

SERVICE USER GUIDE

Care Service for All – Specialists in Autism

**KTM Care Ltd
Media House
3 Threshelfords Business Park
Inworth Road
Feering
CO5 9SE**

Contact Details:

**Office Opening Days & Times
Monday – Friday
9.00am – 4.30pm
Telephone: 01376 571152**

**Out-of-Hours & All Bank
Holidays
On-Call Mobile: 07928 860086**

**Email: info@ktmcare.co.uk
Fax: 01376 570528**

Mission Statement

KTM Care Ltd will endeavour to provide a high quality Care Service to individuals aged 8 years and upwards with a Learning Disability. We will strive to provide specialist care support that is tailored to meet the needs of the individual in a person centred way.

We will support individuals on the Autistic Spectrum, as this is our specialism but also individuals with a learning disability to live their lives as independently as possible, help them to access facilities in their local community and aspire to help them achieve their goals and aspirations..



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1. WELCOME TO KTM CARE LTD



We would like to take this opportunity to welcome you to KTM Care Ltd. We are a Domiciliary Care Agency who provides a range of various specialist Autism Specific Care Services that supports children and vulnerable adults aged 8 years and upwards. We are a service for ALL, although we specialise in Autism.



KTM Care Ltd is an approved provider with most of our specialist care support services being provided in the Colchester area, but we also provide care support in other areas of Essex. One of our aims is to extend our service provision to reach across a wider area to individuals' on the Autistic Spectrum who would like to access our services.

We are regulated and inspected by the Care Quality Commission (CQC) and as a condition of our registration, KTM Care Ltd provide a Statement of Purpose which is held at our registered Head Office address (*copy available on request*).

We aim to provide you with a flexible, specialist high quality support service that is tailored to meet your individual needs in a person centred way. The Service User Guide will provide you with information on the aims and objectives of the company and the specialist care support services we can offer to individuals on the Autistic Spectrum. It also provides background information on my management experience as Registered Manager and how long I've worked in the field of Autism, along with information on the training and development of KTM Care Ltd.'s staff.

Details of the company's commitment to equality and the Complaints, Comments & Compliments Policy are also outlined in this Service User Guide for your information.

We hope your experience of our services is a positive and satisfying one. At KTM Care Ltd, we want you to feel listened to and confident that you can express your views freely about your care support. Our contact details can be found on the front page of this Service User Guide and as outlined below in '**Access to Services**'. This document is also available on request in easy read format.

Best Wishes
KTM Care Ltd

Kerry Austin
Director & Registered Manager

Best Wishes
KTM Care Ltd

Paul Austin
Finance Director

2. AIMS & OBJECTIVES

AIMS:

KTM Care Ltd.'s purpose is to provide a high quality specialist service provision to assist and support service users' aged 8 years and upwards on the Autistic Spectrum. We aim to help them reach their full potential by addressing their individual needs in a person centred way according to the 'Triad of Impairment' i.e. limited Social, Imagination, Sensory, Anxiety and Communication skills to enable them to achieve the following:

Social wellbeing: To feel valued and respected, emotionally happy and satisfied with their lives, supported to access the local community through social activities and travel, to value relationships and build new ones.

Material wellbeing: To feel safe in their home environment, supported with everyday life in managing finances, social and health care needs.

Physical wellbeing: To feel healthy and well, supported with health and fitness to achieve emotional and physical wellbeing through a variety of different ways including holistic therapies.

Cognitive wellbeing: To feel supported with learning and understanding positive new life experiences, be empowered and have choices to achieve fulfilment with life.

KTM Care Ltd strives to provide the following:

- ☺ A high quality specialist Care Service for All.
- ☺ A service that can provide specialist care support to adults and children aged 8 years and upwards with a Learning Disability or on the Autistic Spectrum, tailoring a package of care that meets their individual needs in a person centred way.
- ☺ Empowering service users and supporting them with life choices and decisions, helping them to develop their life skills and to live their lives as independently as possible and supporting them to access their local community.
- ☺ Best value for money, providing affordable flexible services.

OBJECTIVES:

The objectives that KTM Care Ltd have identified to enable the company to meet the aims of this specialist service provision are:

- ☺ To provide a person centred, flexible and holistic service to individuals aged 8 years and upwards that is available 24/7, supporting individuals in all aspects of their daily lives to enable them to live as independently as possible.

- ☺ To maintain and continue to build on professional working relationships in local communities. To have a multi-agency approach where required that supports individuals and enables them to access facilities and services they may need or, would like to access.

3. SERVICES PROVIDED



24/7 CARE SUPPORT SERVICES:

KTM Care Ltd can provide you with 24/7 care support 365 days per year, whether it is a sleep-in or waking night service. We will work in the family home with parents / carers / guardians or, in your own home on a 1:1 or 2:1 basis where required. We can also support you and your family by advocating on your behalf to work in conjunction with local Housing Authorities to seek suitable accommodation. Our 24/7 support service can encompass help and support with every aspect of your daily life and requirements and can include assisting and supporting you with the following:

- ☺ Setting up your own home e.g. buying white goods, managing day-to-day tasks such as shopping, help with paying bills and managing finances etc.
- ☺ Assisting and supporting you to maintain your home or tenancy
- ☺ Prompting and assisting you with medication that has been prescribed by a GP / Dentist / Hospital Consultant / Clinic / Nurse or other appropriately qualified professional
- ☺ Personal care support e.g. showering / bathing / washing / toilet and continence needs / grooming / dressing and undressing / shaving / oral hygiene
- ☺ Supporting and assisting you with Nutrition / Meal preparation / cooking
- ☺ Helping you to establish social contacts, arranging and supporting you with social activities which can include horse riding, cycle riding, attending Leisure & Sports Centres for health and fitness purposes / attending clubs and restaurants for social purposes / walking / swimming / horticulture and other local community activities / going on holiday / day trips / GP / hospital and clinic appointments etc. and much more

☺ Domestic tasks e.g. hoovering, polishing, cleaning other areas of your home such as the bathroom and kitchen, as well as helping you with other domestic tasks such as the laundry / ironing etc.

☺ Supporting and assisting you with maintaining personal safety and security

☺ Supporting and assisting you with programmes for rehabilitation and development under agreed, clear instructions and protocols of a speech and language therapist, physiotherapist, occupational therapist, or any other appropriate clinical professional

PART-TIME CARE SUPPORT SERVICES IN THE COMMUNITY:

We can provide part-time support to help you access the wider community and / or provide respite to those who provide full-time care support to you, these can include any of the services we provide as outlined above in **'24/7 Care Support Services'**

SHORT NOTICE INTERVENTIONS:

We take referrals for short notice interventions which can be 'fast tracked' through our system from your parents / carers / guardians or, from Local Authorities / health professionals / other professional organisations and agencies, to provide specialist help and support that you might need at short notice

SUPPORT WITH TRANSITION:

We can assist you and / or your family with the transition process from school or, from other professional establishments to independent living accommodation

WELFARE BENEFITS:

We can offer a complete service to assist and support you with welfare benefits claims. We will help advocate on your behalf to ensure that you are receiving the welfare benefits you are entitled to

VOCATIONAL, EDUCATIONAL AND SOCIAL TRAINING:

We can offer a complete wide range of services for adults on the Autistic Spectrum. This includes providing care and support that meets your individual needs with activities / social outings, as well as looking at other opportunities in the community where KTM Care Ltd have established links

COLLEGE:

We can provide specialist support to you within a College environment and will work together with your Parents / Carers / Teachers and Tutors to provide specialist 1:1 support

OVERNIGHT RESPITE IN KTM'S CARAVAN:

KTM use a caravan in Clacton, which gives you a 'mini holiday' in the form of overnight respite.

COMMUNICATION AIDS:

All our staff are externally trained to be able to support you with your preferred method of communication that can assist and support you to indicate your needs, desires and preferences. These methods of communication include:

- 👍 The Picture Exchange Communication System (PECS)
- 👍 TEACCH
- 👍 Makaton
- 👍 Providing compact travel communication boards so that you feel supported and empowered to be able to communicate your needs wherever you go

SENSORY INTEGRATION:

Individuals may have a dysfunctional sensory system. Sometimes senses are either over-or-under reactive to stimulation. Sensory integration techniques can facilitate attention and awareness. As part of the pre-assessment, we conduct a sensory assessment which involves going through a specific checklist with you and over a number of weeks, during the 'getting to know you' process, we carry out observations so that we can identify and develop strategies. This assessment forms part of your All About Me Book / One Page Profile which assists staff to support you with your sensory needs

4. Access To Services – Office Opening Hours & Out-of-Hours 'On-Call'

<p>Office Opening Hours Monday – Friday 9.00am – 4.30pm: 01376 571152</p>	<p>Out-of-Hours & All Bank Holidays On-Call Officer (Mobile) 07928 860086</p>
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ACCESS TO SERVICES FOR 24/7 CARE SUPPORT PACKAGES:

If you are receiving 24/7 care support, you can access KTM Care Ltd Head Office during **office opening hours** from 9am – 4:30pm Monday to Friday and through the On-Call Officer **out-of-office hours** 4:30pm – 9am Monday to Friday. On Saturday and Sunday the out-of-hours service is **24 hours**.

ACCESS TO SERVICES FOR PART-TIME CARE PACKAGES:

If you are receiving part-time care support, you can access KTM Care Ltd Head Office during **office opening hours** from 9am – 4:30pm Monday to Friday and through the On-Call Officer **out-of-office hours** from 7am – 9am and 4:30pm – 10pm Monday to Friday. On Saturday and Sunday from 7am – 10pm

5. DELIVERING YOUR SERVICES

We are committed to providing you with a high quality flexible service that meets your individual needs and will endeavour to ensure that Personal Assistants' are reliable and on time. However, from time-to-time this may not always be possible due to staff absences e.g. holidays etc., but where your regular Personal Assistant(s) are not available, we will provide you with alternative cover, in the form of 'Step in Staff'. You will have met this staff member before though!

We will always make every effort to contact you as soon as possible to give you adequate notice when having to provide alternative cover arrangements. Where this may not be possible, due to unforeseen circumstances, a member of staff will contact you at the earliest opportunity to inform you of any changes that may be necessary in order to provide you with adequate care support.

If you have any queries or concerns about your care support, access to our services during office opening hours and out-of-hours are as outlined above '**Access to Services**' for both '**24/7**' and '**Part-Time**' care support packages. Details of the contact telephone numbers, along with information on the days and times are clearly displayed in the above section. Contact details can also be found on the front page of this Service User Guide.



6. QUALITY ASSURANCE

A Quality Assurance Questionnaire will be sent out to you annually. Any issues you may raise regarding the quality of service provision will be addressed directly with you or your parent / carer / guardian / advocate who may be acting on your behalf (where appropriate), to ensure that all matters regarding your care support are resolved satisfactorily. KTM Care Ltd have a robust Complaints, Comments & Compliments Policy which is outlined below **on Page 11 'Complaints, Comments & Compliments'**.

We can also follow up any issues or concerns you may have regarding your care support through other company processes which include:

- ☺ Spot checks and observations
- ☺ Care Plan reviews
- ☺ Annual risk assessments
- ☺ Regular Service User / Parent Meetings

7. DEVELOPMENT OF THE CARE PLAN – DATA PROTECTION & OTHER SUPPORT

Development of the Care Plan (All About Me Book / One Page Profile):

The Care Plan (All About Me Book) is an integral part in the process of developing an individual programme that is person centred and tailored to meet your individual needs and requirements. The development of the Care Plan will be carried out jointly with you, or your parent / main carer who advocates on your behalf (where appropriate). It takes into account your individual needs and how you would like to be supported with these. Individualised and specific programmes will be designed to address all aspects of your development including emotional and psychological well-being, satisfaction with life, health and fitness and will be based around the 'Triad of Impairments', including anxiety and sensory needs.

KTM Care Ltd will assign a senior P.A or Manager to you who takes specific responsibility for the implementation of your care plan and individual programme planning. Apart from addressing basic care support needs, their responsibilities include liaising with the placing Authority's Social Worker or Care Manager (where appropriate), arranging reviews and maintaining links with your family and local community. You will also have a "Key person" who you can speak to at any time.

Data Protection and GDPR:

GDPR - We have a privacy statement that provides full details of how we use your data. Please ask for the more information/ copy.

Other Support:

We actively encourage involvement of family and seek to involve them in discussions and decisions regarding your welfare (where appropriate). However, your needs and wishes are always the first priority and will be respected at all times.

8. INITIAL ASSESSMENT & RISK ASSESSMENTS

Initial Assessment:

A comprehensive Initial assessment is carried out prior to the commencement of services. This assessment of need will form the basis of your individual Care Plan (All About Me Book / One Page Profile). The development of the Care Plan will be carried out jointly with you, taking into account your individual needs and how you would like to be supported with these.

This information ensures that your Personal Assistant(s) are clear on what tasks and duties they are expected to undertake. It also helps us to meet any other additional needs you may have such as health and medication requirements or, any other additional services you may require. The comprehensive pre-assessment of your individual needs also ensures that the support provided to you is carried out according to the Care Quality Commission's standards and regulations / Health and Safety law and legislation and the company's policies and procedures.

Risk Assessment:

Once we have developed your Care Plan we will carry out a comprehensive risk assessment as part of the pre-assessment. The risk assessment will clearly outline any arrangements that may need to be in place to be able to implement necessary measures required to reduce any risks and will include assessing the duties, responsibilities and activities that are to be undertaken, along with your domestic environment. These factors will identify if there are any risks to you, staff, and other individuals and will form part of your Care Plan.

9. EQUAL OPPORTUNITIES

KTM Care Ltd.'s Equality & Diversity policy ensures that we comply with the legal requirements under the Equality Act 2010 and various other equality legislation requirements and we are committed to conducting business in a way that is fair and appropriate.

10. RECRUITMENT & STAFF TRAINING / DEVELOPMENT

Recruitment and Selection:

KTM Care Ltd.'s recruitment and selection process is very robust and we carry out rigorous checks prior to applicant's commencing employment with our company which includes the following:

- ☺ Completion of an application form
- ☺ Conducting standard interviews with applicants to ascertain their suitability and competency for the job they will be undertaking within our company
- ☺ Enhanced Disclosure and Barring Service (DBS) check
- ☺ Requesting three satisfactory references before applicant's can commence employment

Staff Training & Development:

Training and development makes KTM Care Ltd more effective and its success depends upon meeting the aims and objectives of the company which will be achieved through staff who are competent in their roles and responsibilities.

An effective induction and training programme ensures that staff have the necessary skills and knowledge to perform their role effectively and familiarises them with the duties and responsibilities that they will be performing. We also provide staff with:

- ☺ Formal 1:1 supervisions every 8 weeks with their line managers, however, we always provide ongoing informal support to staff whenever they need it
- ☺ Annual Appraisals to discuss and address their development needs
- ☺ Observations, both announced and unannounced to monitor them delivering care support to all our service users

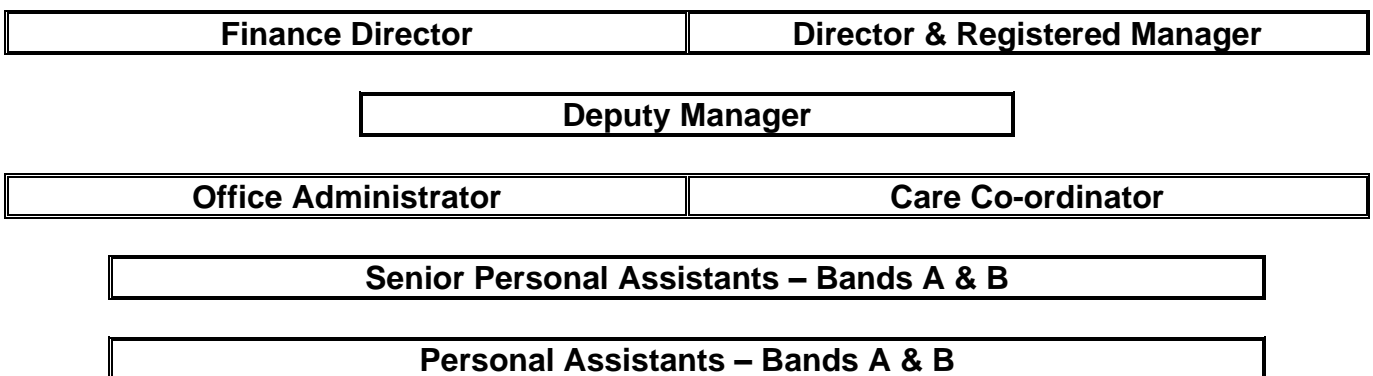
The comprehensive training programme that KTM Care Ltd provide to new recruits includes:

- ☺ Induction training
- ☺ Eleven (15) mandatory training courses
- ☺ Regular refresher courses of all mandatory training

- ☺ Specialist training on Autism Spectrum Disorders – Levels 1 & 2
- ☺ Various other training courses, along with any other specialist training that staff may require to help them meet the needs of individual service users and the responsibilities of their job
- ☺ Shadowing experienced members of staff – this helps us to assess the competency of new staff and supports them while they are settling into the company and their new role

All training is provided by appropriately qualified and experienced trainers who are skilled and knowledgeable in their field.

11. MANAGEMENT STRUCTURE & STAFFING



12. ABOUT THE REGISTERED MANAGER

My name is Kerry Austin and I am the Director and Registered Manager of KTM Care Ltd and have worked in the field of Autism since 1998. I have concentrated on developing person centred behaviour strategies to assist individuals on the Autistic Spectrum to obtain a better quality of life. My philosophy of looking at the ‘whole’ picture and building a consistent experienced team of staff to support individuals with Autism has been very successful and has led to excellent outcomes for service users’ i.e. gaining more independence and achieving tangible goals and aspirations.

I have attended a wealth of various training courses and hold the appropriate NVQ IV Leadership & Management qualification. I also specialise and am trained to provide advocacy and support in Welfare Benefits.

I have been working in the field of health and social care and working with individuals’ on the Autistic Spectrum since 1997. Prior to setting up my own business in May 2010, I worked for other leading and well known national organisations who specialise in both mental health, learning disabilities and autism.

13. FEES & CONTRACTS

Service Users who are either privately funding themselves or, are in receipt of a Personalised Budget, will be issued with a ‘Self-Funding Agreement’. All fees and Support Plan requirements are agreed prior to the commencement of service delivery.

Managed services will be agreed and organised directly with the funding authority commissioning the service.

14. COMPLAINTS, COMMENTS & COMPLIMENTS

KTM Care Ltd have a Complaints, Comments & Compliments Policy which will be provided to you along with the Service User Guide upon commencement of services. The purpose of the policy is to ensure that you have easy access to the process and that our procedures are clearly explained should you wish to use them.

KTM Care Ltd aims to provide a high quality standard of service, but occasionally things go wrong. Complaints and / or comments about our services helps us to put things right and to make sure that the same mistake doesn't happen again.

We aim to respond to your feedback in a consistent and professional manner and use complaints, comments and compliments to shape our services.

Where we have made mistakes or have failed to meet our service standards, we will try to resolve the complaint satisfactorily, so that you can feel that you are back in the position you would have been before the complaint.

We also welcome any compliments you may wish to make about our staff and / or the services provided to you. We always ensure that compliments are fed back to staff; positive comments lets us know what we are doing right and helps to boost morale.

15. USEFUL CONTACT INFORMATION

Essex County Council – General Enquiries:

Open Hours: 8.30am – 5.00pm Monday to Friday

Telephone: 08457 430 430

OR

Telephone: 01245 430 430

Essex Social Services:

Essex Social Services
Essex House
Colchester Business Park
200 The Crescent , Colchester
Essex CO4 9YQ

Telephone: 0845 603 7630

Email: www.lgo.org.uk

Essex Safeguarding Children Board:

Essex Safeguarding Children Board
Room C228
County Hall
Chelmsford CM1 1QH

Telephone: 0333 013 8936

Email: escb@essex.gov.uk



Company No. 6810910

Essex Safeguarding Adults Board:

ESAB Support Team
CG04 – 7, C Block
County Hall
Chelmsford CM1 1QH

Telephone: 03330 131019

Email: ESAB@essex.gov.uk

Care Quality Commission:

Lead Inspector
Eastern Regional
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161

Email: www.cqc.org.uk

The Local Government Ombudsman:

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

Telephone: 0300 061 0614

Email: www.lgo.org.uk