



GODDESS LIVING SUPPORTED HOUSING WITH CARE For Women

with long term, complex, and
enduring
mental health problems

Statement of Purpose

Age Range: 25 plus years

Gender: Female

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INTRODUCTION

Goddess Living provides a safe haven for women who have been discharged from hospital and provides intermediate care, and accommodation in a home from home environment. Our ambition is to empower women with long-term mental health conditions to receive specialist care in a supported therapeutic home environment. **We encourage self-management and independence by preventing crisis escalation, improving access to other services, accelerating treatment provision, and providing effective care planning.**

Our Goddess care professionals work alongside the customer, to identify and remove barriers causing extended stays in hospital. They will have support from care staff to prevent readmission in both the short and long term within our homes, and to ensure that independence can be managed in the long term by supporting timely hospital discharge. Our customer centered approach to hospital discharge will reduce both length of stay and prevention of readmissions to hospital. We practice integrated discharge planning, which involves collaboration with hospital services, GPs, public health nurses, and other community services.

We also ensure the best network of health, social care, and informal support is in place for our customers. We are staffed by mental health care professionals who not only help women at the point of crisis, but reduce social isolation by helping them to maintain their mental health.

Goddess Living is a 24-hour step down supported living service with care for women who have complex and enduring trauma related mental health conditions, 25 plus years of age who are preparing to live independently. Goddess Living offers a sensitive environment that enables women to take control of their own lives. This may then help them live appropriately in the community. Goddess Living prides itself on being diverse and accepts all women who have trauma related mental health conditions from various religious, cultural, ethnic and sexual orientation backgrounds.

The purpose of Goddess Living is to focus on the needs of each individual. We work in partnership with Social Care agencies ensuring that the well-being of each woman is paramount. Primarily, Goddess Living offers personal care and support to women with complex mental health needs in an effort to redress the imbalance. Some may have faced discrimination by being a part of the “dependent” community, and at times added to this, racism and negative stereotyping of sexuality, which is unfortunately a reality for many women today.

Goddess Living works with women who have severe mental health conditions that are working towards independence; this will include women with a primary diagnosis of psychoses, schizophrenia, bipolar disorder, psychotic depression, delusional disorders and schizoaffective disorder.

We provide ongoing care and support to enable further recovery after discharge within our supported living homes, by working with our clinical specialist rehabilitation mental health team in a community environment.

Due to the lack of local NHS rehabilitation services locally, women may receive “out of area” treatment and displace women with complex psychosis and related severe mental health conditions from their communities and families, which can be very expensive. Goddess Living aims to be the solution to this problem. We provide care and housing to women with complex needs which allows our customers to be in the right environment with the right care and support, enabling them to have more choice and control and independence, therefore living more fulfilled lives.

Goddess Living offers group and individual therapy, sharing experiences, and helping each woman to respect others and accept responsibility for their actions and provide support. The staff will ensure that each woman is made aware that they are cared for and valued through boundaries set within their safety and their presenting behaviours.

Our customers can stay with us up to two years or until they are ready to live independently and care for themselves appropriately. Goddess Living has large family-style houses which are situated close to the bus and local train routes, schools, local shops and a local shopping centre that is only a few minutes away.

The houses are decorated, well-equipped and the resources are continually reviewed and expanded to maintain a high standard. Each person's room is thoughtfully decorated and furnished and this includes a wardrobe, chest of drawers, single bed and an easy chair.

There is a fully-equipped kitchen with each cupboard fitted with a lock for personal safe-keeping of goods. There is a dining table that provides a comfortable environment for that important interaction around mealtimes. We have a main lounge for relaxing and watching TV. The staff have a separate office to enable them to provide a home-like environment.

Goddess Living also recognises that any home with women can lead to bullying, isolation and compound issues of low self-esteem. It is therefore important that the organisation's referral procedure is used, and a risk assessment carried out as soon as possible so that an appropriate care package is used. **These procedures target achievements for each**

woman with the sole aim to correct recognised and identified anti-social behaviours, thus enabling the women at Goddess Living to develop the necessary skills to live independently when the time comes for them to leave the care system.

We hope that all women that come to live and share their home with others and staff at Goddess Living find it a positive, safe and rewarding period in their lives.

SERVICES OFFERED

Goddess Living offers the following services:

All staff are either trained or have achieved nationally-recognised training awards in Mental Health and Social Care and we aim to:

- Have a person-centered approach, to listen and understand individual needs
- Strengths based approach: We look for what is strong and not wrong with women and build on their skills. We identify, recognise and celebrate the unique gifts, talents and resources each customer brings.
- To help build and maintain positive relationships with members of staff
- To provide continuity, stability, and consistency of support and relationships
- To provide high-quality, 24-hour support and supervision in a safe and supportive home-like environment
- To provide accommodation in a house maintained and furnished to high standards
- To minimise the risk of harm to women and to others through effective risk assessment and risk management
- To provide positive and rewarding daily life experiences, with opportunities to have fun and enjoy life
- Where appropriate, to re-build and maintain relationships with family members.
- To develop age-appropriate independent-living and self care skills, including money management, shopping, cooking, use of public transport, and community living and social skills
- To encourage the use of relevant educational and vocational training opportunities
- To work together with our customers and in partnership with their parents or caregivers, the placing authority, and any other significant woman in their lives. This includes promoting and facilitating contact between each person, parents, carers, siblings and any other significant woman
- Direct access to translation services for those needing support with English language
- Providing regular monitoring and evaluation reports against the targets and outcomes set
- Specialist support for women with learning disabilities, autism, mental health illnesses, complex needs and behaviours that may challenge, to live the life they want.
- Support with aspects of everyday life; personal care, healthy eating, medication, maintaining their home, paying bills, shopping, budgeting and maintaining tenancies
- Support to access benefits including direct payments and personal budgets
- Community outreach services: Support to become more confident, participating in community related activities and maintaining family contacts

- Improvement in quality of life irrespective of illness or disability
- Support to develop self-confidence and self-esteem by way of mentoring and coaching by qualified key-workers
- Positive behaviour support with prescribed interventions (where applicable) by qualified clinical leads, who work closely with each individual to tailor a plan specifically to meet the person's needs
- Key work sessions/one-on-one discussions readily linked back to care planning targets and outcomes

OUR VALUES:

Five core values inform our work:

- People can and do recover from mental ill health in their own way and live a meaningful life.
- Everyone has the right to have their dignity as a human recognised and promoted and the right to be respected and be equal partners in decisions about their health and to exercise real choice.
- People should have access, choice, advice and information about health, support, and housing which must be made clear in all circumstances.
- We believe that everyone should have the right to access the suitable housing for their needs and exercise control and choice of how their housing, health and social care is received.
- Goddess Living creative care services aims to provide high-quality, person centred care that affords people the best possible quality of life without discrimination.

OUR FOCUS:

- **Personal and social development:** Through which women develop social and emotional capabilities, including determination, self-control, persistence and self-motivation.
- **Social and emotional capabilities:** Soft skills or non-cognitive skills, communication, creativity, confidence managing feelings, problem solving, leadership skills, resilience, and self esteem.
- **Developing social, communication, and team working skills:** The ability to learn from experience, control behaviours, and make good choices; and the self-esteem, resilience, and motivation to persist towards goals and overcome setbacks.
- **Educational development and achievement/career success:** Participation in training, literacy and numeracy, language participating in community courses, and activities, taking advice on services to improve education, budgeting and tenancy support.
- **Being Healthy:** Transforming care services for women with learning disabilities, autism and complex needs
- **Positive relationships:** Those which can also be measured and valued by other women, by accessing public services, local communities, and family networks and by having positive relationships, with involvement in meaningful, enjoyable activities.

OUR CRITERIA:

The primary need the scheme is intended to meet is to support recovery from their illness or without acute intervention and improve the experience for women with complex mental health needs. Our evidence based framework is a planned pathway for our customers to feel increased independence, managing their own mental and physical health and well being, accessing community support and progression to sustain their own tenancies.

Mental health conditions

- Attachment Disorder
- Atypical Depression
- Bipolar Disorder
- Borderline Personality Disorder (EUPD)
- Depression
- Dissociative Identity Disorder (DID)
- Generalised Anxiety Disorder (GAD)
- Munchausen Syndrome
- Munchausen Syndrome by Proxy (MSP)
- Non-affective Acute Psychosis
- Obsessive Compulsive Disorder (OCD)
- Personality Disorder
- Pica
- Post-traumatic Stress Disorder (PTSD)
- Psychosis
- Schizoaffective Disorder
- Schizophrenia
- Somatoform Disorder (Conversion Disorder)
- Treatment-resistant Schizoaffective Disorder

ELIGIBILITY:

- Aged between eighteen (25) twenty five and sixty five (65).
- A mental health illness diagnosed by a Consultant Psychiatrist as the primary support need.
- A willingness to engage with recovery based support.
- An expectation to further move onto Supported Housing as their recovery improves.

PRESENTATION:

- A history of long-term hospitalisation, a number of admissions to hospital or a risk of becoming institutionalised.
- Currently residing in a time limited service for people with mental health support needs.
- Medication support needs.
- Financial support needs.
- Activities of daily living support needs.
- A forensic history accompanied with a stable level of risk.

INELIGIBILITY CRITERIA:

- Sexual offences
- Arson
- Severe dementia.
- Learning disability as the primary condition.
- Inability to access the 1st floor bedroom, walk up one flight of stairs. (Lifts or chair lifts cannot be fitted to the properties due to age and layout.)
- Addiction as the primary condition.

RECOVERY:

Goddess Living attempts to support women's clinical recovery. We will provide support to women within the service to attend, identify symptoms of their condition, develop coping strategies, attend appointments, and manage and administer medication. However recovery for many people will be wider than this and may include an element of always having to cope with symptoms of conditions. We will attempt to support the women in the service as they work towards a personal recovery. This is a person being supported to live a life that is meaningful to them. It may include supported efforts to build a social life, regain employment, gain or recover skills and independence. We will focus our support on enabling a person to take control of their life and establish hope for a life they feel is better than before.

The Goddess Framework

Personalised and Tailored Care

The purpose of Goddess Living is to focus on the needs of each individual. We work in partnership with Social Care agencies ensuring that the well-being of each woman is paramount. Primarily, Goddess Living offers personal care and support to women with complex mental health needs in an effort to redress the imbalance that some may have faced discrimination by being a part of the “dependent” community, and at times added to this, racism and negative stereotyping of sexuality, which is unfortunately a reality for many women today. We deliver truly person-centred support solutions that provide independence and happiness.

GODDESS STANDS FOR:

GREATER CONTINUITY OF CARE for women with ongoing mental health conditions and more coordinated care for those with the most complex needs.

OUT OF HOSPITAL COORDINATED PLANNING to improve the discharge process to facilitate the transfer of an individual from hospital to our therapeutic environment

DIGNITY IN MENTAL HEALTH SETTINGS Promote person centred care, ensure that their human rights are protected at a time when their capacity, autonomy, choice and control may be compromised.

DEVOTED TO IMPROVING MENTAL ILLNESS Exercise community support and interventions to improve nutrition, health and wellbeing, housing and education to reduce mental health problems.

EMPOWER WOMEN TO HAVE MORE CONTROL over their care packages, promote out of hospital care and better patient experience along with the removal of formal or informal barriers to services.

SAFE AND SUSTAINABLE cost effective step up and step down service that reduces financial pressures, increases independence and maximises the benefit to the health of our patients, society and the environment.

SHIFT INPATIENT TREATMENT to intermediate care and accommodation in home from home therapeutic environments in their communities.



OUR CREATIVE APPROACH:

- Promote innovation
- Create new ways of working which promotes integration of health, community and housing services
- Coordinated educational programmes centred around the customers skills, talents and interests
- In house access of psychologists and therapists to improve life management skills
- Education of customers to manage their condition
- Improve the discharge planning, early access to therapy process to reduce the risk of deteriorate

BENEFITS:

- Streamline women's mental health recovery within Wolverhampton NHS CCG
- Enhance customer experience and satisfaction
- Improve therapy and rehabilitation
- Improve community integration
- Reduce unnecessary hospital attendances
- Increase effectiveness of care plans
- Financial savings and reduction of acute expenditure
- Improve customer well-being and improve family relationships
- Regular performance monitoring of our care settings
- Customer satisfaction – surveys, customer user groups, complaints, etc
- Reduction in healthcare associated costs (e.g. secondary care, prescribing, etc)
- Successful interventions with reduction in long term sickness

BENEFITS TO THE COMMUNITY:

As a result of all the above to build self-esteem, confidence, self-management, and interpersonal skills, progress is thereby enabled into semi-independent or independent living, or into other forms of community provision for women .

- Reduction in offending behaviour
- Reduction in self-harming behaviour

- Contribution to the economy
- Less dependent on benefits
- Reduction of criminal justice intervention
- Reduction of in-patient intervention

ORGANISATIONAL AIMS AND OBJECTIVES:

Clear governance strategy and structures: The Company strategies for the delivery of care services are monitored at least quarterly and they are reviewed annually.

Service user and Carer involvement.

Matching: Staff working closely with each person, are appropriately matched to maximise the quality, continuity and purposefulness of contact time. care workers will be allocated to each young woman accordingly.

Purposeful activities: A structured day ensuring that each woman attends all appointments, and that they participate in independent living skills, life skills, and social skills.

Progression and development system: The development strategies give individuals clear boundaries and the opportunity to fulfil their maximum potential. Changing behaviour is accomplished in a firm but nurturing way.

▪ Thorough care planning assessments:

A highly detailed care planning system is operated based on a thorough pre-placement assessment. As much information as possible about each woman is gathered to ensure we understand why the placement is being proposed, what the care needs are likely to be, and the likely areas of challenge and work for staff. In this way, we can develop with the young woman agreed targets and be more specific about the outcomes we want to see for them.

▪ Regular updates:

We provide the placing authority with interim and full assessments of the progress

being made based on the information gathered from the professional services provided throughout each person's stay.

▪ **Environment and facilities:**

Our premises are well-designed and maintained. An audit of all our properties is carried out monthly and unforeseen damages repaired swiftly. Facilities provided for the delivery of good care in a working environment enable the safety of both staff and service users.

ORGANISATIONAL CULTURE:

There will be an open, blame-free culture for reporting incidents.

Staff will operate through an open-door policy so that the women will feel free to talk to staff about any concerns.

STAFFING AND RECRUITMENT:

There are sufficient numbers of skilled staff that meet the needs of service users. The staff works effectively as multi-disciplinary teams.

There is sufficient flexibility in staffing numbers to accommodate the services' changing needs.

Recruitment practice strives to maintain the full staffing complement.

We have a clear management structure that will work effectively to support services.

Throughout the year, Goddess Living will have placement training social workers working amongst us to provide a better service.

GODDESS LIVING AIMS & OBJECTIVES:

Great care taken to assess referrals in particular, any emergency referrals; to ensure the correct balance/matching within the existing group of customers is maintained. Goddess Living operates and is geared towards working with women using the organisational, assessment, care planning and review system to highlight the areas for working with women specifically the key targets or priorities.

- Assisting the women, to maintain and establish positive relationships with his/her family
- Educating women on matters concerning health awareness.
- Supporting the women in relation to acquiring academic qualifications at school/college that would enable him/her to continue his/her education or undertake a career of his/her choice.
- Empowering the women to participate in group programmes at Goddess Living, in order to enhance his/her personal development, relationship skills, self-esteem, life skills and social skills.
- Working in partnership with Placing Authorities and significant others to develop programmes/plans with the women .
- Supporting and assisting the women in developing skills and knowledge in preparation for leaving the service.

PHILOSOPHY OF CARE:

It is a belief of the organisation and staff working at Goddess Living that change is always possible, and that behaviour is within the control of the individual. Each individual makes choices although not always with conscious awareness of themselves or of others. Any change in behaviour, thinking or feeling becomes the basis for wider changes to follow.

All women are therefore valued and are of value and are not written off or labelled because of their behaviour. We value diversity and seek to enlighten those we work with to see this value also. It is essential that the environment we create is a safe environment that promotes change, and that part of this is physical safety, so we are not tolerant of dangerous or threatening behaviour. It is confronted and worked on and we expect the full support of referring agencies in this.

We recognize that all women are individuals, and that different approaches and models will be suitable or appropriate for each woman based on their strengths, interests and characteristics. We also understand that approaches may need to change over time as

each woman grows and develops (both physically and emotionally). This may be due to their emotional state, level of understanding, chronological age or even an approach that captures their imagination helping them to engage. The care staff at Goddess Living will work towards positively developing individual qualities, which will give the women an opportunity for personal growth and development.

Goddess Living is a safe and supportive environment, which will bring stabilisation and perhaps permanency into the lives of women with complex mental health who are placed with us. Thus allowing them to address the realities in their lives while growing to be independent, respected and positive adults.

Goddess Living's 'Principles of Good Women Care' is based upon key principles of privacy, dignity, self-fulfilment, independence, choice and rights. This is integral to our working practises. Goddess Living does not use any mechanical or electronic devices to monitor the women neither within nor directly outside of Goddess Living, unless the courts direct this.

THE CARE WORKER:

The care worker has a particular role to present the organisation and Goddess Living ethos, to advocate on behalf of each person, to assist in the details of carrying out their care plan, and to build a relationship through intensive interaction with each woman.

The care worker has an important role as the focus of information being shared with the outside agencies and individuals concerned with the women. They have a good understanding of the complexities associated with mental health, disabilities, and emotional and challenging behaviour. They are responsible for ensuring that care workers are able to identify what health checks need to be carried out and when. Directions to places of religious worship are given and any observances are facilitated, and education requirements are met.

They will also assist, where appropriate, in obtaining resources for each woman to support their care plan.

The care worker prepares reports at the agreed level of frequency and attends all meetings pertinent to each woman. All care workers have a responsibility to keep the whole team fully up to speed in order to support them in the detailed work required with our customers.

THE TEAM APPROACH:

It is recognised that it is vitally important that the team functions well together. Complex Mental Health is too much for individuals to bear solely and it is only through the staff operating as an effective team that they can withstand the 'acting out' of the women.

The team holds regular meetings. This provides a powerful forum to provide feedback and discuss strategies linked with care planning, reviews and general updates.

The concept of a team incorporates those professionals, family members, carers and others that are involved in caring for the young woman, which in turn increases the strength which can be found to work with difficult and challenging behaviours.

REFERRALS, ADMISSIONS & DISCHARGES:

All enquiries about the service in general can be made to our offices where information can be sent and discussions held with the manager. We would usually like each woman to visit or be visited to begin our own assessment and to talk through with them their hopes and fears about the prospective placement. We would also hope that social workers visit the house and local area prior to admission.

Goddess Living has been designed as a home that provides women the space to grow into an independent valued woman in society. The staff team provides 24-hour care in a secure, safe and well-maintained environment.

On admission each woman will review with their care worker, the plans for their placement and expectations of them at the home. The care worker should already have had contact with the new customer and will have explained the purpose of the home.

All efforts will be made to make admissions to Goddess Living as planned as possible. It is particularly important that the agencies work together to remain 'person-centred' in

planning admissions, however, we do in some situations consider emergency admissions. Great care is taken to assess any emergency referral to ensure the balance within the existing group of customers is maintained.

A Care/Placement planning meeting should be arranged before or soon after the placement begins (within 72 hours) to ensure that a comprehensive care package is in place at the start of the placement. In cases where key information is not available at the time of referral, a decision will be made whether or not to delay the admission.

Emergency placements are those, which are arranged at short notice giving less than forty-eight (48) hours notice. Goddess Living should receive a brief synopsis of the person's behaviour and placement history; this should be accompanied by a recent report either from the social worker or the last placement. The social worker making the referral must also provide Goddess Living with the referral. These forms should be received on the day of the placement or within forty-eight (48) hours of the placement being made.

DISCHARGES:

The plan for moving on needs to be clear from soon after admission in terms of time scales, even though this may be some time away, so that the women have a clear sense of planning for their future and have shown sufficient signs of recovery.

The women will be able to review with their care worker and registered manager the progress they have made and the steps they need to take to build on this success. This will mostly appear in the care planning system.

INFORMATION ON PROPRIETOR AND WOMEN IN CHARGE:

Proprietor: Robert and Victoria Chittock

Location: West Midlands

Directors: Robert and Victoria Chittock

Each woman will have a care worker who will be available to them throughout the day, and a manager will be on call during the night.

We have staff on duty throughout the day. The night is covered by an on-call manager and tenants have the number available to them twenty-four (24) hours a day and there is a Manager on-call to offer the staff support and advice as, and when, the need arises.

All staff will undergo checking and clearance with the Disclosure and Barring Service (DBS) with the appropriate references taken up before they are offered employment and have an induction to ensure that they have sufficient skills and knowledge to carry out their duties within Goddess Living.

The staffing team are females who have skills to cater for the complex needs of the customers. All staff will have gone through an induction process; there is also further training carried out regularly to enhance the skills and knowledge of the staff to ensure that they are equipped to work with women who may have complex needs.

The staffing team ensures that the majority of the cultural, religious and linguistic backgrounds of the women are catered for. Our staff work towards empowering women so that they will be able to live within the community with a sense of pride, sense of belonging and social responsibility.

All new staff will receive an induction followed by supervision every two (2) weeks for the first six (6) months of their employment from their Line Manager or other designated person. Thereafter supervision will be held at least once a month and records of these meetings will be kept, detailing agreed-upon action and timescales. This should be in accordance with Goddess Living supervision policy.

All staff will be appraised within the first six (6) months of their employment and annually thereafter. This is to assess with the member of staff their development during their probationary period and then each year thereafter. This will also identify how Goddess Living can support the staff member reaching their full potential. This will also be reviewed during supervision.

Goddess Living supports further training and development of each individual care staff, and a number of staff will undertake the NVQ Level 3 in Care. In addition to staff undertaking nationally recognised professional qualifications in care, a rolling training programme is offered to all staff covering women care practices in line with legislative and

health & safety guidelines. It is essential for staff to attend training as each session is geared towards ensuring that staff are able to add value to the quality service provided for our tenants. All staff will receive training in Missing From Home, Equality and Diversity, Self-Harm Awareness, Gang Awareness, Sexual Exploitation, Mental Health Awareness, Emergency at Work First Aid, Notification of Incidents, Health Promotion and Hygiene (including Food Hygiene), Medication Handling, Suicide Awareness and Prevention, and Fire Safety.

All staff are trained via the in-house training programme which covers all aspects of 'Good Care Practice' in relation to Residential Care, Working with women who display challenging behaviour, The women Act 1989 and the Care Standards Act 2000. This in turn, enhances the staff's overall development and career potential.

Goddess Living ensures that residential care workers appointed all hold the Level 3 qualification or are undertaking the qualification.

HEALTH PROMOTION:

Each woman placed at Goddess Living will be encouraged to register with all health services. This will be part of their living skills programme.

Health promotion is also undertaken by our care staff that endeavour to develop and enhance the individual woman's awareness of the different health care aspects ensuring that they have a better understanding of issues relating to health care promotion. This is achieved through individual and group discussions such as key work sessions, one-on-one discussions, customers meetings and through inviting local and national specialist agencies to Goddess Living to discuss specific social and health related issues with the customers and staff both individually and as a whole group. If it has been recognised that a young woman has issues that could affect their health development, then individual referrals can be made to specialist agencies so that assessments and packages can be put in place that would support the young woman to overcome their presenting problem and/or dependency. This will be done in partnership with their social worker.

SMOKING:

At Goddess Living we operate a non-smoking policy for staff and tenants. Smoking of any kind, is recognised as harmful behaviour. Support and encouragement are given to assist in helping each woman to give up smoking.

SAFEGUARDING:

Goddess Living believes that it is always unacceptable for any woman to experience abuse of any kind and recognises its responsibility to safeguard and promote the welfare of all our customers through a commitment to practice which protects them.

We recognise that:

- The welfare of each woman and child, regardless of age, ability, gender, racial heritage, religious belief, sexual orientation, or identity, have the right to equal protection from all types of harm or abuse
- Working in partnership with our customers, caregivers, families and other agencies is essential in promoting safeguarding.

RESPONSIBILITIES:

Every member of staff and volunteer working for Goddess Living has a responsibility to safeguard our customers. Key members of staff take a lead in this area. We all have a duty to report concerns wherever they arise for instance through our work in support of families, at fundraising events, with regard to the behaviour or practice of staff, volunteers, other organisations or individuals.

Every member of staff and volunteers needs to have read and signed our full safeguarding policy and procedures.

Key areas covered in our policy include:

- Importance of taking any concerns or allegations seriously and never keeping any concerns to yourself
- Clearly detailing roles and responsibilities for safeguarding
- Everyone understanding the need to discuss, report and record concerns as appropriate
- An explanation of three levels of safeguarding risk: immediate, managed and ongoing concern
- Flowcharts which show how concerns should be progressed
- Whistleblowing policies and procedures to deal with concerns about staff or volunteers
- Notes on how to record concerns on the clinical database for family services and on the safeguarding incident form for all other staff and volunteers

As part of our safeguarding policy, Goddess Living will:

- promote and prioritise the safety of our customers
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to our customers.

Our policy will be reviewed every two years or in response to changes in legislation and/or government guidance or significant internal changes.

Those dealing with such allegations within the organisation will do so with sensitivity and will act in a careful, measured way.

RECEIVING AN ALLEGATION:

A member of staff who receives an allegation about another member of staff should follow the guidelines for dealing with disclosure.

The allegation should be reported immediately to the Director, unless the Director is the person against whom the allegation is made, in which case the report should be made to the Nominated Officer. The Director (or Nominated Officer if the allegation is against the Director) should:

- a) Obtain written details of the allegation from the person who received it, that are signed and dated. The written details should be countersigned and dated by the Director (or Nominated Officer);
- and
- b) Record information about times, dates, locations and names of potential witnesses. Initial assessment by the Director (or Nominated Officer)

The Director (or Nominated Officer) should make an initial assessment of the allegation, consulting with the relevant local social services department or agency as determined by local arrangements as appropriate.

Where the allegation is considered to be either a potential criminal act or indicates that the person has suffered, is suffering or is likely to suffer significant harm, the matter should be reported immediately to the relevant Safeguarding Board.

It is important that the Director (or Nominated Officer) does not investigate the allegation. The initial assessment should be on the basis of the information received and is a decision whether or not the allegation warrants further investigation.

The procedure in the event of any allegation of abuse or neglect:

- (a) Goddess Living will liaise and co-operate with any local authority which is, or may be, making women protection enquiries in relation to any women placed with Goddess Living;
- (b) Goddess Living will make prompt referrals to the area authority of any allegation of abuse or neglect affecting any women placed with Goddess Living ;
- (c) Goddess Living will notify of the instigation and outcome of any women protection enquiries involving a women placed with Goddess Living ;
- (d) Goddess Living will keep written records of any allegation of abuse or neglect, and of the action taken in response;
- (e) Goddess Living will consider the measures which may be necessary to protect women placed within care homes following an allegation of abuse or neglect.

ANTI-BULLYING:

Goddess Living has an Anti-Bullying policy, which should be read in conjunction with the Safeguarding Policy.

The staff at Goddess Living are aware that bullying can take place when women live in a group setting. The forms of bullying that can take place are verbal teasing, physical threats or attacks, theft or destruction of property, isolation and racism. The effects of bullying on women can cause emotional difficulties and relationship problems and can lead to self-harm and actual suicide. Staff will be supportive and vigilant about women that need to be protected, should the issue of bullying arise. The staff will discuss in an open and frank manner the issues of bullying with the women .

Goddess Living will not tolerate bullying, and when staff are aware of this happening, the woman is given support and his/her wishes taken into consideration. The social worker of the victim and the perpetrator (if applicable) will be contacted and a meeting would be arranged to discuss a way forward.

It is made clear to the women placed at Goddess Living that in the event of being bullied, they should tell someone. This could be one of their peers, carers, social workers, or anyone they are comfortable with. The disclosure will be dealt with sensitively and swiftly. Goddess Living also recognises that in some instances 'the victim' often fear reprisals if they openly disclose to anyone that they are being bullied, therefore, the staff at Goddess Living will receive training on how to identify behaviour, triggers and signs that could indicate that a young woman is being bullied or that someone is bullying at Goddess Living.

In certain situations, Goddess Living reserves the right to immediately end placements of (the perpetrator/s) the women when it has been disclosed that they are causing harm to or intimidating any other young woman placed in Goddess Living. The Anti-Bullying and Cyberbullying policy is available on request.

FIRE AND EMERGENCY PROCEDURE:

All precautions are taken to ensure women placed at Goddess Living are aware of the dangers of fire. Smoke detectors are fitted throughout the houses and there are fire extinguishers available. Should any faults be discovered they would be dealt with immediately. Goddess Living has one named officer, the Manager, but every member of

staff is trained in carrying out the necessary checks and dealing with any potential problems.

The fire alarm system, smoke detectors and fire extinguishers are checked weekly and every month a fire drill is held. A qualified electrician checks for any faults, and the system, annually.

All women are made aware of the procedure in case there is a fire and instructions are displayed throughout the houses. These instructions include identifying the designated escape routes. Emergency fire procedures are reminded on a regular basis at the woman's meetings, especially after an admission.

EMERGENCY PROCEDURES:

If the building became unusable due to physical damage, the women and staff would in the first instance:

- Inform the on-call Manager
- Make an assessment of the damage

If there is no possibility of returning to the building, we would make arrangements for the women and staff on duty to stay in a hotel from our list of emergency planning hotels.

We would inform all the necessary women of where each woman is staying, and the actions taken to prevent/minimise any disruption to their lives.

Once the building has been made safe and the necessary checks have been made, women and staff would return to the houses.

On admission to Goddess Living, each woman is shown around the unit, the location of the fire panel and where the fire call points are situated. They are also made aware of Goddess Living ' Fire Evacuation Procedures'. This also applies to new members of staff.

FIRE ACTION PLAN:

If you discover a FIRE or one is reported to you, raise the alarm by locating the nearest alarm point and breaking the glass.

On the alarm being raised

1. Leave the building by the nearest exit either to a place of safety which is the back garden or the assembly point at - HOME
2. Call fire brigade by telephone
 - Dial 999
 - Give operator the telephone number and ask for FIRE
 - When fire brigade replies give the message distinctly: "*Fire at [address]*"
3. Do not replace the receiver until the fire brigade has repeated the address.
4. Call the roll at the assembly point and also check for all persons at the place of safety, the back garden and report missing persons to the fire warden or the fire brigade officer/ controller.
5. **DO NOT STOP TO COLLECT PERSONAL BELONGINGS!**

RELIGIOUS OBSERVATIONS:

It is important to us that women at Goddess Living are able to practice their religion. As part of the admission process we must have as much information about each woman being placed in our home including religion, culture and first language.

Each woman is also encouraged to regularly visit their designated place of worship locally and if need be a member of staff would escort the women to facilitate this. As part of each woman's development it is also part of Goddess Living ' criteria to discuss differences both individually and collectively with the meetings). This enables each woman placed to identify with and respect cultural and racial differences of others within a safe environment.

CONTACT:

Contact with family or people important in their lives is always encouraged and there is space within the home to allow this to take place with an appropriate degree of privacy. To ensure that women have realistic and safe expectations about contact, we will expect to

discuss this in detail at the time of admission and agree on arrangements for contact that can then be regularly reviewed.

No visits will take place during meal times to avoid each woman becoming distracted from the daily food intake.

Our customers are encouraged to make friends and to bring those friends to the home however, they will take responsibility for their visitors and not allow them to invade other customers' space.

All visitors to Goddess Living are asked to identify themselves to staff before entering and staff will always take steps to verify visitors' identity if in doubt. All visitors are required to sign the visitors' book on arrival and departure.

CARE AND CONTROL:

Great care is taken to ensure that the women are helped to maintain a positive and calm environment. There is an emphasis on the young woman reflecting on the consequences of their actions.

Goddess Living Policies and Procedures Manual sets out clear guidelines regarding the care and control of women in our homes, based on the requirements of the Department of Health guidance.

Within Goddess Living , we aim to direct women through building relationships with them based on trust, created by consistent practice, mutual respect and understanding. We understand that on occasions, women will test the boundaries set by staff and that there will be times when control moves outside the relationship and appropriate reflections may be required to correct behaviour.

CURFEWS:

All women are expected to notify staff if they plan to stay away from Goddess Living for any period of time. This will be agreed upon with the social worker.

The registered manager may call for a placing authority to review each person's care plan where they have been persistently absent or if they consider them to be at risk of harm.

Most police forces will have a missing person's coordinator, or someone performing that role, who may be prepared to advise homes on their "missing person policy".

REPRESENTATION AND COMPLAINTS:

On admission into the unit, each woman is given a copy of the "Tenant Handbook" which has details of the "Complaints Procedure" as well as other useful information relating to Goddess Living . The "Handbook" will be discussed fully with each woman to ensure that they have a full understanding of the house rules and their rights to complain.

All women placed at Goddess Living are encouraged to attend and take part in regular house meetings. The intention of these meetings is to discuss problems that may arise in managing the building, food and to resolve any issues arising from the meetings. This also gives the customers an opportunity to express their views and is an important way of consulting with the customers and including them in the decision-making process. These meetings are fully recorded so everyone can see what has been discussed/agreed and to ensure that decisions are acted upon.

If a resident has any concerns/complaints about another resident, Goddess Living and/or the staff working at Goddess Living , they are encouraged to voice their opinions individually at key work sessions, one-on-one discussions and or collectively during house meetings. Each woman is encouraged to complete a complaints form if they want to make any complaint. All complaints are treated seriously and sensitively in line with the women protection procedure.

EDUCATION AND TRAINING:

Whilst not compulsory, at Goddess Living we encourage our customers to attend education if they are not in any gainful employment. Colleges and/or careers advice centres in the area will be contacted soon after the placement begins at Goddess Living and an appointment will be made for each woman to attend a local college or training centre if their recovery facilitates this.

In circumstances where a resident is attending mainstream training at the time of admission, we make every effort to support them in maintaining their attendance, including the provisioning of staff time to accompany them and collect them on a daily basis.

Where appropriate, women over eighteen (18) years of age will be encouraged to actively be seeking employment or further education if they are not in full-time education. The Care Manager, the allocated key-worker, and allocated outreach worker will support this.

Staff support will also be offered at all interviews with each woman to give support in helping in their interviewing skills and other areas.

For those women who do not have English as their first spoken language, a programme can be devised that teaches them key phrases and pronunciation, which should enhance their understanding of the English language.

Part of the ethos of Goddess Living is that women placed can actively enjoy some form of education or vocational training in order to prepare them for independent living. This is applicable only where their recovery is able to facilitate it. In vocational training, Goddess Living provided customer service, business administration, retail, health & social care and functional skills in Maths and English.

Aims of Top-Up Education:

To provide each woman with a solid grounding in basic skills;

To develop each person's understanding of themselves and their surroundings;

To stimulate the creative potential and enhance the cultural awareness of every participating woman;

To extend each person's general knowledge and practical abilities;

And to develop a sense of community, belonging and caring between and to each young woman that we accommodate.

SEMI-INDEPENDENCE TRAINING:

Aims of Semi-Independence Training:

To provide a safe environment for the women to learn and enhance their skills and knowledge in preparation for them to live independently;

To develop each person's awareness about government systems and community services, so that they can represent themselves as, and when, necessary. To ensure each woman recognises and develops their social skills to enable them to integrate into communities and society as a whole;

To enhance/develop interpersonal skills so that they can make and sustain friendships;

To enable each woman to acquire knowledge and skills in household maintenance and money management;

To ensure each woman develops the necessary competencies with regards to employment and further education;

The aim of the semi-independence programme is to ensure that, as far as possible women are prepared for independence so that when they leave residential establishments, they are ready to take their place in the community with a sense of pride and strength. The women would then be equipped with the necessary skills and knowledge to develop socially and emotionally, thus making sure that they have a smooth transition to live independently.

REVIEWS/RISK ASSESSMENTS/PLACEMENT PLANS:

An initial review will take place within one week of each woman being admitted to Goddess Living to assess and plan practically and effectively for the success of the placement. In the case of an emergency admission, a planning meeting will be arranged within 72 hours of the woman arriving. Following this, a further review will be held at four weeks, with regular reviews at appropriate intervals throughout each person's stay.

The allocated care worker will attend all reviews and planning meetings held at the unit and elsewhere. The care worker will prepare detailed reports for these meetings in consultation with the staff team, the service user and other relevant women concerned with his/her case.

Each woman will be encouraged to attend any meetings about themselves and care will be taken to ensure that their views are taken into consideration at all times. Where women do not feel able to physically attend, staff will try to find some other way for each person's views to be expressed.

If it is the case that English is not the first language of our resident, reports and minutes of meetings will be translated into appropriate language so that they are accessible, and interpreters will be requested, when applicable. Family or persons with parental responsibility and other agencies should also be invited to the planning and review meetings. The Care Plan/Placement Plan should be discussed, and if needed, modified. Future plans should be made clear to all present with the needs and wishes of each woman being taken into account.

A risk assessment and placement plan must be in place at the time of admission or within twenty-four (24) hours of admission. This takes into account the present circumstances of the individual and those of the group.

The risk assessment and placement plan should then be regularly reviewed as the placement progresses to reflect the progression or digression made by service users during their placement at Goddess Living .

CULTURE:

Culture is viewed as being essential to the development of the women being placed. This programme will cater for these needs in a positive manner, through visits in the local community, obtaining books, arranging discussions, and inviting speakers to Goddess Living as well as identifying positive role models.

Goddess Living acknowledges and supports the celebration of all cultures and religious observations. All women are encouraged to celebrate cultural events both at Goddess Living and within the wider community. This allows the women placed at Goddess Living to remain 'in touch' with their cultural values, which in turn ensures that they do not lose sight of their cultural heritage.

WORKING IN AN ANTI-DISCRIMINATORY PRACTICE:

Goddess Living believes in empowering women to enable them to make choices in their lives, based upon informed choices. This is achieved through the use of positive role models, respecting diversity and reaffirming the strengths of others in a positive and constructive manner. The staff's awareness of anti-discriminatory practices (equal opportunities) will be raised through training and support.

Each woman's care/placement plan is drawn up together with him or her so that they have a sense of belonging and also take an active part in their future plans.

The staff will ensure that women are made aware of their rights, through discussions and information sharing both on an individual basis and in meetings.

SELF-HARMING BEHAVIOUR:

Goddess Living recognises that women can cause self-harm to him/herself, while placed at Goddess Living. It is vital that the staffing team are aware that this is often a 'cry for help' by the service user and in some cases can be seen as a form of attention seeking. If it is suspected that a service user is causing harm to himself or herself, action must be taken in accordance with the women Protection policy/procedure guidelines.

All staff must take self-harming behaviour seriously and staff are expected to recognise changes in each person's behaviour, which may lead to self-harm due to emotional and physical distress and identify with signs and indicators that the service user may be capable of causing harm to themselves. Each woman must be given as much support and reassurance as possible to try and protect them from causing any further harm to him/herself. The welfare of the women is of paramount importance.

DISABILITY:

The design and layout of the building does not cater to women who have a physical disability. However, the staffing team will receive training on moving and handling should the client group change.

LEISURE / SPORTING ACTIVITIES:

It has been recognised that hobbies/leisure/sporting activities play an integral part in the social and emotional development of women. Each woman placed at Goddess Living is given the opportunity to engage in activities of their choice. They are encouraged to identify with a hobby/leisure/sporting activity outside of Goddess Living to take part in, such as swimming, football, netball, basketball, cricket, youth club, leisure centre, martial arts, etc.

In addition, group activities (both indoor and outdoor) are arranged at Goddess Living for each resident to take part in; this enables the staff to observe their social skills in a group situation both in and outside of Goddess Living. The staff's observations are then evaluated and the findings would then form part of their care plan.

Desired outcomes & approaches used to achieve outcomes

Main outcomes

The main short-, medium- and long-term outcomes that may be considered when assessing the evidence are:

1. Social functioning
2. Improving self care and activities of daily living
3. Successful discharge from inpatient rehabilitation unit to community
4. Independent or successful community living
5. Gaining or maintaining employment
6. Promoting recovery and relapse prevention
7. Promoting social skills

APPENDIX 1

PROGRAMME FOR INDEPENDENCE:

A. ACQUISITION OF KNOWLEDGE REGARDING:

- Eating a balanced diet
- Personal development
- Budgeting and money management in areas such as;
 - Rent, utilities and overheads
 - Community charge
 - Food
 - Household articles
 - Clothing and toiletries
 - Personal items
 - Personal care, laundry and ironing
 - Entertainment and travel
 - Savings and insurance
- Sexual encounter and its responsibilities
- Basic health care and first aid
- Household amenities, e.g. water, waste, electricity and heating
- Finding and using community services

- Cost of living
- Job, accommodation and further education considerations
- Social, economic and political realities
- Liaison with social work or other caring agencies.

B. LETTER WRITING SKILLS - To obtain advice

- To make a job application
- To make a complaint
- The role of the Citizens Advice Bureau, committee members and Members of Parliament
- Organisations and groups set-up, especially to help women leaving care

C. ACQUISITION OF SOCIAL AND INTERPERSONAL SKILLS

- Initiating relationships and making and sustaining friends.
- Terminating, surviving and recovery from relationships.
- Social interactions on an individual and group basis in a variety of circumstances e.g. male-male, mixed company and mixed age groups.
- Business interactions and negotiations with various agencies e.g. housing associations, private owners and council housing departments, Colleges, institutes of higher and further education and universities, social security and tax offices
- The police and courts
- Doctors and medics
- Neighbours and community organisations
- Council and leisure services and facilities

D. PRACTICAL PROVISION FOR THOSE SETTING UP INDEPENDENTLY

Knowledge of and the ability to make arrangements to obtain essential items such as; clothing, washing and ironing, bedding, linen, furnishings, household articles and appliances.

E. LIAISON WITH OUTSIDE AGENCIES

The units will be liaising with other agencies such as Youth training schemes, colleges, careers advice, housing and other key departments and agencies.

APPENDIX 2

ADMISSION POLICY

PURPOSE AND SCOPE:

This policy is designed to outline Goddess Living guidelines concerning conforming to consistent admission practices and how members of staff should ensure that the criterion for admission is implemented.

RESPONSIBILITY:

It is the responsibility of all members of staff to ensure that the admission process is followed, with all relevant documentation completed (see admissions procedure).

POLICY:

It is the policy of Goddess Living to ensure that all women placed with us meet Goddess Living's statement of purpose.

All admissions must be documented (in the log book). All customers who are admitted should be treated equally and staff are to make themselves available if the resident is uncertain about things he/she needs to know about the establishment of Goddess Living as a whole (this is stated in the Tenant Handbook and the Statement of Purpose).

Emergency admissions/placements are those which are arranged at short notice giving less than twenty four (24) hours notice cannot be received unless the process and procedure has been overseen by a senior representative from organisations headquarters such as an operational director. They must agree to any placement under this arrangement. Goddess Living /organisation must receive a written synopsis of the woman's behaviour and/or placement history if this includes the former. This should be accompanied by a recent report either from the social worker or the last placement. The Commissioning Officer or social worker making the referral must also provide Goddess Living with the forms "Essential Information" Parts 1 & 2 as well as the "Placement Plan" Parts 1 & 2. These forms should be received on the day of admission or within forty-eight (48) hours of the placement being made. Staff wherever possible will make every effort to visit the women prior to admission to make an assessment using the organisations own tool for this purpose which includes a risk assessment.

Staff on duty must ensure upon arrival to the unit, the admissions form is completed and signed by the designated social worker (if the social worker is unavailable, this can be

signed by members of staff on duty). The social worker must then sign the admission form at the earliest opportunity.

All relevant books, forms are to be completed by the Care Manager (or a senior member of staff on duty) with the help of the women and social worker. An inventory (as per admission procedure) should be taken of the resident's belongings, with an inspection of any electrical equipment brought to Goddess Living by the service user. The inventory form should be endorsed accordingly.

Admission forms are to be completed by the Care Manager or senior member of staff on duty. Medical forms are to be completed with a consented person/s. Medical forms can be signed by the service user if 25 years or over. Placement Plans are to be completed between the Care Manager, social worker, service user and woman with parental responsibility at planning meeting reviews and are to follow in accordance with the duration of the person's placement.

It is imperative that this policy is adhered to in accordance with Goddess Living Admission policy.