involve the Service User in domestic cleaning, so that they can make a contribution to their own care and independence

enable the Service User to use domestic appliances

3.2 Respect

A Service User will feel valued if they are certain that the care they receive is from known and trusted people, whose allocation is managed, monitored and recorded. This feeling will be increased if they are treated with dignity and respect at all times.

<u>Required Outcome</u>	<u>Key processes to support outcome</u>
Evidence that the Service User:	To enable the achievement of the outcome you must:
<input type="checkbox"/> feels that they are treated fairly and are not discriminated against	<input type="checkbox"/> have an Equal Opportunities policy that is applicable to the Service User <input type="checkbox"/> ensure that care staff do not display prejudice and discrimination, and recognise and value difference <input type="checkbox"/> have a complaints policy and procedure that is meaningful, publicised and accessible to the Service User <input type="checkbox"/> ensure that staff respect the wishes of the Service User and do not impose their own standards
<input type="checkbox"/> is listened to	<input type="checkbox"/> not discourage the Service User if they wish to complain about the service they are provided with <input type="checkbox"/> make sure that staff have the competence to communicate with the Service User in an appropriate manner at all times
<input type="checkbox"/> has security of accommodation	<input type="checkbox"/> provide the Service User with a written agreement from the outset in respect of their accommodation
<input type="checkbox"/> has a role in regular house meetings	<input type="checkbox"/> involve the Service User in the planning and running of the home, by encouraging participation in residents and home meetings <input type="checkbox"/> ensure that regular house meetings are held as standard practice, and that the meetings are minuted <input type="checkbox"/> ensure that monies such as the 'Domestic Purposes Fund', community resources fund, social fund and activities fund, are under the control of house meetings
<input type="checkbox"/> considers that they have adequate private and personalised space	<input type="checkbox"/> ensure that cleaning routines are sensitive to the Service User's needs and privacy. The Service User should not feel that life revolves around the cleaning routines of the home

	<ul style="list-style-type: none"> ❑ ensure that staff take care not to damage the Service User's personal possessions. Accidental damage must be reported and repairs must be arranged at the Service Provider's expense ❑ ensure that the personal property of the Service User is respected at all times and will not be moved or shared with other Service Users or staff without the Service User's express permission
<ul style="list-style-type: none"> ❑ does not have their identity used for advertising purposes 	<ul style="list-style-type: none"> ❑ examine the way the outside of the building looks, to ensure continuity with the surrounding buildings. There must be no exterior signs that marginalise the Service User ❑ ensure that exterior signs and notices are for the purposes of identification only, and must not use language that is contrary to the good care principles ❑ not use the Service User in any form of advertising of your service. There may be occasional opportunities to be involved in promotion of Mental Health Services with the aim of increasing the general public awareness of these issues. If the Service User is invited to participate in media exposure relating to this aim, this must only be done after the Care Co-ordinator has discussed the implications with the Service User and taken any necessary advice. The Service User will be acting on their own account should they participate, and will not be representing Kent County Council

3.3 Choice

A Service User's feeling of self-worth is increased further by a service that enables the individual to be as self-determining as possible in all day to day matters, and also in the major decisions as to how they wish to live their life. Personal choice and autonomy define and express the way people live.

<u>Required Outcome</u>	<u>Key processes to support outcome</u>
Evidence that the Service User:	To enable the achievement of the outcome you must:
<input type="checkbox"/> has freely chosen to reside in the home	<input type="checkbox"/> ensure that the Service User is aware of the home's character prior to arrival by providing information about the home in an accessible format <input type="checkbox"/> ensure that the Service User makes full and adequate introductory visits to the home, including meals and/or overnight stays if appropriate
<input type="checkbox"/> controls the environment of their personal space	<input type="checkbox"/> allow the Service User to choose the décor of their room <input type="checkbox"/> allow the Service User to personalise their room <input type="checkbox"/> allow the Service User to bring items of their own electrical equipment, such as TV or Hi-fi, to the home, provided that this is by an agreement between the Service Provider and the Service User which covers arrangements for testing electrical safety and instruction for staff in operating it. For valuable items, insurance arrangements must be made at the Service User's expense <input type="checkbox"/> allow the Service User access to heat and light controls
<input type="checkbox"/> chooses how to spend their money	<input type="checkbox"/> encourage, enable and empower the Service User to control their personal finances <input type="checkbox"/> not include the personal expenses allowance of a Service User's Income Support benefit as part of the weekly charge for the requisites of the residential care service: it is their personal income <input type="checkbox"/> allow the Service User to purchase additional requisites of their choice if they so wish, but basic essentials must be supplied by the Service Provider <input type="checkbox"/> ensure that the Service User has the facilities to attend to their own personal hygiene requirements in the way that best suits them. The Service User must exclusively own their towels, flannels, sponges and toiletries, which will not be shared

	<ul style="list-style-type: none"> ❑ ensure that the Service User deals with their own personal allowance, or appoints an attorney to manage their financial affairs ❑ manage the financial affairs of the Service User in a manner acceptable to the appointed attorney, where a Service User has appointed an attorney. If the Service User becomes incapable of giving valid directions, the attorney will inform the Court of Protection who will appoint a receiver. The Care Co-ordinator must be kept informed ❑ advise the Care Co-ordinator where the Service User possesses or acquires substantial financial or property assets, who will make any necessary arrangements for the proper administration of the assets and assessment of future funding
<ul style="list-style-type: none"> ❑ is self-medicating 	<ul style="list-style-type: none"> ❑ ensure that you have a self-medication policy ❑ ensure that the Service User is regularly risk-assessed to become self-medicating
<ul style="list-style-type: none"> ❑ makes informed decisions regarding the acceptance or refusal of medication 	<ul style="list-style-type: none"> ❑ ensure that medical treatment is not given without the valid and informed consent of the Service User. ❑ adhere to the rules set out in the booklet <i>“Control of Medicines for Adult Service Users”</i> in all cases ❑ if the Service User is known to be refusing medication and/ or medical treatment, you must discuss with the Service User the reason and advise them to accept the advice of their General Practitioner or Consultant. If refusal continues, the Service User’s right must be respected and this decision recorded in their personal record. If there is any immediate risk to their well being, or the safety of others, the Service User’s General Practitioner and multi-disciplinary team member must be informed as soon as possible ❑ ensure that all staff know the procedure for dealing with medical emergencies
<ul style="list-style-type: none"> ❑ engages in activities of their own choice, even though an element of risk may be involved 	<ul style="list-style-type: none"> ❑ identify predictable risks in the Service User’s Support Plan, together with the subsequent reviews and strategies agreed to minimise the risk ❑ always explain risks and possible consequences to the Service User ❑ ensure that care staff support the Service User to take risks, as set out in the Support Plan, whilst not endangering health and safety

	<ul style="list-style-type: none"> ❑ allow the Service User to choose which community social arenas they wish to attend, and not necessarily only those environments specific to their disability or condition
<ul style="list-style-type: none"> ❑ has a full choice of meals and meal times 	<ul style="list-style-type: none"> ❑ ensure that you offer flexible meal times ❑ ensure that the Service User has access to facilities to make tea, coffee and simple snacks, such as fruit and biscuits, outside of meal times. Normally this would be a separate facility ❑ ensure that at least one meal each week is of the 'takeaway' variety

3.4 Community Presence

For the Service User, feeling confident and valued within their local community is important, both inside and outside of the care home. The Service User must be encouraged to access the multitude of resources and social experiences, which make up community life.

<u>Required Outcome</u>	<u>Key processes to support outcome</u>
Evidence that the Service User:	To enable the achievement of the outcome you must:
<ul style="list-style-type: none"> <input type="checkbox"/> is aware of the basic information essential for community living (e.g. bus timetables, location of local Post Office) 	<ul style="list-style-type: none"> <input type="checkbox"/> keep appropriate records when giving assistance to the Service User making benefit claims, or contact a Benefits Officer to provide support and assistance if appropriate <input type="checkbox"/> encourage the Service User to gain a knowledge of the local community and the services available to them <input type="checkbox"/> ensure that the Service User is enabled, and encouraged, to exercise their right to vote <input type="checkbox"/> ensure that the Service User has access to local newspapers and is encouraged to read them
<ul style="list-style-type: none"> <input type="checkbox"/> uses public transport 	<ul style="list-style-type: none"> <input type="checkbox"/> encourage the Service User to gain knowledge of the local transport system <input type="checkbox"/> enable the Service User to use public transport
<ul style="list-style-type: none"> <input type="checkbox"/> plays an active role in society 	<ul style="list-style-type: none"> <input type="checkbox"/> enable the Service User to use community facilities such as the library, leisure centre, restaurants and cafes
<ul style="list-style-type: none"> <input type="checkbox"/> is aware of the consequences of their actions, and is advised appropriately over legally and socially acceptable behaviour 	<ul style="list-style-type: none"> <input type="checkbox"/> increase the Service User's awareness of the costs and consequences of their actions towards others – these actions must conform to legal requirements and must not compromise your obligations <input type="checkbox"/> ensure that staff are aware of your policies and procedures regarding the social boundaries inherent in the Care Worker role <input type="checkbox"/> have policies and procedures in place which allow a Care Worker to refuse assistance in an activity that is against their rights/beliefs <input type="checkbox"/> ensure that staff are trained and skilled in advising Service Users when their behaviour is socially unacceptable

3.5 Community Participation

The Service User is able to participate in the multitude of resources and social experiences which make up community life. For example, not only visiting the local pub, but being a member of its darts team!

<u>Required Outcome</u>	<u>Key processes to support outcome</u>
Evidence that the Service User:	To enable the achievement of the outcome you must:
<ul style="list-style-type: none"> <input type="checkbox"/> has friends to visit them and maintains relationships with their family 	<ul style="list-style-type: none"> <input type="checkbox"/> encourage the Service User to engage in social relationships and activities with others <input type="checkbox"/> ensure that the Service User can entertain guests in their own room <input type="checkbox"/> ensure that care staff discourage the Service User from socialising with people who may do them harm <input type="checkbox"/> encourage the Service User to attend family occasions, and ensure they have assistance in doing so where required
<ul style="list-style-type: none"> <input type="checkbox"/> is shown personal flexibility by staff, allowing time for participation within the community 	<ul style="list-style-type: none"> <input type="checkbox"/> refer to the leaflet “<i>Care Programme Approach: Guidance for Service Providers</i>” for advice regarding the CPA Care Plan, so that all activities are planned individually <input type="checkbox"/> ensure that the home integrates with the wider aspects of the CPA Care Plan <input type="checkbox"/> ensure that the Service User is not rushed or hurried by staff when participating in activities <input type="checkbox"/> develop working relationships with other Providers who may be involved with the Service User
<ul style="list-style-type: none"> <input type="checkbox"/> interacts with other residents and staff in the home, and with others outside in the community 	<ul style="list-style-type: none"> <input type="checkbox"/> involve the Service User when carrying out staff recruitment and selection <input type="checkbox"/> encourage the Service User to use the local chiropodist, dentist, doctor and hairdresser rather than having services coming to the home <input type="checkbox"/> encourage the Service User to follow their chosen religion <input type="checkbox"/> support the Service User in pursuing meaningful relationships <input type="checkbox"/> ensure that information on safe sex is available in a format that can be understood by the Service User

4. Time Limited Services for Increased Needs

One to One Support: a short-term flexible service which will be purchased on an individual basis. This will be purchased in hours and days rather than weeks or months. The service is designed to be flexible and consists of additional Care Worker support as part of a CPA plan. The service will be purchased by the Care Co-ordinator. The price paid is expected to cover the cost of 'back filling' Care Worker posts when the key worker is involved in:

- ❑ work to move a Service User on to more independent living or follow up work after such a move, handing over to Community Support Services or Supporting People as appropriate
- ❑ extra work during the trial period of the first month of placement for a specific individual in exceptional circumstances to provide services in excess of the standards required by the national inspectorate
- ❑ specific, exceptional activities or outings requiring one to one support
- ❑ specific help in relation to a crisis, in conjunction with the Crisis Assessment team or the Crisis Resolution Home Treatment team

One to one support will be purchased by the hour at a pre-determined rate

Enhanced Care: is based on clearly defined criteria and assessed need. It is an additional on-going payment for a Service User assessed as having a functional mental illness, but who has also come to have a physical disability or frailty due to either age or cognitive impairment, and the CPA Care Plan identifies that it is not appropriate for the Service User's care to be moved to another specialist home.

The first consideration of the assessment will be to determine the extent to which the Service User meets, or does not meet, the criteria for continuing NHS health care. This mechanism recognises the need for additional support for individuals, based on need. The service will be purchased by the Care Co-ordinator.

The needs and circumstances of Service Users eligible for Enhanced Care are likely to be:

- ❑ a mental illness and a physical and/or cognitive and/or behavioural condition
- ❑ an inability to verbalise needs
- ❑ an inability to make some decisions, some of the time
- ❑ an inability to attend to personal hygiene
- ❑ an impaired ability to carry out the activities of daily living
- ❑ an increased high risk of harm to self or others
- ❑ requiring help with toileting or eating and drinking

- requiring help to mobilise

The Manager of a residential home may request an assessment for Enhanced Care before a placement is made or at any time during the placement if there is a change in the Service User's condition. Assessments will be undertaken by Care Co-ordinators as part of a robust Care Programme Approach. It may be that the Service User will need to move on to more specialised accommodation as part of a risk assessment undertaken as part of the Care Programme Approach Care Plan.

In order to be eligible for Enhanced Care, the additional requirements, as specified on the CPA Care Plan, on the care home must include:

- more care staff input
- adaptations to the care environment
- additional staff training with emphasis on:
 - awareness of physical disorders (such as diabetes, epilepsy etc)
 - moving and handling
 - managing challenging situations
 - managing complex medication regimes (including drug interactions and side effects)
- support planning with more emphasis on:
 - caring for rather than supporting and doing with.
 - risk assessment and management
 - proactive liaison with health and social care professionals outside of mental health services (such as continence nurse)

The service will be purchased as a pre-determined enhancement to the weekly contract price.

Please see the attached Appendix for the assessment form that will be used.

5. Further Requirements

Agencies offering Mental Health Care for Younger Adults Placements must be registered with the national regulator (currently the Commission for Social Care Inspection) and must conform to the requirements of the Care Standards Act 2000 and any other law as it applies to them.

This Specification is based on the requirements of the Care Homes for Younger Adults Placements National Minimum Standards. We set out below additional requirements, many of which are necessary to ensure the necessary links with KCC and Mental Health Trusts roles and processes. Monitoring will include compliance with the Specification, the standards and regulations of the national regulator and Kent County Council's further requirements.

5.1 Support Plan After Acceptance

[Standard 2, Standard 5 and Standard 6 of the Care Homes for Younger Adults Placements Care National Minimum Standards refer.]

In order to ensure that the Support Plan is regularly reviewed with the Service User and any other relevant person, and changes are made when necessary, we require that:-

1. You review the Support Plan at intervals no longer than six months.
2. Your review includes any special requirements of the Service User and forms part of their personal record. Any changes in behaviour or circumstances must be communicated to the Care Co-ordinator.
3. You refer to the "*Care Programme Approach: Guidance for Service Providers*" leaflet.

Note: *A Support Plan is called a Personal Service User Plan by the Commission for Social Care Inspection.*

5.2 Freedom from Abuse

[Standard 28 (regulation 2) of the Care Homes for Younger Adults Placements National Minimum Standards refers.]

In order to ensure that the Service User is free from abuse and appropriate action is taken where it is suspected, we require that:-

1. You ensure staff are familiar with the Kent and Medway Adult Protection Procedures and with your own policy and procedure on Adult Protection.
2. You comply with requirements for staff to have criminal record checks requirements as described in Kent County Council's *Recruitment and Selection of Staff* guide.
3. You make judgements as to the suitability of individuals to be employed on the basis of the outcome of criminal record checks.
4. You comply with "Protection Of Vulnerable Adults Scheme 2004" requirements.

5.3 Records

[Standard 41 of the Care Homes for Younger Adults Placements National Minimum Standards refers.]

In order to ensure that records are comprehensive and shared as appropriate, we require that:-

1. The Service User has access to the following names and addresses:
 - the Director of Social Services
 - the local County Councillor
 - the local NHS Mental Health and Social Care Trust
 - the local CSCI office
 - the Care Co-ordinator
 - and have a copy of the KCC complaints procedure
2. Acceptable standards of literacy in English and the first language of the Service User are used.
3. Appropriate sections of the Service User's personal file are accessible to relevant care staff and the Service User.
4. You ensure that the files are regularly reviewed.
5. Complaints records of Kent County Council supported residents are available for inspection by authorised Kent County Council staff on request.

5.4 Staff Induction and Training

[Standards 31, 32, 33, 34 and 35 of the Care Homes for Younger Adults Placements National Minimum Standards refer.]

In order to ensure that your staff team are well trained, supported and confident that support will be provided as necessary, we require that:-

1. Staff receive training in the tasks expected of them. It is recommended that the “*Good Care Guides*” produced by Kent County Council are used in staff training and, where possible, the Service User is involved.
2. Staff should have a knowledge and understanding of the five principles of good care – known as “normalisation” – as expressed by John O’Brien.
3. Specific training should include:
 - listening skills, (not to be confused with counselling)
 - care of people with mental health problems
 - basic knowledge of the Care Programme Approach (see “*Care Programme Approach: Guidance for Service Providers*” leaflet.)
 - understanding and working with aggressive behaviour
 - self injury awareness
 - knowledge of mental health legislation
 - understanding of this Specification

5.5 Access to Information

In order to ensure that the Service User’s personal information is protected, we require that:

1. You allow our authorised staff to see records required by this Specification.
2. You accommodate visits by our authorised staff, which may take place at any time and may be unannounced. We will be reasonable in exercising this right.

5.6 Equalities

In order to ensure that each Service User is treated with respect and dignity and services are provided which are appropriate to any special needs they might have, we require that:-

1. You understand and comply with your statutory obligations under equalities legislation, including:
 - having a policy suitable for your business and ensuring that staff are made aware of the necessary procedures and requirements,
 - providing equalities training for all staff, and
 - producing a brief report each year describing the progress you have made in our meeting of the requirements of the Race Relations Amendment Act 2000.
2. You take positive action to combat discrimination on grounds of ethnic origin. Services must be provided in a manner that is sensitive to the requirements of each individual and this includes an appreciation of any needs relating to their ethnic origin.
3. You take positive action to combat discrimination. Service Users' needs arising from specific ethnic, religious, cultural, gender, sexuality, disability or age requirements must be identified in their Support Plans. You must demonstrate that staff are able to meet these needs. Service Users' needs must be identified before admission.
4. You comply with requirements as described in Kent County Council's "*First Steps to Equality*", "*Second Steps to Equality*" and "*Equality and Employment*" guides.

5.7 Accidents and Injuries

[Standard 42 of the Care Homes for Younger Adults Placements National Minimum Standards refers.]

In order to ensure that your staff are informed and deal confidently with accidents, injuries and emergencies, we require that:-

1. Any accidents or injuries to a Service User that require hospital or GP attendance that the Care Worker has knowledge of, are reported to the Service User's Care Co-ordinator and noted in the Service User Contact Book.

5.8 Open Employment Staff Policy

In order to ensure that staff benefit from being part of a confident and diverse staff team, we require that:-

1. You understand and meet your statutory obligations under equalities legislation. You make sure that:
 - victimisation, discrimination and harassment are disciplinary offences, an appointed person in the organisation has responsibility for the effective operation of your policy,
 - you implement your equal opportunity policy and detail what actions are to be taken in implementing your policy,
 - monitor and review the policy, and
 - staff are supported if they are discriminated against by a Service User or Service User's relatives.
2. Training is given in equalities to any member of staff responsible for recruitment and selection.
3. You make sure that the staff group are aware of the ethnic background of each Service User.
4. You make sure that your staff group are knowledgeable of the cultural requirements of each Service User.

5.9 Transmittable Diseases

In order to ensure that the Service User, his/her family, staff and visitors are protected from transmittable diseases, we require that:-

1. You have a policy in relation to transmittable diseases (e.g. HIV/AIDS and Hepatitis A, B and C).
2. You make sure that staff are trained to work safely with all Service Users and follow Kent County Council's "*Universal Precautions*" at all times.

5.10 Transport

In order to ensure that the Service User is transported safely and appropriately, we require that:

1. You understand your statutory obligations under current legislation, and have policies and procedures in place to ensure that these are met. This includes ensuring that all vehicles are:
 - taxed,
 - appropriately insured,
 - MOT'd with a valid certificate,
 - maintained in accordance with the manufacturer's instructions, and
 - assessed as suitable for the client group
2. When people in wheelchairs are being transported, wheelchair anchor points and grips conform to the relevant British Standard Specification and are used in accordance with the manufacturer's instructions.
3. Seatbelts are used at all times, by all passengers.
4. Staff are assessed as competent in assisting Service Users to enter and exit vehicles.
5. Vehicles are driven by named people, who hold a valid full driving licence.
6. You have suitable policies and procedures regarding the transporting of residents.

6. Guides, References and Other Useful Documents

Statutes

Statutes and statutory instruments can be downloaded free of charge at www.legislation.hmso.gov.uk

- ❑ Control of Substances Hazardous to Health (Amendment) Regulations 2003
- ❑ The Chemicals (Hazard Information and Packaging for Supply) Regulations 2002
- ❑ Freedom of Information Act 2000
- ❑ Care Standards Act 2000
- ❑ Race Relations Amendment Act 2000
- ❑ Management of Health and Safety at Work Regulations 1999
- ❑ Data Protection Act 1998
- ❑ Human Rights Act 1998
- ❑ Public Interest Disclosure Act 1998
- ❑ Disability Discrimination Act 1995
- ❑ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- ❑ Mental Health (Patients in the Community) Act 1995
- ❑ Management at Work Regulations 1992
- ❑ Manual Handling Operations Regulations 1992
- ❑ Personal Protective Equipment Regulations 1992
- ❑ Provision and Use of Workplace Equipment Regulations 1992
- ❑ Workplace (Health Safety and Welfare) Regulations 1992
- ❑ NHS & Community Care Act 1990
- ❑ Sex Discrimination Act 1975, 1986
- ❑ Race Relations Act 1976
- ❑ Health and Safety at Work etc Act 1974

Staff

- ❑ Protection of Vulnerable Adults Scheme 2004
- ❑ Employment Act 2002
- ❑ Criminal Records Bureau Disclosure Service 2000
- ❑ Care Standards Act 2000
- ❑ Employment Relations Act 1999
- ❑ National Minimum Wage Act 1998 and Regulations 1999
- ❑ Working Time Regulations 1998 and 1999
- ❑ Public Interest Disclosure Act 1998 (Whistle Blowing)
- ❑ The Provision and Use of Work Equipment Regulations (1998) (ISBN0-7176-0414-4) are available from the Health and Safety Executive
- ❑ Part V Police Act 1997
- ❑ Employment Rights Act 1996
- ❑ Rehabilitation of Offenders Act 1974
- ❑ National Association for the Care and Resettlement of Offenders (NACRO) leaflet

Catering facilities

- ❑ Food Safety (General Food Hygiene) Regulations 1995
- ❑ Food Safety Act (1990)

Good Care Guides published by Kent County Council

- ❑ Personal Relationships and Service Users
- ❑ Working with People with Mental Health Difficulties
- ❑ Care Programme Approach: Guidance for Service Providers
- ❑ Recruitment and Selection of Staff
- ❑ The Universal Precautions
- ❑ First Steps to Equality
- ❑ Second Steps to Equality
- ❑ Equality and Employment

Other Documents

- ❑ Working Together to Safeguard Children
- ❑ Multi-Agency Adult Protection Policy, Procedures and Protocols for Kent and Medway

Note: Additional 'Good Care Guides' and 'Other Documents' can be obtained from the address below at a nominal price.

This Specification is the property of Kent County Council. Comments or questions should be forwarded to:

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