



# myplace

news and views from the Clearwater Care team

Edition 3, 2011

## The need for strong and transparent Governance in today's care sector has never been greater

**Good Governance is the only way in which an organisation can assure itself that its standards are being maintained and improved across the whole service, no matter how large or small the organisation.**

Augment this with a regular 'eyes on' philosophy by the CEO and other Directors and you are able to strike the right balance between reporting on and experiencing the service. As a nurse, I like nothing better than being able to arrive at a home unannounced and have a coffee with the residents of our service. I can then understand firsthand how those we are there to care for feel about their home; the environment, the staff and the overall support which they receive.

As a professional in an industry that I am proud to be a part of, it's such a shame that the actions of very few can affect the entire sector, as we have seen on a recent TV exposé. We can only look on as the impact and results of sector reviews will no doubt influence how care is provided in the future – for children, for adults and for the elderly.

In this edition of *myplace*, Andrew Lillington shares his experiences since joining Clearwater in October. As a Social Worker, Andrew adds an important dimension to our senior management team, and has helped the organisation to look closely at our existing and future service offerings.

At Clearwater, our vision for realising everyone's potential continues apace. Austerity measures are on everybody's lips as public expenditure tightens. We are working closely with our Local Authority partners to establish fee rates that don't compromise the quality of care. It's good to see how LAs are working together to form commissioning groups. In all instances of cost discussions, we must balance cost versus quality of care. We are looking at a number of costed models which have received favourable feedback and use the Care Fund Calculator as the basis for these care costs. A recent audit by our partners Nottinghamshire County Council gave our homes and services a glowing report commanding favourable comments on patient care experiences.

I want to take this opportunity to recognise the absolute commitment of our care staff to our residents. 'End of life care' is by its very nature a sad but necessary part of the care world. Whilst many residential homes might work with hospices, the team at Kacee Lodge decided in conjunction with the family that



the last weeks of one particular service user's life would be best spent back at her home. The care team were in constant contact with the resident's family in Canada and worked closely with the local Community Nurse team. The resident died peacefully, surrounded by a dedicated care team, who were skilled up in end of life care to make sure she received the best attention. Whilst it was upsetting for all, I want to applaud the entire team and know with certainty that our work was recognised and appreciated by all concerned. Kacee Lodge looks after people with physical disabilities who also have a learning disability. This is an example of British care at its best. I will continue to champion the industry and work with all stakeholders to promote the quality and integrity of independent care providers.

**Tony McLean**  
Chief Executive Officer



### The Olympics are coming - Clearwater prepares!

**Sporting activities are high on the agenda throughout all of Clearwater's communities, particularly with 2012 just months away.** Lorraine Hirst, Home Manager at Ash Lea House in Alfreton, Derbyshire, is preparing to capitalise on the big event, and importantly benefit from the legacy which will result from both the Olympics and Para-Olympics.

"Sport for people with learning disabilities and physical disabilities is something that we want to encourage many of our residents to get involved in; building team spirit and a sense of achievement and providing the opportunity to meet new people," explains Lorraine. And it's not just being a player as recent resident 'David' proves. David has concluded a three week long football coaching

*Continued on page 2*

### In this issue...

- Meet Andrew Lillington
- Working with our local communities
- Homes at a glance
- Life at Clearwater in pictures

 **Clearwater Care**  
our care | your pathway to independence



Continued from front page

## The Olympics are coming!

course which covered a number of key basic skills. The course created real purpose for him and has since led to attendance on more training programmes, including a community-themed project fundraising and creating a new garden in association with a local school. "The sports coaching course really impacted on David's attitude and gave him real drivers to take part in new activities," comments Lorraine.

"We work closely with our Sports Development Team and continue to encourage them and other organisations to create new courses for adults with learning disabilities. With budget limitations, it seems that children become the first priority in sports-related opportunities. I simply urge everybody not to forget the over 25's."



Across Clearwater's communities, each of the homes is encouraging residents to plan events celebrating London 2012. Whether playing on the sports field or simply following a specific Olympic sport where we can track the success of the British participants, there's going to be a lot of Olympic spirit throughout Clearwater in the months ahead. We are also hoping that all of our interested residents will be able to purchase tickets to attend both the Olympics and Para-Olympics in person.

The names of our service users have been changed. Permission was gained to publish their stories.

## Health and Safety - everybody's involved

Health and Safety meetings at Clearwater Care homes involve everybody who lives AND works there. Whilst an important and necessary function, the meetings are a great way to teach each individual the importance of recognising risks and dangers at home. Each meeting is minuted and where suggestions are implemented, residents can see the contribution that they've made.

A recent example includes one of the homes' front door ramps being too slippery in wet weather. The ramp was subsequently treated and the following meeting reflected upon the improvements that had resulted from the residents' input.

## Working with our local communities Focus on Greenfields

**Strong community links are vital to the ongoing progress of residents at Clearwater Care Homes.** Marilyn Brookes, Home Manager at Greenfields in Newark explains: "There are many opportunities on our doorstep for people to integrate with the wider community. It is so important that we utilise every facility so that residents in our care can meet new faces, socially interact and expand their own horizons, whether through club meetings, classes or work placements."

For Marilyn, this means working with a number of locations close to Greenfields. At 'The Pod' in Newark, run by Southwell Care Project, a Greenfield resident attends regular classes in a range of subjects including cookery and computing. "These sessions really enhance the work we do at Greenfields and reinforce the daily living skills that we promote towards more independent living," continues Marilyn. "And at The Pod, it's a chance to meet like-minded folk from around the area - new friendships are made through luncheon clubs and trips to the cinema."

Other notable destinations include Lincoln-based 'The Capital Club', Newark Working Men's Club and Greenfield's local Mencap meeting point. "Whether

it's an evening disco, Saturday bingo or a day trip to the coast, integrating with external organisations gives residents life experiences that inspire them to lead more fulfilling lives. Support workers are always on hand, but will take a backroom role empowering each individual to be more independent with their friends. Each of these great places is vital to the work we do at Greenfields," comments Marilyn.

But at homes like Greenfields, there is no room to stand still. One of this year's key objectives is to encourage local employers to give residents a taste of work experience. A local initiative labelled 'i-works' by the Community Learning Disability Team has endeavoured to open new doors: "i-works is a great campaign and we are playing our role in creating dialogue with companies in the immediate area," continues Marilyn. "But with the economic climate, many organisations find time limited to invest in such partnerships." Yet Greenfields is undeterred. Correspondence continues to fly out to suitable companies explaining how employees can benefit

Marilyn Brookes,  
Home Manager at Greenfields



from taking on work placements for people with learning disabilities. "It's a great motivator," concludes Marilyn. "Through experience, I know that workforces have enjoyed seeing how individuals can grow through work placements. Just a couple of hours a week can make so much difference to the person. Seeing the wheels of industry gives them new perspectives and if they can contribute, all the better. Our immediate targets are for work experience at a local hospital and a theatre - so Managing Directors - look out for us!"

For work placement opportunities, Greenfields would love to hear from local companies. Contact Marilyn Brookes on [Greenfields@clearwatercare.co.uk](mailto:Greenfields@clearwatercare.co.uk)

## Room makeovers - we don't need 'DIY SOS!'

For the many service users who are cared for by Clearwater, one of our main goals is to ensure that their living environments are designed to suit the needs of everyone. From personalised bedrooms, the latest of which features a large 'Thomas the Tank Engine' mural in one of our Harold Road, Leytonstone homes, to the recently launched communal 'Tranquillity Room' at Kacee Lodge, all of our makeovers are inspired by the residents, completed with pride and a good eye for interior design.

The Tranquillity Room has proven a big hit amongst Kacee Lodge's non-verbal service users. The design features an entirely blacked-out space with calming lights, music and fragrances. Clearwater's wish to continually improve facilities became a very personal project at Kacee and the care team were

determined to do the work themselves - designing and decorating in their own time. Known as the 'eBay Queens of Essex' the team of 16 sourced many of the items locally, at very competitive prices. How good is it? One of Kacee's residents who is normally restless has found the room a new haven. Quite often staff find a restful sleeping soul in the room. Job done! Kacee's hall has also had the makeover treatment with a brand new collection of service user artworks.

Kathy Davies, Director of Operations says: "Creating places that are both therapeutically enhancing and designed to the tastes of our service users give us the best possible chance of helping people progress further and more quickly along their care pathway. The physical environment is a big plus factor when looking holistically at the care we deliver."



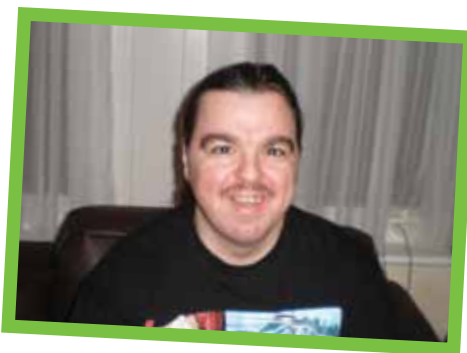
## In brief MAYBO Training

Group-wide training in conjunction with DNA Training continues as part of Clearwater Care's continuous training initiative. Tracy Nelson, Regional Support Manager, explains that the modules on conflict management have really enhanced the confidence of the care teams in each home: "A greater degree of confidence has spread across all of our care personnel - spotting the signs and trigger points of potential episodes of challenging behaviour empowers them to avoid conflict - a win-win for our service users and our staff." MAYBO is BILD Accredited (British Institute of Learning Disabilities) and holds the highly coveted City & Guilds award.



## Stop press...

In response to an expressed need from the London Borough of Havering, Clearwater has recently sourced an adapted home suitable for five/six adults. All bedrooms are en-suite and the property also features a self-contained apartment for individuals to experience more independent living. Clearwater will provide Supported Living services to each of the service users. This model of service is one which we plan to repeat in all our current service areas.



## 4 Harold Road becomes five!

Residents at 4 Harold Road, Clearwater Care's Supported Living home are welcoming a new housemate following the addition of a new loft room within the house. The two month conversion sees the home becoming a five-bedded facility and sits beside the residential homes of 6 and 8 Harold Road.

This development has meant that David (above), who is mentioned in an earlier edition of *myplace*, has moved to a flat at the top of the house further promoting his independence. He and his mum are delighted with the new space and David's further progress.

The names of our service users have been changed. Permission was gained to publish their stories.

## Continuing Care

Our work in Continuing Care has included a quadriplegic service user who we have cared for as part of her onward recovery programme. We have been praised by the local PCT in Lambeth by providing a flexible model of care during the service user's placement. Kathy Davies, Operations Director comments: "With cases such as these, our care plans integrate closely with those of the clinical teams who visit the service user. Our work with the Continuing Care agenda is an important adjunct to the wider Clearwater offering."

To learn more about short term placements as part of a Continuing Care programme, contact Kathy Davies on 01279 874150.

## Domiciliary Care - Registered

We are delighted to report that Clearwater Care is now a registered Domiciliary Care Provider.

At present the group is investigating new services in Kent, Essex, London and throughout the Midlands.

## Referrals

Our referrals team can respond to enquiries 24/7 with an assessment procedure that can process admissions promptly. Emergency respite placements, when assessed, can be placed same day.

For more information contact our Development Manager - Andrew Lillington on 07917 456 995 or email [Andrew.lillington@clearwatercare.co.uk](mailto:Andrew.lillington@clearwatercare.co.uk)

# Meet Andrew Lillington

## Clearwater Care's Development Manager



**Andrew joined Clearwater Care in October 2010 and in his short time with us has made a big impact on the care delivery aspect of the organisation.**

"Having met Tony McLean and Kathy Davies at interview stage, we all realised that bringing together two experienced nurses and myself as a Social Worker, would and indeed has created a senior management skill set with an acute empathy to our client audiences. Today our experiences complement each other and our common goal of providing unquestionable quality care is very much in action.

"My role as Development Manager is multifaceted. I am responsible for assessing referrals from commissioners. Here, my background in relation to reviewing the needs of a service user is important. Assessing new and indeed existing service users' needs has never been more in the spotlight as budget limitations come to the fore. Presenting a service user's case from a position of authority helps; my passion is to see people progress and I will be the first to say whether a Clearwater placement is right or wrong for a new referral.

"As a father of a son with Aspergers, I have personal experience of navigating the complex social care system. Consequently another aspect of my role is to work with service users, their parents/guardians in understanding

how the system works, what to do when in it, and how to get the most from the services available. Whilst challenging for people new to social care, I have a lot of empathy with families who need to find their way through the mountains of forms and paperwork. And I must say that this part of my role – getting out and meeting people – is something as a professional Social Worker I've always enjoyed. Sadly in the past bureaucracy meant time was never on my side!

"The key to our success in maintaining high quality care comes from the global assessment we complete prior to admission and care reviews we hold on a frequent basis. This assessment looks at the needs of the



person, the environment they live in and want to live in going forward, and the needs of those around them, such as their family. The assessment forms a solid platform on which we seek to build week on week. This ensures that our care packages are very person-centric and focused around the outcomes for the individual seeking to ensure that the person achieves their full potential.

### **Supported Living from Clearwater Care**

"My role is also taking me to a new and exciting area of the Clearwater service model. As a team we are working with Local Authorities and together creating 'personalised Supported Living' packages.

Our overriding objectives are:

- To identify service users who are living in the wrong setting – geographically out of area and/or where the care service is simply too acute for their needs
- To work with the service users and their care teams to find suitable homes funded through their direct payments or Individual Budgets where they can live independently
- To locate their new homes near to Clearwater Care's existing communities where this meets their requirements ensuring peace of mind, knowing that there are additional support services close to hand if care pathway plans need to change.

"As an example of the above, we are working with three individuals who have decided that they would like to live together. With each person requiring similar levels of support, we are creating a support package which meets their individual and collective needs. Initially this service will include 'sleep in' and light levels of support during the day. Working with each of the service users and their care managers, our aim is to enable the service users to make the major decisions which impact on their lives.

"No day is the same at Clearwater. And that's why I relish this opportunity to work with such a focused and dedicated team. In my short time here I've recognised that the 'care' in Clearwater Care really means that. It's not a numbers' game here. Real progress is made every day with the people we care for. And with that progress comes the opportunity to move onwards down the acuity scale. I passionately believe in the Supported Living model – and I'm excited that Clearwater is developing new service offerings to meet these needs. With Domiciliary Care registration now in place and the probability of nursing with care registration in the foreseeable future, we will be in a great position to offer multiple levels of care along the acuity scale."

## A question of risk

**Positive risk taking as a result of self-determination is an area of care which Clearwater's teams see as fundamental to help residents progress along their care pathways.** "We do a lot of work around capacity and pushing the 'envelope' as we empower individuals to become more

independent," comments Andrew Lillington, Development Manager at Clearwater Care. "The individuals in our care must realise their potential, and in doing this there will be risk involved. But our procedures mean that those new steps are carried out in a systematic way – we assess, we reassess, and then we are

in the wings in case support is required. We are not risk averse. And with this, individuals can make real progress." To learn more about Clearwater's work around risk assessment, email Andrew Lillington for more information: [Andrew.lillington@clearwatercare.co.uk](mailto:Andrew.lillington@clearwatercare.co.uk)

# Life at Clearwater!

As part of our development of both the website and individual homes newsletters we have asked all of our homes to capture activities on camera.

Our photograph albums are great for reflecting upon personal achievements and act as a permanent record as we plot each service user's progress. Activities at Clearwater are designed to be fun whilst developing essential life skills.



BrightHands, Kent



Fairkytes, Hornchurch



Ash Lea House, Derbyshire



Florfields, Hackney



Kacee Lodge, Colchester



Harold Road, Leytonstone



St Peters, Watford

Greenfields, Newark



*Permission was sought and gained from all of the residents featured here.*

## The Stables looks forward to registration

Despite a major flood during refurbishment, the purpose-built five bedroom new home, The Stables, is nearing its registration. Located next door

to Greenfields, The Stables is destined to be registered as care for adults with learning disabilities, autistic spectrum disorders, challenging behaviour and complex needs.

**For more information, contact Kathy Davies:**

[Kathy.davies@clearwatercare.co.uk](mailto:Kathy.davies@clearwatercare.co.uk)



# Our Services at a glance...

Our homes range in size from 4 to 14 beds and are registered for adults.



Category of Needs	42 Fairkytes Ave	40 Fairkytes Ave	Kacee Lodge	4 Harold Road	6 Harold Road	8 Harold Road	Florfield Road	Ash Lea House	Greenfields	Brightlands	St Peters	The Stables	Brightlands Day Services
Supported living			✓										
Learning disabilities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mental health					✓				✓	✓	✓	✓	✓
Autistic spectrum disorder	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Asperger syndrome	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Challenging behaviour	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Moderate/severe learning disabilities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Physical disabilities	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓
Complex psychological and social needs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Epilepsy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sensory impairment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Communication difficulties	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Complex health needs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Social needs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Independent living programmes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Access to day services and other opportunities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

# Our locations are...

**42 Fairkytes Ave**  
Hornchurch, Essex RM11 1XS  
5 bedrooms  
Tel: 01708 503686

**40 Fairkytes Ave**  
Hornchurch, Essex RM11 1XS  
4 bedrooms  
Tel: 01708 709472

**Kacee Lodge**  
Colchester, Essex CO6 4EN  
8 bedrooms  
Tel: 01206 272108

**4 Harold Road**  
Leytonstone E11 4QY  
5 bedrooms  
Tel: 0208 279 2945

**6 Harold Road**  
Leytonstone E11 4QY  
4 bedrooms  
Tel: 0208 279 2945

**8 Harold Road**  
Leytonstone E11 4QY  
6 bedrooms  
Tel: 0208 279 2945

**Florfield Road**  
Hackney E8 1DW  
4 bedrooms  
Tel: 0208 533 1022

**Ash Lea House**  
Alfreton, Derbyshire DE55 7BT  
14 bedrooms in 3 distinct areas  
Tel: 01773 521763

**Greenfields**  
Coddington, Notts NG24 2QQ  
17 bedrooms in 3 linked homes  
Tel: 01636 677981

**Brightlands**  
Hoo, Kent ME3 9AA  
13 bedrooms  
Tel: 01634 250592

**St Peters**  
Watford, Herts WD25 7EH  
8 bedrooms  
Tel: 01923 894781

**The Stables**  
Coddington, Notts NG24 2QQ  
5 bedrooms  
Tel: 01636 677981

**Brightlands Day Centre**  
Kent  
Tel: 01634 250592

## Referrals

For more information contact our referrals team on:

**07917 456 995**

or email [andrew.lillington@clearwatercare.co.uk](mailto:andrew.lillington@clearwatercare.co.uk)