

HORIZON N INTEGRATED

COMPASSION - CARE - INDEPENDENCE

CLIENT GUIDE



Horizon House
120-122 Columbus Ravine
Scarborough
North Yorkshire
YO12 7QZ

This document is prepared in accordance with the Health and Social Care Act 2018

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Version 5 OP03 Client Guide
Horizon Integrated Rehabilitation Limited
Date Issued: 16/10/23 SOH/AO

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1. Summary of the Statement of Purpose:

1.1 Aims and Objectives

The stated Aims and Objectives include:

- (a) Clients Independence
- (b) Clients Personal Choices
- (c) Responsible Risk Taking
- (d) Client's Social Needs
- (e) Preservation of Dignity
- (f) Maintenance of Privacy
- (g) Confidentiality of Information
- (h) Provision of Nutrition
- (i) Community Involvement
- (j) Client Complaints

2. Registered Provider:

The name and address of the registered provider is:

289 Brettenham Road
Edmonton
London
N18 2HF

The name and address of the Nominated Individual:

Dr Anthony Okore
Horizon House
120-122 Columbus Ravine
Scarborough
North Yorkshire
YO12 7QZ

Registered Manager:

Mr Sean O'Hanrahan
Horizon House
120-122 Columbus Ravine
Scarborough
North Yorkshire
YO12 7QZ

Relevant Qualifications and Experience of the Registered Manager:

Sean O’Hanrahan MA BA (Hons) RMN

PIN No: 9314360E

PIN Expiry date: 31/12/23

Sean O’Hanrahan, is the Registered Manager of Horizon House. Sean is a Registered Mental Health Nurse (RMN) who has had 26 years experience in managing supported accommodation, residential care homes and hospitals at national level and is a specialist in turnaround. He is very passionate about the delivery of high-quality care and support for service clients

He has completed range of professional development study days, short courses and conferences/updates have been undertaken to ensure professional registration is maintained.

3. The Number, Relevant Qualifications and Experience of Staff Employed in the Service:

If you would like to see a list of the number, qualifications and experience of staff working in the service please ask the manager who can arrange this.

There will be a sufficient staff team to ensure sufficient resources to cover for training, sickness and annual leave.

Horizon House ensures that at all times an appropriate number of suitably qualified, skilled and experienced persons are employed.

Staff employed to work at Horizon House will receive Clinical and Line Managerial Supervision from a Team-Leader, Deputy Manager and Registered Manager (Nurse qualified)

A list of the names, qualifications and experience of staff working in the home is available for inspection at any reasonable time from the office.

Registered Nurses:

Registered Nurses (also known as Qualified Nurses) have completed training in the care of people with mental health problems. The Nurse will oversee all clinical risks for the service working as part of the MDT.

Deputy Managers:

Deputy Managers work in collaboration with the Registered Manager as well as day-to-day management and leadership of the service. They supervise/lead Recovery Team-Leaders. Their role is to implement and review Their role is to implement and review the support plans in collaboration clients and oversee the governance framework. Typically they will have undertaken, or be undertaking, NVQ Level III or above.

Recovery Team Leaders:

Recovery Team Leaders work in collaboration with the Deputy Manager as well as day-to-day management and leadership of the service. They supervise/lead recovery workers. Their role is to implement and review the support plans in collaboration clients and the MDT. Typically they will have undertaken, or be undertaking, NVQ Level II or equivalent.

Recovery Workers:

Recovery Workers may have a range of vocational qualifications. Their role is to work with the Recovery Team-Leader to ensure that high quality care is provided to the clients and act as keyworkers.

Visiting Consultant Psychiatrist:

Psychiatrists are medically qualified doctors who have taken further training and specialised in mental health. The Consultant Psychiatrist will offer specialist skills and teaching to the team, providing advice and support to the identified NHS Community Consultant Psychiatrist (RC) if requested

Therapy Coordinator:

Therapy Coordinators work in collaboration with the Recovery Team-Leaders by planning and implementing therapy programmes whilst ensuring appropriate materials are obtained.

On-Call Arrangements:

Outside office hours the On-Call Manager will be on call 24 hours per day.

Other staff at the home may include:

- Administrator
- Maintenance

The Service Clinical Team:

The service incorporates a "Clinical Team" consisting of:

- Visiting Consultant Psychiatrist
- Registered Nurse
- Recovery Team-Leaders
- Recovery Workers
- Therapy Coordinator
- GP Services
- Pharmacy Services

Nothing in the above will prevent the Registered Manager from utilising the skills of other MDT specialists on a sessional or ad hoc basis as may be required to meet the needs of clients

4. The Kinds Of Treatment And Other Services Provided, The Range Of Needs Which These Services Are Intended To Meet And The Facilities Available For Your Benefit:

Horizon House provides 14 bedrooms for male/female clients from the age of 18.

All accommodation is in bedrooms, each of which have ensuites.

Horizon House is registered to care for people from mental health/and intellectual disability, taking individuals on a Community Treatment Order (Mental Health Act 2007), Conditional Discharge (Section 41), and Best Interest Assessments (Mental Capacity Act 2005), and those considered to be informal.

Access To Health Records:

You may request access to your Health Records under the Data Protection Act 1998.

Your records contain the details of your care needs and the services we provide to you, and are updated regularly.

They are strictly confidential and won't be seen by anyone who isn't involved in your care.

If you would like to see your records then you must write to the Registered Manager, if you need help with this then please ask a member of staff.

Staffing:

Horizon House ensures that at all times, in order to meet your needs, there are an appropriate number of suitably qualified, skilled and experienced staff on duty.

A full staffing structure is shown in the Statement of Purpose.

Admission Criteria:

There is a very strict referral and assessment process that we follow in order to try to ensure that the services we can offer will be of benefit to you.

This admission and assessment process is quite extensive and means that there are certain criteria that you must be able to satisfy before you can be admitted into Horizon House.

The admission criteria for accessing services at the service are clearly stated in our Statement of Purpose.

Specifically, you must be:

- Aged 18 and above
- Diagnosed with a mental illness
- In a stable and settled condition

In general terms:

- No client will be admitted without a full assessment of their needs
- No client will be re-admitted without a full assessment of their needs
- No client will be admitted during an acute phase of their illness
- All client's will be assessed and regarded as being capable of rehabilitation.
- Clients should agree to participate in the Rehabilitation programme
- No clients who are classed as "Schedule 1" offenders will be admitted

No clients will be admitted whose presence would breach any condition of registration from The Care Quality Commission.

What is Rehabilitation?

The Royal College of Psychiatrists publication – Enabling Recovery states that:

"Rehabilitation is helping an individual adapt to their deficits in personal skills by making the best use of their residual abilities in order to function in as normal an environment as possible".

This should have the aim of "minimising the symptoms of illness and promoting social inclusion".

This can be achieved by:

- The development of a culture of empowerment, healing and hope
- The provision of interventions to limit the impact of disability
- Making adjustments to the environment to ease the burden of mental illness

The Rehabilitation Programme:

The Rehabilitation programme is an individually tailored range of activities, which you have agreed to undertake, with identifiable and achievable goals.

Each programme is:

Specific

Measurable

Achievable

Realistic

Time Limited

The completion of a range of risk assessments enables our specialist staff to design for you a specific therapeutic routine which has clear direction and goals which you can work towards achieving and which can be measured.

You will be able to see the progress you are making and will feel the therapeutic benefit, hopefully, in a very short space of time.

Each step forward is taken at a pace that is achievable by you, with support initially, and then more independently.

By talking to you and listening to your views, we are able to empower you to achieve realistic progress towards recovery within an agreed time scale.

Horizon House supports clients accessing a wide range of activities such as:

- Swimming
- Gym
- Computer Skills (including literacy and numeracy)
- Educational / Vocational support
- Budgeting Skills
- Social Skills
- Talking Therapies, e.g .CBT
- Cookery – baking, recipes etc.
- Independent Living Skills
- Arts and Crafts
- Relaxation
- Music
- Client Meetings

The list above is only a guide and you may suggest any other activity or interest which we may be able to organise.

In addition:

- Single rooms
- At least one room which can be used for relaxation or communal activity
- TV in the lounge
- Separate dining area
- Client kitchen where you can make drinks, cook meals or bake
- Therapeutic activity room with a range of indoor games, crafts, hobbies or activities
- Enclosed patio area which can be used for a variety of activities or relaxation

The Statement of Purpose includes details of a range of services and how these meet your needs. If you would like to see a copy of the Statement of Purpose please ask a member of staff.

Your Support Plan:

Following your initial assessment, a support plan will be drawn up in consultation with you, and your support plan will be reviewed regularly.

There are a range of different treatments available to you and these will be discussed with you by your NHS Consultant.

Your NHS Consultant may have prescribed medication as part of your initial treatment. If you would like some facts about the medication you are on you can ask your keyworker for a leaflet.

A Keyworker may also be allocated to you to work with you to further identify your needs and develop a treatment plan that helps you participate in everyday activities.

Review Team Meeting:

As a minimum, you will be offered the opportunity to meet with your keyworker at Horizon House least every week.

This is your chance to talk to about your concerns, your care, your medication and your plans.

Care Programme Approach (CPA):

Your care is planned through the CPA, in consultation with your nurse/keyworker. Other appropriate healthcare professionals are also involved in the planning of your care where necessary and may be invited to attend review meetings.

It is expected that you will have been allocated an external Care Co-ordinator who will also attend these meetings throughout your stay at Horizon House.

There are 4 main elements to CPA:

- Systematic assessment of your health and social care needs.
- Development of an agreed care plan to meet your needs.
- Allocation of a “Keyworker” (or other such name) to co-ordinate delivery of care.
- Regular review and monitoring of your progress and delivery of the care programme which meets your needs.

CPA is underpinned by these principles:

- You are involved in all aspects of the care planning process which affects you and may ask your advocate, carers and other agreed interested parties to help you. This may include the Local Authority, nurse and keyworker as well as yourself.
- There should be full consultation and co-operation between all parties, including yourself, as may be required to conform with legislative or professional practice requirements.
- Your agreement to the CPA process is paramount. Your nurse/keyworker will ensure that you understand the terms of the CPA. In the event that you disagree with the CPA process, a Keyworker will ensure that the CPA fully meets your needs and signs on your behalf.
- There should be regular audit of the CPA process and its continuing suitability and effectiveness for you and other clients. This audit process should involve you and be conducted by the Registered Manager

The CPA is conducted by as many members as possible, including at least one member of the original Local Health Authority e.g. Social Worker, RC or CPN.

As your treatment progresses we will arrange to review its progress through a Review meeting. These meetings will usually be held every 6 months, but this may be more frequent if your condition changes or may be less frequent in some cases.

We will invite all the people who are significant in your care and treatment to the meeting and you will be able to tell them how you are progressing and the goals that you have achieved.

5. The Arrangements for Consultation With You About The Service:

Horizon House undertakes regular surveys of your views which can be analysed and used to improve services.

The service holds monthly Client Meetings in which you are encouraged to attend, participate and share your views.

6. The Arrangements For Enabling You To Maintain Contact With Your Relatives, Friends Or Representatives:

Clients will be support to make, and to maintain contact with friends and family, including involving them in decisions about their care and treatment,

During the introductory visit to the service, clients will be able to bring a friend, family member or representative with them.

Clients are encouraged to involve their family or friends in the development of their treatment plan, it application, and review, including attendance at CPA meetings etc.

Information is not shared with family and friends without the clients' consent.

The views of family and friends will be sought when reviewing the achievement(s) of the service in meeting the needs of the client.

Family and friends are welcome to visit clients at the service.

All visits are facilitated in the Quiet Room of the service this allows privacy and minimal disruption for all other clients living at the service.

A communal toilet is available in the foyer for all visitors to use.

The service promotes a no-smoking policy so any smoking by visitors would require them to exit the service and carpark

It is the policy of the service that visits by persons under the age of 18 will only be permissible following a full review by the Registered Manager

Visits by persons under the age of 18 must be seen as beneficial for the child and not just beneficial for the client

For this reason we ask that, should a person under the age of 18 wish to visit their parent or relative in the service, a request is made in writing to the Registered Manager.

No visit by a child under the age of 18 can proceed without the written permission of the Registered Manager.

This applies equally to clients who are both informal and CTO/DOL's status.

NO CHILDREN WILL BE ALLOWED TO ENTER A CLIENTS BEDROOM AREA WITHOUT BEING SUPERVISED.

Smoking:

Horizon House seeks to provide a non-smoking, health-promoting environment, which is as risk free as possible from either smoke or “passive smoking”, but at the same time we are sympathetic to those who enjoy smoking.

We have, therefore, allocated the courtyard as a safe smoking area within this area where clients may smoke if they wish.

7. The Arrangements for Dealing With Complaints:

The Statement of Purpose includes a summary of the Complaints Procedure in the form of a leaflet titled “How To Complain”.

Information on “How To Complain” is contained below in this Client Guide. The Section is named “Summary of the Complaints Procedure”.

8. The Arrangements for Respecting Your Privacy and Dignity:

As a client at Horizon House, you will be treated as an individual and will be treated with respect at all times. Therapies, consultations, interventions and treatments will always be carried out in a way which promotes dignity and respects your privacy.

- You will have your own single room
- No consultation or treatment will be carried out in a public area.

All our policies and procedures have been written to reflect current “best practice”, as identified by respective Professional and Regulatory bodies such as NMC (nurses), NICE (National Institute for Clinical Excellence), and Health and Social Care Act 2008). These bodies and their respective Codes of Practice or Guidance ensure that your rights are observed, respected and promoted.

We believe that the most effective means of determining whether you are treated with respect and whether their privacy and dignity are respected is by observing daily life in the home and asking you how you are being treated.

9. The terms and conditions in respect of the services provided for you:

This document is available on request and should be given to you on admission.

10. A standard form of contract for the provision of services:

As a client there is a standard form of contract which has been agreed and signed by the relevant Independent Care Board, Local Authority or other funding authority which finances your stay in service.

11. **Advertising:**

All advertising undertaken by Horizon Integrated Rehabilitation Limited complies with Advertising Standards Authority Code of Practice

12. **Media Confidentiality:**

All aspects of your treatment and care at Horizon House are confidential and no details of treatment will be disclosed outside the service, or your treatment team, without your expressed permission.

No one within Horizon House will divulge that you are a client or disclose any information about you to any source without your written permission.

Where we are required to hold a photograph of you e.g. in medication records and your personal file, we will ask you to sign a form giving us permission to use your photograph. The form will identify the use that we may make of the photograph.

13. **Entry and Exit Arrangements:**

Each bedroom has a lockable door to ensure the security and integrity of the property and possessions of clients. Staff will have a spare key for health and safety reasons.

All external doors to the property are lockable, however it is unlikely that the service will ever be left vacant and therefore clients will not be routinely issued with a key.

A summary of the complaints procedure:

How To Complain:

Horizon House strives to ensure that in your dealings with us, you will find our staff and services meet with both your expectations and your approval.

If ever these standards fall below that which you find acceptable, or if there is anything else that you are unhappy about, we would ask that you tell us as soon as possible.

If you wish to complain about anything that you are unhappy about (either formally or informally), you should:

Tell a member of staff that you wish to complain or, write your complaint either on a Complaint Form (available in reception) or in a letter to Sean O'Hanrahan Registered Manager.

The Manager will acknowledge your complaint within 2 days.

The Manager will inform you of how the complaint is to be handled and who will carry out investigations into your complaint.

Your complaint will be investigated and the findings reported back to you within 20 days from the Manager receiving it.

If it is not possible to complete the report within 20 days, you will be kept informed of the progress and the likely completion date.

When your complaint has been investigated you will be invited to meet with the Manager and / or the investigating manager to discuss the findings of the complaint.

You have the right to appeal against the findings of the investigation.

In addition, you have the right to have your complaint dealt with under the NHS Complaints procedure. If you wish to use this process, please tell a member of staff.

If there is not an agreed outcome to the complaint, you have the right for your complaint to be passed to the Care Quality Commission to ask them to follow up your complaint.

14. Care Quality Commission Contact Details:

You have the right to refer your complaint to the Care Quality Commission at any stage of your complaint:

Care Quality Commission

St Nicholas Building
St Nicholas Street
Newcastle upon Tyne
NE1 1NB

Tel: 0191 2333300
Fax: 0191 2333301

Email: enquiries.northeastern@cqc.org.uk

15. Reports of inspections by the Care Quality Commission:

Reports of any inspections carried out by the Care Quality Commission are available for inspection in the service at any reasonable time by you, your family or your agreed representatives.

16. How you are able to make comments and suggestions for improvement.

You, your family or representatives may make comments and suggestions for improvement on any aspect of the home by completing a comments and suggestions for improvement form available in the entrance area or from any member of staff.

Following your suggestions your keyworker may wish to ask you for further help towards improving our service or for clarification of some aspects of your comments.

17. How you are able to make comments, suggestions or complaints about the Client's Guide.

If you have any suggestions for improvement about the Client's Guide, you can either complete a comments and suggestions form or make your suggestion known to our Keyworker, or any member of the team.

18. Review of the Client Guide

This Client Guide will be reviewed at least once per year as part of the Annual Management Review of the service.

Any changes or amendments will be notified to the Care Quality Commission as soon as they have been affected.

Your keyworker will make you aware of any changes in this Client Guide through the Client meetings and notices.

Copies of the revised Client's Guide will be available to you on request.

19. A summary of the results of consultation:

Horizon House will undertake regular surveys of your views which can be analysed and used to improve services.

An example of a Client Questionnaire conducted is attached at the back of this Guide for reference and is available from staff on request.

The service holds monthly Client's Meetings at which you are encouraged to attend, participate and share your views.

20. Accuracy of information:

All information has been checked for accuracy prior to the production of this Client's Guide. If there are, however, inaccuracies in the typing, grammar or factual content, please inform your keyworker who will ensure that they are addressed.

Horizon Integrated Rehabilitation Limited has produced a full range of information and documentation, which is available to you and includes:

- Brochures
- The Statement of Purpose
- Client's Guide
- Policies and Procedures
- Mental Health Act Information
- Mental Capacity Act Information

These, and many other documents, are available to you. Please ask a member of staff who will access them for you.

Where a document is not available in the language or format that is suitable to you, please advise our Keyworker who will endeavour to rectify this.

In addition, where it is declared that English is not your first or preferred language, we have access to the services of a range of translation and interpreter services.

They are able to produce any signs, posters or other documentation in a range of languages and formats suitable to meet your needs.

CONFIDENTIAL

21. Draft Horizon House Client Questionnaire

This survey is about your views on the services you receive from Horizon House.

Your participation in this survey is entirely voluntary. You do not have to take part if you do not want to.

If you choose to take part, your answers will be treated in confidence – you do not need to give your name. The information collected from this survey will be used help us improve our service to you and other Clients. This information will be used in reports, however everything you write is confidential and nobody reading the reports will know who has taken part in the survey.

If you choose part way through the survey that you do not wish to continue then please inform the member of staff and, if you choose, they will destroy your data.

For each question please tick clearly inside one box.

Do you agree to take part in the survey?

YES = NO =

Date: _____

NB: For scoring, the data for “Don’t know” was disregarded.

STAFF:

1. How satisfied are you with the service you receive from your Nurse?

- Very satisfied =
- Satisfied =
- Not satisfied =
- Very unsatisfied=
- Don't know/ Not sure =

xxxx Satisfied or above

2. How satisfied are you with the service you receive from your Keyworker?

- Very satisfied =
- Satisfied =
- Not satisfied =
- Very unsatisfied=
- Don't know/ Not sure =

xxxx Satisfied or above

3. How satisfied are you with the service you receive from your GP?

- Very satisfied =
- Satisfied =
- Not satisfied =
- Very unsatisfied =
- Don't know/ Not sure =

xxxx Satisfied or above

4. In your opinion, is there enough staff on duty to care for you?

- Yes, always =
- Yes, sometimes =
- No, not as much as I would like =
- No, not at all=
- Don't know/ Not sure =

xxxx Yes or above

5. Overall, do you have confidence and trust in the staff treating you?

- Yes, always =
- Yes, sometimes =
- No, not as much as I would like =
- No, not at all=
- Don't know/ Not sure =

xxxx Yes or above

SUPPORT PLANNING:

6. Have you received adequate explanation and information about your condition and treatment?

- Yes, definitely =
- Yes, somewhat =
- No, not as much as I would like =
- No, not at all =
- Don't know/ Not sure =

xxxx Yes or above

7. Do you feel you have a say in decisions about the medication you take?

- Yes, definitely =
- Yes, somewhat =
- No, not as much as I would like =
- No, not at all =
- Don't know/ Not sure =

xxxx Yes or above

8. Were you involved in deciding what was in your support plan?

- Yes, definitely =
- Yes, to some extent =
- No, not as much as I would like =
- No, not at all =
- I did not want to be involved=
- Don't know/ Not sure =

xxxx Yes or above

9. Where you involved in reviewing and updating your support plan?

- Yes, definitely =
- Yes, somewhat =
- No, not as much as I would like =
- No, not at all =
- Don't know/ Not sure =

xxxx Yes or above

10. Were you given a chance to express your views at your support planning meeting?

- Yes, definitely =
- Yes, to some extent =
- No, not as much as I would like =
- No, not at all=
- I did not attend=
- Don't know/ Not sure =

xxxx Yes or above

11. Have you been asked if you would like you family/carers to be involved in your treatment plans?

- Yes, definitely =
- Yes, to some extent =
- No, not as much as I would like=
- No, not at all=
- No I did not want them to be involved =
- Don't know/ Not sure =

xxxx Yes or above

ENVIRONMENT:

12. How satisfied you are in regard to the level of comfort provided at Horizon House?

- Very satisfied =
- Satisfied =
- Not satisfied =
- Very unsatisfied=
- Don't know/ Not sure =

xxxx Satisfied or above

13. Do you feel that your personal hygiene needs have been met?

- Yes, definitely =
- Yes, to some extent =
- No, not as much as I would like=
- No, not at all=
- Don't know/ Not sure =

xxxx Yes or above

14. In your opinion, how clean is the service environment?

- Very clean =
- Fairly clean =
- Not very clean=
- Not at all clean=
- Don't know/ Not sure=

xxxx clean or above

15. How would you rate the service facilities?

- Excellent =
- Good =
- Fair =
- Poor =
- Don't know/ Not sure =

xxxx Good or above

16. How would you rate the service food?

- Very good =
- Good =
- Fair =
- Poor=0
- I do not have any home food =

xxxx Good or above

GENERAL:

17. How satisfied are you in regard to the level of support you receive from staff?

- Very satisfied =
- Satisfied =
- Not satisfied =
- Very unsatisfied=
- Don't know/ Not sure=

xxxx Satisfied or above

18. How satisfied are you in regard to Horizon House meeting your needs?

- Very satisfied =
- Satisfied =
- Not satisfied =
- Very unsatisfied=
- Don't know/ Not sure =

xxxx Satisfied or above

19. Overall, do you feel you are treated with privacy, dignity and respect in the service?

- Yes, always =
- Yes, sometimes =
- No, not as much as I would like =
- No, not at all=
- Don't know/ Not sure =

xxxx Yes or above

20. Overall, how would you rate the support you receive?

- Excellent =
- Good =
- Fair =
- Poor =
- Don't know/ Not sure =

xxxx Good or above

21. Are you ever asked to give your views on the quality of your care?

Yes, always =

Yes, sometimes =

No, not as much as I would like =

No, not at all =

Don't know / Not sure =

xxxx Yes or above

FINAL TOTAL = xxxx SATISFACTION RATE

COMMENTS:

Is there anything particularly good about your care?

xxxxxx

Is there anything that could be improved?

xxxxxx

Any other comments?

Thank-you for your co-operation

Complaints Form

Re: Person Complaining
Name:
Address:
Telephone Number:
Details of complaint: (include dates and times where possible)
Names of employees specifically complained of:
Name of person complained to:
Action taken by person receiving complaint:
Did this action satisfy the complainant? If not, state why and who the complaint was referred on to:
Action taken by person to whom the complaint was referred on to:
Did this action satisfy the complainant?
Signed by complainant to signify satisfaction, or stating "agreed to disagree"
Date: