



24-Hour Mental Health Residential And Supported Living Homes



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In Summary:

Stage 1. Resident and Key worker

Stage 2. Community House meeting

Stage 3. Case Conference

Complaints Procedure

Any member of staff receiving either verbal criticism or an informal complaint from a resident should listen to the problem and endeavour to ensure that an immediate explanation is given.

The complainant should be informed of action which will be taken and, if appropriate, be given an apology.

The subject of the complainant should be recorded with a summary of the conversation and resolution or decision.

If the resident(s) are not satisfied with the decision, the matter should be referred to the Manager of Khaya.

However if the resident(s) remain dissatisfied, staff will advise them to complain in writing to:

CQC National Customer Centre,
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 61 61 61

Fax: 03000 61 61 71

Equal Opportunities

Khaya Project will take all steps necessary to remove any discrimination from its operations and to take positive action to promote Equal Opportunities while appreciating the benefits of diversity by:

- Adapting the work of the individual.
- Giving appropriate instruction to residents and staff and carrying out practical exercises such as fire drills.

- Advising residents and staff of the safe and appropriate use of equipment and carrying out tasks.
- Advising residents and staff to call out and wait for assistance when necessary.
- Advising staff and residents to be aware of hazardous items of practices.
- A Health & Safety law leaflet can be found in the administration office.

Khaya is fitted with smoke detectors including fire extinguishers and break glass points, protective fire doors, and heat sensor, fire blankets and appropriate fire extinguishers.

Risk Taking And Choice

Residents will be supported and encouraged to express their independence through responsible risk taking and decision making.

Every effort will be made by Khaya staff team to ensure that at all times residents' dignity, privacy, choice, rights and independence are maintained. Residents will have the opportunity to think and act without reference to another person.

Confidentiality/ Anti-discrimination Policy

Residents' health information will be treated with confidentiality and respect, and both residents and staff will not be discriminated against in any way.

I agree that my Key Worker may visit my place of employment, training or day centre after discussion and arrangements.

I agree not to have visitors staying overnight.

I agree that my visitors will comply with House rules and due respect will be given to other residents and staff at Khaya.

I agree that my Key worker may advise my care team if I stop taking my medication

Signed: _____

(Prospective Resident)

Signed: _____

(Manager Of Khaya)

Skills Development Programmes

Service users are offered the opportunity to engage in such activities as gardening in order to develop, promote and enhance their community living skills and confidence.



Resolution Of Disagreement And Difficult Behaviour

Most disputes or difficult behaviour with individual residents should be resolved quickly between the resident and his Key worker.

If this approach fails and the nature of the problem is such that other residents are affected then the next stage will be to discuss it at the next Community House meeting.

When it is not possible to resolve the problem in this way, a case conference will be called and other agencies involved with the resident will be invited.

The Homes will ensure that as far as possible, no user or member of staff receives less favourable treatment than another on the grounds of gender, age, sex, race, ethnic or national origins, sexual orientation or disability.

The Home recognises that progress towards removing discrimination requires the responsibility, participation and commitment of all staff, residents and outside agencies.

Khaya is committed to maintaining a high profile for the development and implementation of Equal Opportunities in its overall operations.

Health And Safety

Khaya Project abides by the Health & Safety Act 1974 and the European Community Regulation 1993 by:

Ensuring the health and safety of our residents and staff in every aspect to the management of the Home.

- Avoiding risk.
- Evaluating the risk which cannot be avoided.
- Combating the risk at source and eliciting appropriate support from other agencies.

Introduction

Khaya Project is a registered provider of community-based mental health-care and rehabilitation for adults requiring high level care and support. We specialise in working with adults aged 18-65 with a lead mental health diagnosis, whose condition may be made more complex by:

- **Offending/ forensic background**
- **Drug or alcohol misuse**
- **A learning disability**
- **Personality disorder**
- **Challenging behaviour**

Khaya Project provides 4 and 5-bedded Homes, staffed 24/7, currently situated in Ilford and Woolwich, close to town centre and local amenities including major transport network.

We work with service users who include those who may be detained under the Mental Health Act including Section 37/41 and Community Treatment Orders.

We focus on risk assessment and management to reduce re-offending and preparing service users to lead healthy, fulfilling lives in the wider community. Our person-centred care and rehabilitation programmes in our Ilford and Woolwich homes accelerate recovery while maintaining the highest quality standards, delivering positive outcomes for service users and overall cost reductions for purchasers.

Location

Khaya Project Homes are located in the:

LONDON BOROUGH OF REDBRIDGE (ILFORD), and ROYAL BOROUGH OF GREENWICH (WOOLWICH) respectively.

Our Residential Care Home is situated in Ilford (Wellesley Road) while the Supported Living facility is in Woolwich (Hillreach) both within approximately 5-10 minutes from Train Stations and Town Centres.

Access to London bus services in the Ilford Service are within 5 minutes from Khaya, with routes to Dagenham, Barking, Chadwell Heath and Romford. Also covering Manor Park, East Ham, Forestgate, Stratford and Central London.

The premises are ideally situated to have access to the public transport network and local shopping centres without impinging on the quiet residential roads.

The Ilford (Wellesley Rd) facility is a 5 bedded double-front terraced house boasting many features including large rooms and large back garden, part of which is developed for horticultural activities, while the Woolwich (Hillreach) home provides a 4-bed facility on 3 floors with en-suites.



Aims And Objectives

Khaya (home or homely) is registered with the Care Quality Commission (CQC) to provide Accommodation and Personal Care in the community, within the meaning of the Health & Social Care Act 2008.

Its aims which are geared towards Positive Outcomes for Service Users are:

1. To provide the highest standard of quality accommodation and care in pleasant and homely surroundings.
2. To enable adults to manage their lives within the framework of the house and within the community, taking full responsibility for their actions, and manage risk.
3. To encourage residents to participate in the daily routine of the home in partnership with staff.
4. To enable residents to participate in decision making by adhering to the Homes' policies.
5. To enable residents and staff to work in partnership so that residents:
 - Take increasing responsibility for their own life.
 - Learn essential social skills.
 - Develop a commitment to changing their lives and reaching their full potential.
 - Avail themselves for training and opportunities in the community.
 - To enable residents to participate in assessments and reviews of their individual needs in association with a key worker and to jointly negotiate care plans.
6. To facilitate regular individual and group meetings with residents and staff about the running of the home.
7. To provide regular staff support and supervision to maximise staff development and enable staff to meet the needs of the residents.

The primary objectives of Khaya is to support and integrate adults who are discharged from mental health institutions to independent living in the wider community, and to maximise their potential for normal risk taking. Ensuring privacy, dignity, independence, choice, rights and fulfilment.

Referral Criteria And Process

Residents may be admitted on either a long (without limit of time) or short term basis, or for a period of assessment with a written report and recommendations. However the focus of the project is to improve service users' skills within a reasonable time scale in order to offer value for money on behalf of purchasers.

Fees are subject to negotiation based on service users' assessed needs and payable monthly in arrears.

Referrals must be made in writing by a Care Co-ordinator or representative of the funding agency for the prospective resident. Referral forms are provided and may also be downloaded from our website : www.khayaproject.com

Referrals must include:

- History of the prospective resident including any offending history, giving rise to criminal proceedings:
- Psychiatric/Mental Health history.
- Previous history of any violence or anti-social behaviour which did not give rise to criminal proceedings.
- History of any substance misuse.
- Mental Health Act status and any expected changes, if applicable.
- A clear indication of multi-disciplinary care plans for the prospective resident including minutes and summaries of previous section 117 meetings, C.P.As, Case conferences and ongoing treatment and therapies.



To ensure basic kitchen safety, an Occupational Therapy assessment of kitchen skills will be requested as part of our initial assessment.

Alternatively an assessment of kitchen skills by a qualified staff member at Khaya will be offered to residents.

A satisfactory outcome of assessment could lead to residents cooking for themselves.

Day Care Provision

Residents are free to come and go during the day. Khaya would prefer arrangements to be made by the Social Worker for prospective residents to either attend a day centre or other purposeful occupation prior to discharge to Khaya.

However arrangements will be made to engage service users in appropriate day occupation following discussion. Khaya will provide staff to escort residents as necessary.

Statement Of Rules And Expectations

(A copy of contract between Resident and Khaya)

I agree to comply with prescribed treatment programmes including oral medication, attending appointments and accepting depot medication.

I agree that my key worker will discuss my rehabilitation plans with me and involve other agencies as necessary with a view to devising care plans to assist in my community rehabilitation.

I agree that there must be no violence or threats of violence to staff, other residents or the property of Khaya or that of other residents.

I agree that all differences will be addressed through the House Meetings and /or with the help of staff.

I agree not to use illicit drugs or stimulants.

Drug (illicit) dealing is a serious offence and Khaya reserves the right to call the police or take appropriate action that may jeopardise the placement.

I agree to respect the property of Khaya and accept that theft is a serious matter, and Khaya reserves the right to call the police to investigate claims of theft.

I agree to attend the weekly House meetings.

I agree to abide by Khaya's non-racial and non-sexual policy and agree not to discriminate or abuse other residents or staff.

I agree that Khaya may have to call for a CPA Review when it is considered necessary. CPAs will normally occur every six months or earlier if the care team or a resident wishes.

I agree to attend day centres or a place for my purposeful occupation that benefits me either through education, training or therapy.

Medication And Treatment

The primary objective of Khaya Project is for residents to achieve a high quality of life in the community.

It is therefore important that treatment programmes including that of prescribed medication are maintained.

All residents on prescribed medication will be expected to comply with their treatment as a condition of residency and continuing stable mental health.

Staff will provide support to facilitate this part of the residents' rehabilitation process. Key workers will assist the resident to attend outpatient appointments and to maintain contact with General Practitioners, Psychiatrists, Social Workers and Community Mental Health Nurses.

Medicines are stored safely in the office in a locked cabinet, unless a resident is on self-medication. Should a resident require re-admission to hospital, Khaya will reserve their room, subject to funding for up to six months.

House Meeting

House meetings between staff & residents are held once a week to discuss menu and other issues associated with the management of the Homes.

Minutes are taken and residents encouraged to contribute to the formation of basic House rules for the comfort of all.

The House meetings are also used to plan outings to restaurants, cinemas and social events such as barbecues.

Health Promotions

Khaya will often organise health promotion sessions which residents are encouraged to attend.

Issues will include:

- Illicit drug use and its implication to mental illness.
- Alcohol and substance misuse.
- Mental illness.
- Prescribed medication and its side effects.
- The 1983/2007 Mental Health Act and other legislation that impact on residents.

Staff And Care

Khaya is managed by experienced Mental Health professionals who are available to provide care and support 24 hours a day.

The role of the staff is to provide assistance and support to residents.

They function as Counsellors, Health Educators, Co-ordinators of care for the resident and Advocate.

Khaya benefits from a range of diverse qualified professionals with qualifications, experience and expertise in psychiatric and forensic nursing, social work, forensic social work, rehabilitation, support work and substance misuse.

Meals

Meals are prepared by staff for those service users who are not yet able to self cater, and residents may self cater in our own fully equipped kitchens.

There is a wide range of choice and meals are designed to accommodate ethnic, religious and cultural needs.



- A comprehensive list to include relevant contact details of all those retaining responsibility for the resident post discharge, including emergency and out-of-hours contacts.
- Clear information regarding identifiable risk factors or precipitating factors, and of any behaviour liable to give rise to concern, or of which responsible agencies would wish to be informed.
- Where applicable, a copy of the conditions attached to a conditional discharge under sections 37/41 of the Mental Health Act 1983.
- A supporting psychiatric report from the Responsible Medical Officer (R.M.O.) to include current medication and proposed treatment arrangements in the community.
- Information about informal contacts with family, friends or significant others with information on the quality of contact.
- Information of the prospective residents strengths and asserts areas where more support is required, his preferences and special needs or specific cultural requirements together with any recreational activities enjoyed.
- A statement to indicate what is hoped will be gained from a period at Khaya from a referrer or prospective residents' perspective.
- A clear statement about which organisation and individuals (Social Service or Probation) will retain statutory responsibility.
- Trial periods shall last for a period of six weeks.
- Where a resident is required to leave Khaya, it is expected that agencies with Statutory Responsibility will ensure that alternative facilities are made available.

Khaya endeavours to ensure a thorough assessment is undertaken on each referral.

This involves Khaya giving detailed information on the facilities and support on offer and a comprehensive system to ensure all parties understand our aims and objectives and that adequate care plans can be established and achieved.

Khaya staff and management are bound by confidentiality and will ensure that information is treated in a sensitive and confident manner.

In order to expedite the referral and admission process the following criteria MUST be met:

The referring agency must ensure that the referral meets the eligibility criteria in order to be considered for residence at Khaya.

We require access to information from Medical, Social Work, Psychology, Nursing and Occupational Therapy by way of reports. We further would like the opportunity to meet with professionals working with the person referred.

It is the responsibility of the referring agency to identify a Social Supervisor and Responsible Medical Officer within the community. We require written confirmation of this.

Khaya MUST receive written confirmation of funding for residence at the Home from the responsible Local Authority. This includes funding for trial stay periods.

Khaya staff should be included in section 117 and C.P.A. meetings.

A named Key worker must be identified to co-ordinate aftercare.

Regular and structural communication between Khaya, the Social Supervisor and the Responsible Medical Officer.

All aspects of responsibility for admission to hospital must be identified and guaranteed in the event of relapse.

Eligibility Criteria

For persons to be eligible for placement at Khaya they must satisfy the following criteria:

- Over 18 years of age and under 65
- Have a history of Mental Health issues and may be subject to community sections as a discharged person on sections of the Mental Health Act 1983 and 2007, e.g. Section 37/41 or The Mental Health (Patients in the Community) Act 1995, e.g. Supervised Discharge or CTO.
- Be mentally stable enough to cope with taking responsibility for their own lives and personal living environment
- Understand and agree to abide by the conditions of residency.
- There should be no dependants or partners expecting to live with the resident while at Khaya.
- Must be willing to share communal facilities.
- Must be willing to abide by Equal Opportunities Policies

Summary Of Resources

Khaya will offer:

- Key workers for each resident.
- A full time manager.
- Accurate record keeping.
- Continuous partnership between resident and key workers with a view to offering advice to the care team.
- Care/Support plans targeted at the residents' re-introduction to his community.
- Provision and management of prescribed medication.

- Three monthly review meetings involving external agencies.
- Weekly House Meetings.
- Support to residents to learn or re-learn new skills or acquire qualification through outside agencies.
- Working partnership with the Resident, Social Worker, Community Psychiatric Consultant and Community Psychiatric Nurse.
- Provision and, in some cases, preparation of meals in partnership with residents.
- Individual bedrooms with en-suites, vanity sinks supplying hot and cold running water and appropriate bedroom furniture.
- Large television lounge/diner with Sky TV and a music centre.
- Fully carpeted or appropriate floor covering in rooms.
- Laundry area with washing machine and dryer.
- Adequate Bathroom and WC facilities.
- Wash basins in all bedrooms.
- Fully equipped communal kitchen with mixer tap.
- Fire detector smoke alarms, fire extinguishers, fire blanket.
- Protection fire doors.
- Heat sensors.
- Large back gardens.
- Pay phone for residential use/telephone points in bedrooms as required.
- Fax machine and computers with internet access.

Keyworking

Each resident will be allocated a Key worker.

The key worker will offer individual support and may liaise on behalf of the resident with other agencies.

The Key worker will also have close contact with statutory agencies involved with the resident.

Care/Support Plans

Care/Support plans will be formulated in a partnership between resident, key worker and outside agencies that may include statutory agencies.

Bedrooms

Each resident will have their own bedroom. The bedrooms are all decorated and furnished to a high standard. However, residents are encouraged to personalise their own rooms.

Each room is large enough to accommodate reasonable sized items of personal furniture if the resident so desires.

