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# The Independent Living Service Pilot

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## Appendix C

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### Staffing Method Statement

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## **Independent Living Service**

### **Pilot Providers Joint Staffing Method Statement**

#### **Contact Persons:**

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## **Management and quality assurance of staff**

### **Appraisal System**

Our performance appraisal system provides a framework to help staff develop and perform to their full potential in a coaching and supportive environment. The appraisal systems are reviewed at regular intervals and linked to one to ones. Organisations have:

- identified training budgets for staff;
- team meetings held at regular intervals; and
- professional qualifications are encouraged.

### **Management responsibilities**

Supported Housing Managers have key objectives to:

- manage the Independent Living Advisors and related service provision;
- monitor the service to ensure compliance with Supporting People Quality Assessment Framework and Value for Money requirements;
- monitor the Service Level Agreement between the organisation and the alarm service provider and to develop the service in line with the Sheltered Housing Strategy;
- deliver the aims of the pilot;
- manage budgets in line with the requirements of the SP contract;
- statistical returns in accordance with local SP reporting requirements and the national outcome monitoring framework;
- manage the client and stakeholder involvement;
- ensure continued service development and improvement;
- develop and manage the work of "PassAge" - the single assessment process for allocating clients to hub based services;
- develop and manage the workload in the locality based hubs;
- build positive relationships with Adult Care & Support Directorate; and
- continue to work with Cornwall Supporting People Team.

### **Gateway model**

A member of the pilot group will attend the Cornwall Gateway Project Group to look at how a referral process can be set up within Cornwall for Older and vulnerable people.

### **Allocation of staff to clients**

Organisations will look at the capacity and skills of each staff member and what geographical area they will be based from. Where clients or staff identify difficulties working with a particular person we will, if appropriate try to swap the clients with another officer. Linked also to Gateway development.

## **Measures and staff incentives to help retain staff**

A flexible package is available to staff including:

- Training and education support
- An employee assistance programme or staff counselling
- Cycle to work scheme
- Flexitime and annual leave entitlement
- Effective Lone Working policies
- Family friendly
- Contributory Pension Scheme
- Open door management policy
- Culture of empowerment

## **Staff access to specialist advice**

Internally staff will be able to access specialist advice through:

- Developing staff specialism's
- A wide range of internal support from the pilot's housing staff including Care and Repair, staff who support clients with mental ill health, learning disabilities, physical disabilities, complex lifestyles, drug and alcohol dependency, homelessness, domestic violence
- Access to in-house Housing Management staff and Income Recovery staff
- Supervision and annual appraisal
- Local "experts" e.g. our in-house local "Safeguarding Experts"
- Peer support via Cornwall Sheltered Housing Group.

Externally we will continue to build on established relationships and develop new ones to provide specialist advice. These will include:

- Involvement with the DOH Care Networks and SW Housing LIN
- Voluntary and community based advice agencies
- Adult Care & Support Directorate
- Health Care & CPNs
- Telecare and Telehealth

Access to the internet

Specialist Health & Safety advice is available at each organisation.

## **Minimum training requirements of staff prior to supporting clients**

### **Recruitment**

We are an approved Investor in People (Coastline just commencing process) and use a variety of tools to aid selection including psychometric testing, discussion groups and formal interview. The latter involves clients.

## Induction

Staff would have mandatory training in:

- Equality and diversity
- Health and safety
- Safeguarding
- Customer service and complaints
- Professional boundaries
- Supporting People Programme

Peer shadowing would support initial hands on experience. In addition, web-based induction through Cornwall Supporting People on Safeguarding Adults, Dementia and Mental Capacity Act would be undertaken.

## Role-specific training menu

The organisations will have an in-house training menu with a comprehensive list of courses available. Some courses are mandatory for all posts and would form part of the induction program as above. Other courses may apply only to line managers. Staff would undertake relevant training as agreed with their line manager. The following courses are seen as fundamental to the overall development of highly trained and competent staff under the Cornwall ILS:

Needs & Risk Assessment	Effective Assessment Interviewing Skills
Support Planning	Safeguarding Adults
Safeguarding Children	Equality & Diversity Awareness
Appeals & Complaints Procedures	Professional Boundaries
Data Protection & Confidentiality	Personal Safety & Lone Working
Mental Capacity & Ill Health Awareness	Dementia Awareness
End of Life Care	Bereavement Awareness
Disability Awareness	Sensory Impairment Awareness
Learning Disability Awareness	Drug & Alcohol Misuse
Domestic Violence Awareness	Benefits for Older People
Effective Service User Involvement	Involving Service Users in Staff Recruitment (managers)
Promoting Health & Well-being	Falls Prevention
Appointee Awareness	Telecare Awareness
Conflict Dispute & Resolution	Dealing with Difficult & Disturbing Behaviour
ASB & Nuisance - Rights & Responsibilities	QAF awareness
Outcomes Monitoring	Individual Budgets
Security of Tenure & Basic Tenancy Law	Stress Management
Word, Excel & PowerPoint	Handy Person Services

Throughout the first six months of employment new staff members receive regular probationary interviews to monitor progress and identify necessary development areas.

Team meetings are held regularly with the team to raise issues, update on performance and developments and share information.

### **Tasks allocated to new staff who are yet to receive CRB clearance**

During the induction period no lone-working would be sanctioned for new staff until an acceptable CRB check notification had been received.

Prior to CRB clearance staff will:

- Undertake the online adult protection training
- Undertake the online dementia training
- Standard induction completed by Team Leader
- Supervised introduction to customers until clearance

All providers are aware of the new ISA Vetting and Barring legislation and working practice changes due in October 2009. Internal policies & procedures will be amended to reflect these changes.

### **Measures taken in respect of staff who receive a conviction during the period of employment that would exclude them from working with vulnerable people**

Investigations will be undertaken to understand the nature of the conviction and consider whether this was serious enough to exclude them from working in any other area of the company. Professional advice would be sought where necessary. Should the conviction be severe enough and/or bring the organisation into disrepute normal disciplinary procedure and possible dismissal would be looked at.

Reference to Professional Boundaries and Code of Conduct and disciplinary procedures would be part of this process.

### **Staff responsible for collecting data and producing reports for the Council and monitoring of quality and accuracy**

The ILS Service Managers would be responsible for data collection and delivery to SP with specific tasks delegated appropriately to the Team Leaders. The Service Manager will assume responsibility for accuracy and quality.

The pilot organisations have undertaken to work in close partnership with each other to facilitate the successful implementation of the Independent Living Service in Cornwall. It should be noted that there may be slight

## Appendix C

variations to the above that take into account individual organisations operational policies and procedures.