



## AR23 - Statement of Purpose

Read me to find out  
loads of useful info!

**KWAS**

Klearwater Adults Service

## Aims & Objectives of Klearwater Adult Services Limited

**Klearwater Adults Service's Limited (KWAS) is a small bespoke provision currently providing residential care services for up to 3 people aged 18-45 with Learning Disabilities across two locations. The service currently specialises in supporting Adults who are on the Autistic Spectrum with complex health needs.**

**Both services are situated on quiet residential roads, and benefit from being close to local services and amenities. KWAS provides a warm and homely environment where each service user benefits from a personalised individual care plan and staff work on achievable goals each week. Staff are specifically trained and skilled in working with challenging behaviour and de-escalation programmes which enables the service users to live and thrive in the community and enjoy greater integration and independence.**

## Registration, Regulators and Performance

Klearwater Adults services is regulated by CQC (Care Quality Commission)

Our registration permits the service to deliver: Personal and Residential Care.

Certificate number: CRT1-449872240

Certificate date: 18/07/2012

Provider ID: 1-145337404

Klearwater Adults Services was inspected on an unannounced basis on the 1st of October 2014 and found to have met all 21 of their expected outcomes.

Last inspection report link: <http://www.cqc.org.uk/location/1-304292774>

## Support Objectives

The service offers skilled care to enable people supported by us to achieve their optimum state of health and well-being. We will treat all people supported by us and all people who work here with respect at all times and fully uphold the human and citizenship rights of all who work and visit here and of all Service Users.

The service supports individual choice and personal decision-making as the right of all Service Users and respects and encourages the right of independence of all Service Users. KWAS recognises the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times whilst respecting individual requirements for privacy at all times and treat all information relating to individuals in a confidential manner.

The individual need for personal fulfilment is the cornerstone of the service delivered through individualised programmes of meaningful activity to satisfy the need of our Service Users and staff.



# Details of Registered Provider, Nominated Person and Registered Manager

<p><b>Registered Provider</b></p> <p><b>Name</b> Klearwater Adult Services</p> <p><b>Address</b> 79a Park Lane Croydon London Surrey CR0 1JG</p> <p><b>Experience</b> Kwas have been trading for 7 years. The service is led and run by Agnes Amo-Mensah, who offers a wealth of business management experience and Joys Benamaisia who offers therapeutic Social Work practice.</p>	<p><b>Nominated Person</b></p> <p><b>Name</b> Agnes Amo-Mensah</p> <p><b>Address</b> Klearwater Adult Services Limited 79a Park Lane Croydon London Surrey CR0 1JG</p> <p><b>Experience</b> A creative and successful Project Manager and team leader.</p> <p><b>Head Office</b> 020 8688 4129 9-5PM</p> <p><b>Email</b> agnes.amomensah@kwas.co.uk</p>
<p><b>Care Manager</b></p> <p><b>Name</b> Joys Benamaisia</p> <p><b>Address</b> Klearwater Adult Services Limited 79a Park Lane Croydon London Surrey CR0 1JG</p> <p><b>Experience</b> A qualified Social Worker who is dedicated to providing meaningful care through a person centered approach.</p> <p><b>Mobile</b> 07824900712</p> <p><b>Email</b> joys.benamaisia@kwas.co.uk</p>	<p><b>Service Location Information</b></p> <p>43 Leander Road Thornton Heath CR7 6JY</p> <p>19 Brook Road Thornton Heath CR7 7RD</p> <p><b>Telephone</b> 0208 683 2960</p> <p><b>Telephone</b> TBC</p> <p><b>Email</b> leander@kwas.co.uk</p> <p><b>Email</b> TBC</p>

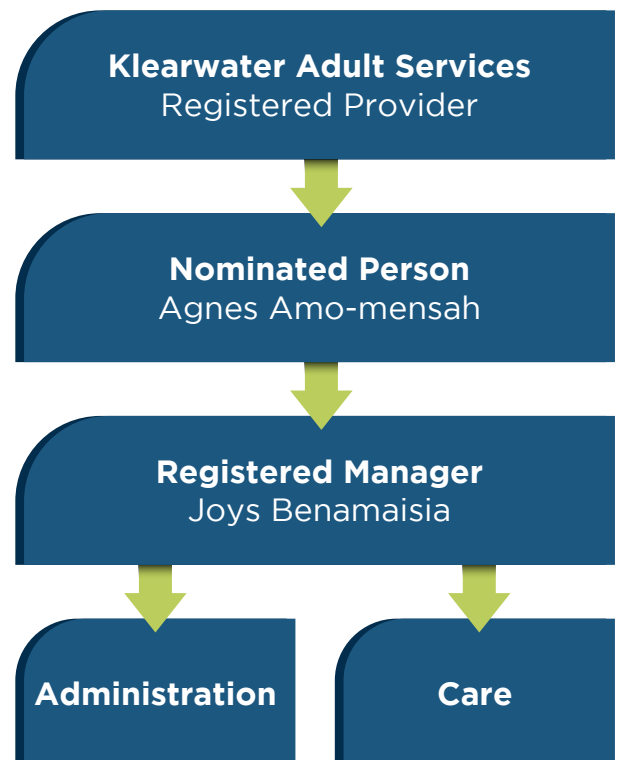
## Staff Profile

A list of current staff and their qualifications is available on request and on display in the office. The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimise travelling distances in order to support good time attendance.

In addition to the direct support staff the Registered Manager works 37.5 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays.

New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers achieve at a minimum standard a NVQ level 2 or 3 qualification. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

## Organisation of the The Agency



# Description of Our Services and Facilities

## Services Offered

The following services are provided at The Agency's location:

- Care home service without nursing
- Domiciliary care service

The following regulated activities apply to services provided by The Agency:

- Personal Care
- Accommodation for persons who require nursing or personal care

The Agency provides services for the following bands of Service User:

- Learning disabilities or autistic spectrum disorder
- Adults
- Younger adults
- Mental health

The following Care and Support Services are provided by The Agency:

- Eating Disorders
- Autism
- ADHD
- Tourettes/Tics
- Epilepsy
- Auditory Impairment
- Schizophrenia
- Respite Care
- Independent Living Training

Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month.

## What do we do?

We support adults with a learning disability to access:

- Further education
- Employment/work experience
- Leisure Activities
- Meaningful relationships with others
- Healthy lifestyle and diet
- Appropriate Health Care
- Ability to learn and develop skills essential for an independent life within the home environment
- Appropriate Advocacy Services

## How do we support people?

- A structured and purposeful environment, supporting adults with a learning disability to understand and make informed choices in their day to day lives
- Good links with local colleges, day services and leisure providers
- Staff Team trained in-house, to provide specialist support, including:
  - Autism Awareness
  - Total Communication (PECS, Makaton)
  - Positive Behaviour Support
  - Healthy Living and Nutrition
  - TEACHH
  - Person Centred Planning
- Partnership work with family, friends and external professionals to create a holistic, personal and flexible support package; to allow room for growth and independence
- A specially adapted living space that includes areas for specific needs and skill development, such as equipped sensory room and workshop. Their rooms are bright and spacious and individually designed. An environment to enable service users to be as independent as possible, whilst remaining safe and secure

## Therapeutic Activities

Klearwater Adult Services Limited has a policy of promoting the maintenance of Service Users' normal social network and social activities. The Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

## Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

## Service Users' privacy:

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of The Agency are guests in The Agency of the Service User.
- Staff will enter a Service User's property and rooms within the property only with express consent.
- Staff of The Agency respect the rights of Service User to make telephone calls without being overheard or seen by a worker.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the Care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

## Service User's dignity

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company.
- The Agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of disability or illness.



## Addresses

### Director of Social Services

London Borough Croydon  
Bernard Weatherill House  
8 Mint Walk  
Croydon, CRO 1EA

### Care Quality Commission

Care Quality Commission  
(CQC)  
National Correspondence  
Citygate, Gallowgate  
Newcastle upon Tyne,  
NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

### Local Clinical Commissioning Group

Bernard Weatherill House  
2nd Floor Zone G  
8 Mint Walk  
Croydon, CRO 1EA

Main Telephone:  
020 3668 1300

### The Local Government Ombudsman

PO Box 4771  
Coventry. CV4 0EH

Tel: 0845 602 1983 or  
024 7682 1960

Fax: 024 7682 0001

[advice@lgo.org.uk](mailto:advice@lgo.org.uk)

## Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

### Some of those currently known to us are:

- VoiceAbility Croydon Address: Unit B203, Trident Business Centre 89 Bickersteth Road Tooting SW17 9SH Tel:0755 774 6416 Email: [giles.frampton@voiceability.org](mailto:giles.frampton@voiceability.org)

### Arrangements for your voting rights can be made through the:

- Croydon town hall, Catherine Street, London CR9 1DE

## Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on the service commencement subsequently published on the notice board in The Agency, and copies are available from the manager at any time.



# Complaints Form

**Date:**

**Details of complaint:**

**The outcome that you expect:**

**Your name:**

**Signed:**

**Date received:**

**Received by (sign):**

**Note:** All Kwas Policies are reviewed annually or more frequently.

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