

CAMPHILL COMMUNITY HOLYWOOD



STATEMENT OF PURPOSE

REVISED JUNE 2015



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1. NAME OF REGISTERED PROVIDER AND REGISTERED MANAGER

Registered Provider: Camphill Community Trust (N.I.)
Address: 47 Holywood Road
Belfast
Northern Ireland
BT4 2LT

Registered Responsible Person:

Name: Campbell Morton
Address: 70 Circular Road
Belfast
Northern Ireland
BT4 2GD
Telephone Number: 028 90763631
Email: jandgmorton@btinternet.com

Registered Manager:

Name: Mrs Andrea Diesel
Address: 8 Shore Road
Holywood
Co Down
BT18 9HX
Telephone Number: 028 9042 3203 / 07530 184543
Email: susi@camphillhollywood.co.uk
Website: www.camphillhollywood.co.uk



2. RELEVANT QUALIFICATIONS AND EXPERIENCE OF THE REGISTERED PROVIDER AND REGISTERED MANAGER

Camphill Holywood is a member of Camphill Communities Trust (N.I.) which was established in 1953 as a Charitable Organisation.

Camphill Holywood is a Registered Not for Profit Business with a Management Council whose members serve in a voluntary capacity.

Registered Manager

She has completed:

12 years' operational experience

Level 5 Leadership in Health & Social Care Residential

Level 5 Leadership in Health & Social Care Domiciliary

3 year Internal Camphill Social Care Training

NVQ level 2

Level 4 Food Hygiene



3. NUMBER, RELEVANT QUALIFICATIONS AND EXPERIENCE OF THE STAFF **WORKING IN CAMPHILL HOLLYWOOD**

Number of co-workers and staff

Long-term Volunteer Co-workers	3
Senior Team Leaders (Volunteer Co-workers 1 year)	1
Short-term Volunteer Co-workers	5-7
Permanent Employed staff	2

Training and Experience:

Long Term Co-workers: 1 has c9 years experience
1 has c5 years experience

Both have done Induction Course, Camphill Foundation Course and two have attained QCF level 2/3 in 2013

All Senior Team Leaders must have completed one year of experience in Camphill, after which they must undertake QCF level 2 in Social Care (or hold/undertake an equivalent qualification).

Short Term Co-workers - Induction Course within their first 6 months consisting of the following 12 mandatory trainings;

- Protection of Vulnerable Adults
- Medicine Training
- Manual Handling
- Managing Resident's Money
- Managing Challenging Behaviour
- Positive Behavioural Support and use of Restrictive Practice
- Infection Control
- First Aid
- COSHH
- Fire Safety Awareness
- Fire Drills
- Basic Food Hygiene

As well as other 'refresher' training courses and appropriate training as required.

Short Term Co-workers are encouraged to further their insight into the Camphill Ethos by continuing their studies with the Camphill Holywood Foundation Course provided.

Employed Staff:

1 (part-time) has BA in Hospitality and Tourism Management, Cake Decorating Certificate and Camphill Holywood Required Induction Courses in First Aid, Food Hygiene, Fire Warden, Vulnerable Adult Protection, Food Hygiene Level 4.

1 (part-time) has BA (Hons) Open Degree in English and Economics, Open University Professional Certificate in Accounting, RSA Stage 1 Text Processing, OCR Stage 2 Text Production, Audio Transcription and Speed keying. ASSIST Suicide Intervention Skills Training. Camphill Holywood Induction Courses and Camphill Holywood Foundation Course.



4. MISSION STATEMENT

To contribute to the creation of opportunities for people with moderate to mild learning disabilities, low care needs and unimpaired mobility, within the overall development of the Camphill Communities of Northern Ireland and throughout the UK and further afield.

To maintain a person centred approach with appropriate support, care and the provision of a social, therapeutic environment within the context of a Life Sharing community as practised by Camphill Communities worldwide.

To provide a supportive environment which will facilitate the attainment of a level of independence appropriate to each individual and within which they can work and socialise without fear or undue risk.

To provide work for, and with, volunteers and people with disabilities in a commercial setting.

5. PHILOSOPHY OF CARE

Guiding Vision

“If a person works for another person, he must find in the other the purpose for his own labours: and if someone has to work for a whole community, he has to sense and to experience the value, being and the meaning of it.

This is only possible if the community is something other than a more or less defined sum of single people.

Such a community must be permeated by a true spirit in which every one of its members participates. In such a community, each person should say: ‘This community is right and I want it to be so.’

The community must have a spiritual mission, and every individual should have the urge to help so that the mission may be fulfilled.”

From: Anthroposophy and the Social Question by Rudolf Steiner



Aims

The aim of Camphill Holywood is to enable each individual to live their life in a community of homes and workshops, where they are valued and respected. The structure in the houses and workshops aim to provide initiative, choice and self development for each individual and the community as a whole.

All Residents are treated with respect and dignity and as an individual person with their own wishes and needs. Occasionally in the interests of the health and safety of Residents, positive behavioural support systems may be put place including the use of restrictive practice. This is done in consultation with the individual, guardian, social worker and the relevant Health Care Trust. The Community will always seek to implement a strategy that maximises, as far as possible, individual rights and freedoms and adopts a reductive approach subject to regular review.

Camphill Holywood strives to meet each person's physical, psychological, social and health care needs through the provision of a Life-Sharing Community. Camphill Holywood provides meaningful work and housing appropriate to a normal life style within a town setting. Camphill Holywood is situated in Holywood town and shall in no way constitute a hospital or nursing home environment.

Objectives

To ensure that all co-workers actively share in the responsibility for realising the aims of Camphill Holywood. They have a vital interest in its fulfilment and actively support its daily implementation.

To create a centre of learning for active co-workers who practice a unique, holistic and therapeutic model of intervention towards individuals with learning disabilities, known as Social Therapy.

To fully involve all residents and day care users in the life and work of the community, by ensuring an inclusive workplace.

To provide optional healthcare provision through a multidisciplinary approach in the houses and workshops.

To ensure access to the diverse social and cultural life of the community as appropriate.

To ensure choice and empowerment of each individual, through encouraging involvement in planning all activities and working situations.



6. STATUS AND CONSTITUTION OF CAMPHILL HOLYWOOD

Camphill Holywood is a Residential Care Home owned by Camphill Communities Trust (N.I.), a voluntary organisation Registered under Article 8 of the HPSS (Quality Improvement and Regulation) (Northern Ireland) Order 2005.

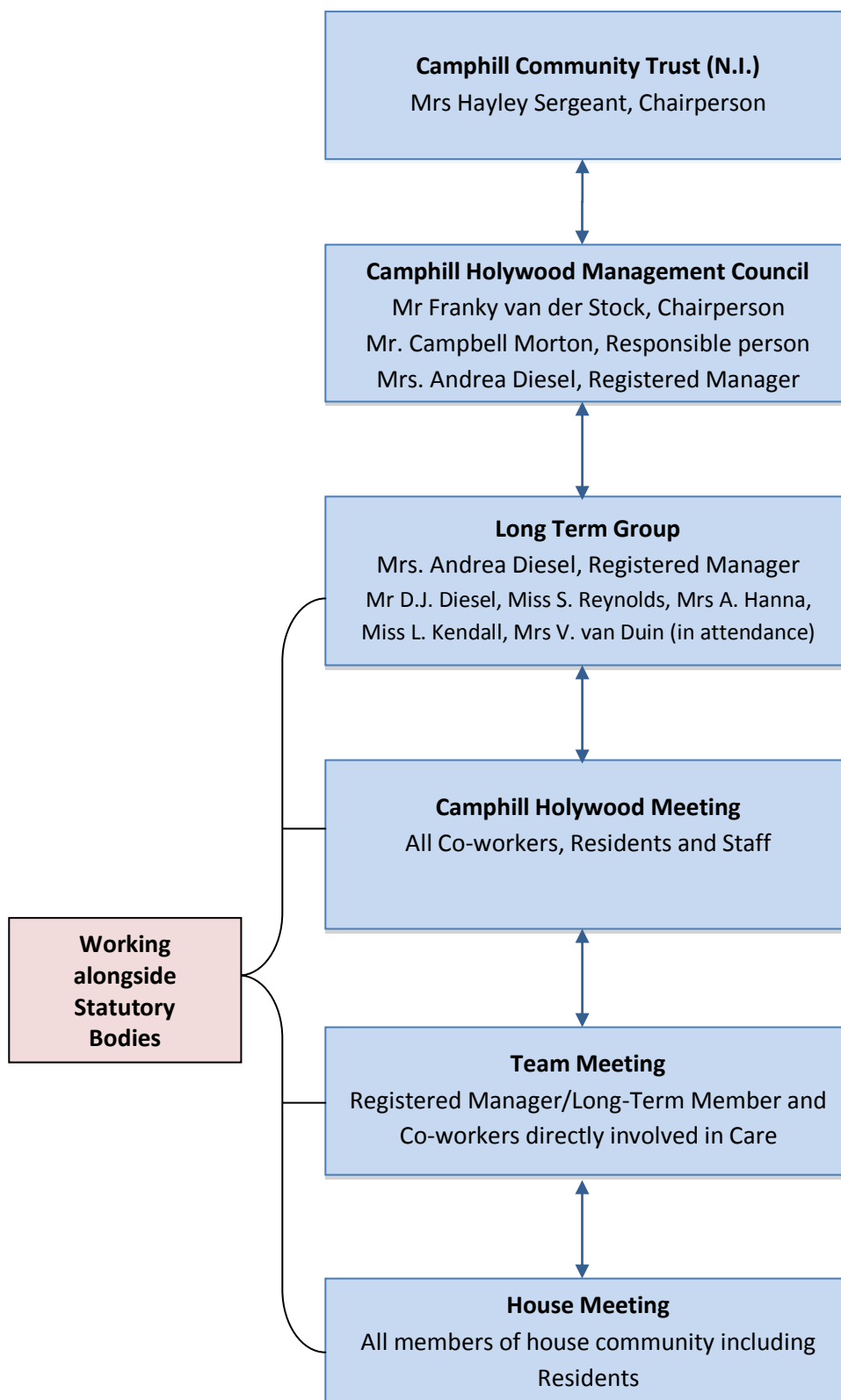
Regulation Quality and Improvement Authority (R.Q.I.A.) number: 10566

Limited Company Registered in Northern Ireland number: NI31054

Registration number: 690650523



7. MANAGEMENT STRUCTURE OF CAMPHILL HOLLYWOOD





Management and communication Structure:

Camphill Hollywood is limited by guarantee and is part of the Camphill Communities Trust (N.I.) which is a registered charity, Charity Number: XN47638. Capital developments are funded by the Camphill Communities Trust (N.I.) and the Trust also provides and manages housing.

The **Camphill Hollywood Management Council** has overall legal and financial responsibility and ratifies all policies, strategies and financial matters.

The **Long-term Group** oversees the suitability and application of policies, strategies and finance.

The **Camphill Hollywood Meeting** monitors and arranges the day-to-day care and the work of those in the Camphill Hollywood community. It is also the space where cultural and festival aspects in the community are organised. Residents are encouraged to participate in this meeting.

Team Meetings are where the routines and dynamics of the houses are addressed and where the care planning can be monitored and discussed.

House Meetings enable the house community to express their wishes and concerns about; individuals within the house community, how the house is run and any outings or events. Co-workers and residents attend these meetings.



8. CATEGORY OF CARE, NUMBER OF RESIDENTS AND ACCOMMODATION / FACILITIES PROVIDED

Camphill Hollywood is registered with the Registration and Quality Improvement Authority under Registration number 10566 for Residential Care.

Number of Residential Places:

A total of 4 resident places in Camphill Hollywood are registered with RQIA under Registration number 10566, divided over two houses:

The Flat:

8a Shore Road

Hollywood

BT18 9HX

Telephone number: 028 90422670

The Flat has 1 resident place registered with RQIA - Resident placement is vacant.

There is one room for a resident with learning disabilities. The resident shares the rest of the house, (living room [16.5m²], kitchen [14m²], bathroom, passageways, and halls) with the 2 House Coordinators plus children and 2 Short-Term Co-workers.

Resident's room size: 8.11m²

Riverside House:

1 Riverside

Hollywood

BT18 9DB

Telephone number: 028 90422388

Riverside has 3 residential places registered with RQIA – fully occupied.

The residents share the house living room [size: 29.55m²], dining room [size: 25.09m²], kitchen, passageways and halls) with 4/5 co-workers.

Ground Floor Room:

Size: 11.55m²

Bathroom (Shower, WC and hand basin)



First Floor Room back of the house:

Size: 12.65m²

Bathroom En-Suite (Shower, WC and hand basin)

First Floor Room front of the house:

Size: 16.15m²

Bathroom En-Suite (Shower, WC and hand basin)

Range of Needs:

LD,LD (E) – 4 places

Both the Flat and Riverside House cannot be used by wheelchair users. Owing to the Urban Location and the characteristics of the premises, the houses offer facilities for residents with low care needs and unimpaired mobility.

Laundry:

Laundry is done in-house and is included in the weekly fee – dry cleaning can be arranged at extra cost.

Meals:

Breakfast – 7.30am to 8:30am

Lunch – 12.30pm – 1.30pm

Supper – 6.30pm

20 minute tea breaks can be taken at a convenient time in the morning, if required.

As we are a small community whose aims are to life share, it is important to us that as many meals as possible are held together with the house community. Supper is the one meal in the day where all members of the house community are there and the meal can be served and eaten together in the dining room.



9. ADMISSION POLICY

We offer life-sharing and work opportunities for adults with mild to moderate disabilities who are fully mobile in an integrated community setting.

It is our policy to ensure that applicants for residency want to join the life and work of Camphill Holywood. In order to assess this very essential issue, a visit is arranged.

A Camphill Holywood application form must be submitted before the visit can be arranged. Medical, psychological and social history assessments must be submitted before the visit.

A service level agreement with the relevant Health Trust must be reached.

Upon completion of the service level agreement the applicant would normally be invited for a 3 week assessment period where fees will be charged.

If this period is successful a further 3 month Trial Period will follow during which time the applicant will be assessed as to the suitability of the service we can provide. Fees will be charged for this period.

Following the 3 month period of assessment the successful applicant will normally be admitted.

Camphill Holywood reserves the right to refuse applicants at any step of the above procedure in the following instances:

- **If the applicant has a history of potential sexual risk to self or others.**
- **If the applicant has a history of violent behaviour.**
- **If we assess that the applicant will not benefit from the life and work opportunities offered by Camphill Holywood**

Camphill Holywood understands that joining a new community can be stressful for the individual and can adapt the admission process based on the needs of the individual, in as far as is reasonably possible.



CRITERIA FOR ADMISSION TO CAMPHILL HOLLYWOOD:

- Age nineteen or over
- Diagnosed with a learning disability
- Have low care needs
- No history of inappropriate sexual behaviour
- No history of aggressive behaviour
- Have a high level of independence in relation to personal care needs
- Have basic communication skills
- Have basic social skills
- Mobility requiring low levels of supervision
- No wheelchair facilities available in Camphill Hollywood

These criteria are not absolute and each applicant will be viewed individually to assess level of need.



CAMPBILL HOLLYWOOD'S ADMISSION PROCEDURE:

The Admission Procedure for Camphill Holywood is set up to make sure that the individual applying has an opportunity to see where they might live and work so they can find out whether Camphill Holywood is the right place for them.

During the admission period we will assess the abilities and possibilities of the applicant and see whether Camphill Holywood can meet the needs of the applicant.

Camphill Holywood reserves the right to request psychological/psychiatric assessment of the applicant at any time during the admission procedure.

The first step in the procedure is the submission of a completed Admissions Questionnaire. The Questionnaire can be completed by the applicant, or on behalf of the applicant by a parent or guardian/Care Manager. The appropriate Health Trust will be kept informed.

On receipt of the questionnaire by Camphill Holywood, the applicant and other relevant people will be invited for an interview. The applicant will receive the Camphill Holywood Residents' Handbook which is a guide to all standards, policies and procedures in Camphill Holywood.

A Service Level Agreement must be agreed before any assessment can be made. Following the interview, there will be a minimum of a three week period in which the applicant will be invited to stay at Camphill Holywood for mutual assessment. A weekly fee will be charged according to the current rates.

Following the three week period the Camphill Holywood Long-Term Group will meet to assess the applicant's perspective placement. Following this assessment, the applicant will be informed of the outcome. If all parties agree that Camphill Holywood is the right place for the individual, the applicant resident will be invited for a further 3 month assessment. This will also incur a weekly fee.

At the end of the first three months there will be a review after which the applicant is usually accepted into Camphill Holywood.

Camphill Holywood can, at any time throughout the admissions period, terminate the application on the grounds of it not being in the applicant's best interest. The admissions period is a time of continuous evaluation. Information to applicant/parents/guardian and social worker will be given at every step in the procedure.



DISCHARGE POLICY:

In the event that a Resident or Day Care Attendee no longer wishes to be an active member of Camphill Holywood, or we can no longer offer the appropriate life style, supervision, or work opportunities suited to the needs of the Resident or Day Care Attendee, discharge will follow.

1. Camphill Holywood will give reasonable notice of the intention to discharge to the Resident, Parent/Guardian, The Health Trust responsible for the resident's funding and to RQIA with a statement of the circumstances surrounding the termination of the placement.

It is the responsibility of the Camphill Holywood Meeting to be alert to the above eventuality. The welfare of all in Camphill Holywood is our prime commitment.

It is the responsibility of the Long Term Group Meeting to assess the impending discharge.

- The resident must be informed.
- The resident's parent/guardian must be informed.
- The Health Trust must be informed.
- The Care Manager, Parents/Guardians and Social Worker and RQIA must be informed.

A review attended by all parties concerned must be held.

A period of time prior to the discharge may be negotiated.

Further decisions regarding date of discharge are the responsibility of the review body.

2. In the event of seriously challenging behaviour on the part of a Resident, Camphill Holywood reserves the right to immediately suspend the person until a suitable discharge date is agreed. (Suspend in this context means: a living and working placement outside Camphill Holywood's premises). The Care Manager is responsible for identifying such a placement.

If the above occurs, the Registered Manager must provide a statement of the circumstances surrounding the immediate dismissal to RQIA with the reason as to why the requirements, stated in The Residential Care Homes Regulations (NI) 2005, 33 (1), were not followed.



MEDICINES:

- a. Medicines, whether conventional or homeopathic, are the resident's property
- b. The Registered Manager is responsible for explaining, to the resident, why all medicine must be kept locked in the Medicine Cupboard.
- c. The resident holds a key to the medicine cupboard.
- d. The spare key to the Medicine Cupboard is in the safe custody of the Registered Manager.
- e. All medicines are labelled correctly for positive identification of each medicine.
- f. The Registered Manager must record all current medications including dose and frequency on the monthly medicine prescription sheet kept in the medicine cupboard.
- g. Staff must ensure that all medicine labels specify the dosage and directions.
- h. Residents who self administer their own medication must sign the administration sheet which is countersigned by a member of staff after administration.
- i. When a resident self administers, risk assessments are recorded and arrangements for self-administering are kept under review.
- j. Residents who self-administer can use blister packs provided by the local pharmacy.
- k. Where a resident does not self-administer staff must ensure that the medicine dosage is administered directly before use and only to the resident for whom it is prescribed.
- l. The act of administering medication in a disguised form is discouraged.
- m. Residents and staff receive appropriate training.
- n. All errors, omissions, or refusals are reported immediately to the Registered Manager, Prescribing Practitioner, RQIA and Parent/Guardian and other authorities as appropriate.



10. ARRANGEMENTS FOR RESIDENTS TO ENGAGE IN SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Camphill Holywood has an holistic approach to community life: living, working, social activities and leisure should all be included in the day to day life.

We offer house community life, meaningful work, community festival activities, outings and art.

Camphill Holywood actively supports residents to find activities suitable to the wishes and preferences of the residents.

Camphill Holywood provides regular and ongoing cultural activities in relation to the seasons and festivals of the year. Opportunities to attend such activities that take place during working hours will be available to all involved in the day provision.

Sporting activities and other activities may be possible after consultation, and with the relevant risk assessment.

Camphill Holywood actively supports contact with family and friends.

During the admission period Camphill Holywood will assess the community links and interests of the applicant and will support maintaining those links and interests.



11. ARRANGEMENTS FOR CONSULTATION WITH RESIDENTS ABOUT THE OPERATION OF CAMPHILL HOLLYWOOD

Camphill Hollywood regards every member as equally important in making decisions about everything in the community where possible, reasonable and appropriate. Therefore Camphill Hollywood has different meetings and groups, where different issues are discussed. The most important meetings are the weekly House Meetings where the home life is discussed and the bi-monthly Camphill Hollywood Meeting where general issues about the community are shared.

Members of the Long Term and Short Term Groups are available 24 hours a day to discuss concerns.

Camphill Hollywood operates a Key Worker system where each resident is allocated a named volunteer co-worker.

Residents and their relatives / advocates participate in yearly Care Management reviews with more regular meetings if needed.

The Registered Responsible Person and up to two members of the Management Council inspect Camphill Hollywood on a monthly basis. Residents are then approached to gain their views and opinions on the operation of the community.



12. FIRE PRECAUTION AND EMERGENCY PROCEDURES IN CAMPHILL HOLYWOOD

Camphill Hollywood aims to operate a safe and wholesome environment. It is our policy, within reason and where possible, to minimise risks to all who work and live in Camphill Hollywood. Members are expected to be continually vigilant regarding the health and safety of all who come in and out of Camphill Hollywood's premises.

The Health and Safety officer is responsible for maintaining risk assessments, training and awareness of health and safety matters. Co-workers are responsible to report health and safety issues to the Health and Safety Officer. Camphill Hollywood Management Council is responsible for the Health and Safety Officer and his/her duty of implementing all health and safety matters.

Risk Assessments are made, where required, and kept in the office.

Training is offered to all co-workers, and new members are introduced to our policy through the Induction Training.

Fire Awareness:

Awareness of fire safety is essential.

Regular inspection of all matters pertaining to fire safety and yearly risk assessments (for the Workshops and Houses) are managed by a certified professional agency. Camphill Hollywood uses the advice and recommendations of the above mentioned agency(ies) to develop and maintain a safe and healthy environment for all members of the community.

Risk Assessments are maintained by the Fire Safety Officer.

Upkeep of fire prevention equipment is the responsibility of the Fire Safety Officer.

All co-workers are responsible for reporting any failures in the fire prevention equipment.

The Fire Safety Officer is responsible for the training offered to co-workers.

Understanding the need for fire safety is covered by Induction Training for new members, refresher training is given to all co-workers bi-annually. Long-term and Senior Team Leaders who are designated Fire Wardens are retrained every three years.

Action in the Event of a Fire:

Follow the Fire Orders which are included in the Camphill Hollywood Handbook.

Fire Drills:

A Fire Drill involving residents and staff is carried out bi-annually and is logged in the Fire Record Sheet which is available for inspection.



13. ARRANGEMENTS FOR RELIGIOUS SERVICES

Camphill Holywood aims to see that the spiritual needs of each individual can be met. Individual religious beliefs are respected.

In the town of Holywood there are different churches where services can be attended. In the nearby Camphill Community Glenraig regular non-denominational Christian services are available to all in Camphill Holywood. If required, transport will be provided by Camphill Holywood.

Various significant festivals of the year are celebrated.

14. ARRANGEMENTS MADE FOR CONTACT BETWEEN RESIDENTS AND THEIR RELATIVES, FRIENDS, REPRESENTATIVES AND THE LOCAL COMMUNITY WHERE PRACTICABLE

It is the policy of Camphill Holywood that every member keeps in contact with family members, other relatives, friends etc. Camphill Holywood promotes these contacts and where appropriate facilitates visits, telephone calls etc.

Residents are free to use the amenities offered in the town of Holywood, as required.

15. ARRANGEMENTS FOR DEALING WITH COMPLAINTS

The Community Complaints Procedure is included in the Camphill Holywood Handbook, which is given to all Residents, Co-workers and Employees. If any help with reading and understanding is needed this will be provided.

All Complaints from anybody will be taken seriously and thoroughly investigated, and assistance will be provided for Residents and Staff, if required.

A written record is kept of all complaints, including minor complaints, and is available for inspection.

As a general rule, complaints should try to be resolved between those individuals involved.



16. ARRANGEMENTS FOR DEALING WITH THE REVIEW OF RESIDENT'S CARE PLANS

Care Plans are kept in the Personal Files.

The Personal File (including Care Plans) is kept private and confidential.

Care Plans are drawn up in consultation with each Resident and their Representatives. Camphill Hollywood makes and maintains Care Plans with the Residents so that we can monitor and develop a high quality of care.

The Senior Team Leaders or Key Workers are responsible for ensuring that the Care Plans are safely kept.

Reviews:

The Care Plan is reviewed when needed, yearly at minimum. The aim of the review is to keep the Care Plan up-to-date and relevant to the Resident's needs, and to assure Best Practice.

A Care Plan Review will be called by the Care Manager of the Health Trust.

At the review the following individuals are present:

- The Resident
- Care Manager / Social Worker
- Senior Team Leader/Key Worker
- The Workshop Leader
- The Registered Manager
- Parent/Guardian

In the review an assessment of the preceding period (usually one year) will be made.

The aims from the previous Care Plan should be evaluated.

Any major events should be stated.

Any changes in the needs of the Resident have to be recognised and followed up by a new Care Plan, if necessary.

New aims should be formulated.

The review uses the existing Care Plan as a guide for the conversation.



REVIEWS OF CARE PLANS IN RELATION TO CHALLENGING BEHAVIOUR OR RESTRICTIVE PRACTICE

Camphill Community Hollywood affirms that all vulnerable adults have the right to be protected from harm, abuse and exploitation. All staff in Camphill Hollywood are committed to a practice which promotes the welfare of vulnerable adults and safeguards them from harm.

The community recognises that the need to manage challenging behaviour is preferable to physical intervention. This is to recognise the dignity, rights, respect and freedom of all individuals within the community which is paramount.

Camphill Hollywood will **not use any restrictive practice** except in those situations where it is deemed to be absolutely necessary and in the person's best interests. Any restraint used will be at the most minimum level possible.

Camphill Hollywood **does not employ physical restraint** and strictly opposes the use of physical restraint except in the most extreme circumstances when challenging behaviour presents a significant risk of harm or injury to themselves or others.

The care of residents in Camphill Hollywood is primarily based on a positive behaviour framework. This framework takes a person-centred approach, working towards the improvement of an individual's quality of life and developing an understanding of why problematic or challenging behaviours occur. Camphill Hollywood's approach is holistic with emphasis on the individual's human rights and respect for their dignity and privacy.

No mechanical restraints are used or to be used in Camphill Hollywood.

No restraint pertaining to seclusion is used or to be used in Camphill Hollywood.

No chemical restraint is used or to be used in Camphill Hollywood.

Psycho-social restraint is **not used** for controlling a person in Camphill Hollywood.

Some **environmental restraint, at the most minimum level possible** (such as locking the medicine cupboard or only allowing a person to travel when accompanied by a co-worker), is used in Camphill Hollywood. This is only used in circumstances where it is deemed necessary for the health or safety of a person, in their best interests, and must be authorised by the Registered Manager in consultation with the individual, their parent(s)/guardian(s), RQIA, care manager and any other associated persons. Any restrictive practice implemented will be; proportional to the risk in each situation, the least restrictive, most effective and most safe.

Where restrictive practice is employed, any restriction will be considered in a systematic and planned way with an understanding of the resident's individual needs and behaviours and noted on the individual's Care Plan, subject to regular review.

How Camphill Hollywood deals with challenging behaviour

Camphill Hollywood is committed to the principle that all challenging behaviour should be addressed in a manner which is non-violent, non-threatening and not harmful to the individual. However, it is acknowledged that behaviour of a challenging nature can arise and that because of this, all persons involved in the care of vulnerable adults receive appropriate and timely training.



17. CONFIDENTIALITY AND DATA PROTECTION

Any information regarding another person and especially a vulnerable adult must be kept confidential.

However, the welfare of all is paramount and confidentiality must not override the need to protect someone from harm.

New members are made aware of the above through the Induction Course.

Resident's Personal Files are kept safely and are given out only to the person him/herself, or with his/her permission.

Co-worker files are kept safely.

Papers may not be removed or copied from files without appropriate permission.

Camphill Holywood follows the guidelines on data protection legislation.

Whistleblowing:

The well-being of all in Camphill Holywood is paramount. Any abuse of another must be reported.

'Whistleblowing' is a term that is used to describe a situation whereby a person makes a **protected disclosure** about wrongdoing in the workplace.

Whistleblowing is not the same as making a complaint, it refers to situations where a member of staff raises a concern(s) about their place of work and any member of staff may 'blow the whistle' if/when:

- a) They have already been reported through the usual Management channels and they feel dissatisfied with the outcome**
- b) They feel they cannot raise the matter with the Registered Manager – as it is of a sensitive nature and/or about the manager.**

Persons using Camphill Holywood's services, for example resident's relatives, representatives or members of the public can make complaints through the Camphill Holywood's Complaints Procedure – this is not whistleblowing.

*See Whistleblowing Policy for more details



18. PRIVACY AND DIGNITY OF THE RESIDENT

It is acknowledged in Camphill Holywood that all members of the community have the right to be valued as individuals and should be treated with respect and dignity at all times.

Members of Camphill Holywood have the responsibility to listen to and respect the views and rights of others, bearing in mind that they will be living in a Life Sharing Community.

Bedrooms and bathrooms are a private space reserved for that member of the community. All members of Camphill Holywood are expected to knock on doors and wait for an answer before entering.

All personal affects and belongings may not be used by any other member of Camphill Holywood without permission from the owner.

All members of Camphill Holywood will be addressed by their preferred name at all times.

Following our ethos, all members of Camphill Holywood will strive to get to know each other and support each person's life choices.

All members of Camphill Holywood are treated with respect and dignity and as an individual person with their own wishes and needs.



19. POLICIES AND PROCEDURES FOR CAMPHILL HOLLYWOOD

Camphill Hollywood has numerous Policies and Procedures to protect every individual within the community.

A synopsis of each is set out in the Camphill Hollywood Handbook, which is given to each Resident and new co-workers on arrival to be read and explained, if necessary, and a record of completion is signed and kept in the Personal Files.

Policies and Procedures in full are kept in the office and are available for perusal at all times.

Camphill Hollywood has the following Guidelines, Policies and Procedures in place:

Activities	Immigration
Admissions	Infection Control
Adult Individual Agreement	Legionella
AntiBribery	Management of Co-worker Performance
Asbestos	Management of Residents' Records
Community Complaints	Medical
Continence Management	Personal Relationships and Sexuality
COSHH	Records Management Policy
Data Protection and Confidentiality	Recruitment
Dealing with Challenging Behaviour	Residents' Outings Policy
Death & Dying	Restrictive Practice
Discharge Policy	Safeguarding Vulnerable Adults
Donations	Smoking
Drivers'	Spiritual & Religious Needs
Equality & Diversity	Statement of Purpose
Fire Safety Precautions	TCEM
Fraud	Telephones and Mobile Telephones
Handling Resident Finances	Training
Holidays and Absences	Whistleblowing
Housing	



Signed: _____

Franky van der Stock

Chair Management Council

Date: _____

Signed: _____

Victoria Izat

Secretary Management Council

Date: _____