

# Statement of Purpose



**This document contains information about Individual Support Solutions Ltd (ISS).**

By reading this document you will know basic information about the company and what to expect if using our Supported Living Services.

## **Introduction:**

ISS began in November 2011 and is a limited company. It was founded by its two Directors, Alison Malcolm and Sarah O'Shaughnessy. Alison and Sarah each have over 25 years' experience of working in Health and Social Care.

ISS provides support to people with a Learning Disability and/or autism, and/or physical disability, from the age of 18. We provide Supported Living services in the county of Warwickshire.

Our Supported living services are registered and managed from:

**Manor Court Chambers**

**Townsend Drive**

**Nuneaton**

**CV 11 6RU**

**Tel: 01926 699578**

Manor Court Chambers is just outside Nuneaton town centre. It is accessible to people who use a wheelchair and is on good public transport routes. There is parking for visitors at the front of the building.

**Our offices are open from 9am-4pm Monday to Friday.**

**We also operate an on-call system when our office is closed.**

**You can access this by ringing 07944 104205.**

Our registered company number is: **783705**

# Management Team



## Managers



**Jess Cotton** - Registered Manager  
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**Steph Marshall** - Assistant Manager  
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## Nuneaton Team Leaders



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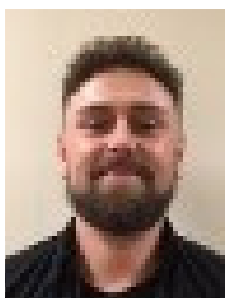


**Jo Winters**  
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## Rugby Team Leaders



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## Admin

# Our Aims and Objectives



We are committed to providing services that are led by the people we support. We enable people to develop and achieve as people in and from their own homes.

We aim to provide support that is flexible and tailored to each person's needs so each person's service is personalised and meets their support needs.

We aim to support people to make their own choices and to have control over their own lives. We listen to people and give people information so they can make informed choices and take assessed risks.

We support people to utilise the skills they already have, learn new skills and to work towards and achieve their goals.

We support people to be as independent as they can be.

We provide support in a non-discriminatory way that respects each person's right to privacy and dignity.

We work with other professionals, families and carers to provide a holistic approach to service delivery.

We constantly review and develop the way we operate to ensure we are meeting our aims and objectives, legislation and contract arrangements. We conduct our own quality monitoring as well as welcoming feedback from people who use our services, families and carers and other professionals.

We recognise that the success of ISS depends on all staff, whatever their role having the relevant skills, knowledge and competencies. We have a comprehensive induction, training and professional development programme for all staff that we employ.

# People who use our Services



## People who use our services can expect as a minimum:

An assessment before using the service to ensure that we can provide the level and type of support the person wants and needs. The assessment will involve obtaining information from the person and/or their carer, and any other professionals involved, about their support needs.

To be given information about our services called a service guide, and our charges at the **initial assessment point**.

To have information about the service we will provide once the service is agreed. This information will contain details about the type of support offered, how many hours support, notice periods by both parties and confirmation of our charges. This is called the **Individual Care and Support Contract**. It is available in an easy read version.

To have a **Support Plan** and **Risk Assessments** that are written with the person so that all staff can meet their support needs in the way in which each person wants. The Support Plan will contain outcomes, goals and objectives the person wants to achieve.

That all information that is kept by ISS about any person who uses the service will be stored and used in accordance with **Data Protection Legislation**.

A review of the service and support the person is receiving after 6 weeks then every 6 months after that. The review will be led by the person.

To have an assigned member of staff to act as a **Key Worker** of the person's choosing and to be supported by staff the person is comfortable and familiar with.

All staff have the correct level of **training** to meet each person's needs whom they support.

The staff team have a range of experience in the Health and Social Care sector. We recognise that the success of ISS depends on all staff whatever their role having the relevant skills, knowledge and competencies.

We plan our staff training and development with staff to ensure that they are trained and skilled to meet our duty and expectations in relation to:

- The needs of the people who use our service
- Legislation
- Contract agreements
- Morals, values and objectives of ISS

**All staff have a comprehensive induction and have the following training:**

Health and Safety, Lone Working, Emergency First Aid at Work, Abuse and Safeguarding Vulnerable Adults, Personalisation and Person-Centred Approaches to Support, Oliver McGowan, Fire Awareness, Food Hygiene Awareness, Administration of Medication and Communication Skills when working with people with Learning Disabilities.

We provide any other type of specialist training that is required to meet the persons needs, for example: epilepsy awareness, safer people handling, positive behaviour support, autism awareness.

The above courses and knowledge are refreshed regularly as part of the on-going training and professional development of our staff.

Both Directors have over 25 years' experience of working within various Health and Social Care settings. Sarah has a BA Honours Degree in Psychology and Sociology, a Diploma in the Management of Social Care and a NVQ level 4 in Care. Alison has an NVQ level 4 in Care and an NVQ level 4 in Management.

All our staff have a satisfactory DBS (Disclosure & Barring Service) check.

# Our Supported Living Service



We provide support to anyone over the age of 18 years – who has a Learning Disability and/or autism, and/or physical disability – to live in their own home.

We are able to provide support for just a few hours a week to 24-hour care, 7 days a week.

As well as providing regular weekly support we can on occasions provide support at short notice and for one off events – for example to go on holiday, or if the person's regular personal assistant is off sick.

The support we provide in someone's own home includes support:

- To meet personal hygiene needs
- With eating and drinking needs
- With household tasks
- With managing medication
- To go out and have a social life
- To manage behaviour that may be seen as challenging

## Our charges:

As each person has their own support needs, we assess each person's needs then provide each person with an individual costing that states how much we would charge to provide that person with a service that meets the needs they, and we have identified.

**We are registered with the Care Quality Commission (CQC) and were given the following rating for our Services at our inspection in June 2019.**

	Safe	Effective	Caring	Responsive	Well-led
Key question rating	GOOD	GOOD	GOOD	GOOD	GOOD
Overall location rating	GOOD				

# Complaints and Compliments Procedure



ISS has a Complaints and Compliments Procedure, a copy of which is given to everyone who uses our services. As an organisation we welcome complaints and believe a complaint can be an opportunity to improve the service we offer and also indicate that our practice has created an environment where people feel safe and have the confidence to make a complaint.

The right to, and the means of making a complaint form part of the initial introduction to the service.

People who use our services are also advised about their rights to representation and supported to access independent Advocacy Services if required.

If after addressing a complaint to Individual Support Solutions the person is not happy with the outcome they can contact:

**Warwickshire County Council**  
**Customer Relations Team**  
**PO Box 9**  
**Shire Hall**  
**Warwick**  
**CV34 4RR**  
**Tel: 01926 410410**

If they are still not happy they can contact the Care Quality Commission:  
**Tel: 03000 616161**  
**Email: [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk)**

If they are still not happy they can contact Local Government and Social Care Ombudsman:  
**Tel: 0300 061 0614**

# Mission and Values



## **Mission:**

At Individual Support Solutions Ltd (ISS) our mission is to empower adults with Learning Disabilities to live meaningful and fulfilling lives, by providing person-centred support. We are committed to promoting self-determination, inclusivity, and individual growth, enabling each person we support to achieve their goals and aspirations.

## **Values:**

### **Respect and Dignity**

We treat every person with the utmost respect, recognising their inherent worth and upholding their dignity in all aspects of their support.

### **Person-Centred Approach**

We prioritise the unique needs, desires, and aspirations of each person we support. Ensuring that each person's voice is at the forefront of decision-making, and their choices and preferences are respected.

### **Independence and Autonomy**

We believe in fostering independence and autonomy for adults with Learning Disabilities. We empower people to make informed decisions, develop essential life skills, and take charge of their daily lives.

### **Empathy and Compassion**

We approach our work with empathy and compassion, acknowledging the challenges and experiences faced by people with Learning Disabilities. Our team actively listens, understands, and provides empathetic support to foster trust and well-being.

### **Integrity and Professionalism**

We adhere to the highest standards of integrity and professionalism in all aspects of our work. We maintain confidentiality, act ethically, and ensure transparency in all of our interactions.

### **Collaboration and Partnership**

We value collaborative relationships with individuals, their families, caregivers, and other support networks. By working together, we create a strong support system and foster a sense of belonging and community.

### **Continuous Learning and Innovation**

We embrace a culture of continuous learning and innovation. Our dedicated team stays up to date with the latest training, best practices, and technological advancements to provide the most effective and innovative support solutions.