



# STATEMENT OF PURPOSE

## OUR MISSION STATEMENT

*“Supporting people with learning disabilities, complex needs and autistic people to improve quality of life and quality of sleep within individualised supported living settings”*



**AFFILIATE ORGANISATION**

New Direction Support (a Premier Care Plymouth Ltd company)  
Registered Office: Old Court, Tavistock Road, Roborough, Plymouth, PL6 7BD  
Company Number: 5842342  
[www.newdirectionsupport.com](http://www.newdirectionsupport.com)



NEW DIRECTION SUPPORT

**STATEMENT OF PURPOSE**

**OUR VALUES**



Equality & Diversity

Respect

Empowerment

Person Centeredness

Integrity

Active Support

Positive Risk Taking

Dignity

Compassion

**ABOUT US**

New Direction Support was established in 2007 to provide support to autistic people and people with learning disabilities, physical disabilities and mental health needs in supported living settings.

We work with a range of commissioning bodies and other professionals within the Devon & Cornwall area to ensure we continue to provide a high quality service and support improvement of quality of life, and quality of sleep.

**OUR VISION**

Our vision is to ensure that we are providing an outstanding level of support to people with complex needs and to be recognised as a leading provider in Devon and Cornwall.

We recognise that most behaviour of concern is as a result of people’s needs not being met so our focus will always be on improving quality of life and quality of sleep so that people have the opportunity to reach their full potential.



## AIMS & OBJECTIVES

Support improvement of quality of life

Support improvement of quality of sleep

Reduce behaviour of concern

Safeguard people from harm

Maintain a well trained and competent workforce

Promote equality, diversity & inclusion

Reduce restrictive practices (including restraint)

Empower people to make their own choices and decisions

Ensure people's privacy, dignity and confidentiality

Have adequate quality assurance systems in place

# QUALITY OF LIFE

To support people to improve their quality of life we measure against a model known as PERMAH which was published by Professor Martin Seligman in 2011.

## PERMAH Pillars



Positive Emotions



Engagement



Relationships



Meaning



Achievement



Health

## Description

The Positive Emotions pillar is not just about being happy but also about being able to experience a range of positive emotions such as pride, hope, love and amusement.

Engagement is about becoming lost in the moment doing something you love, often referred to as 'finding flow'.

Relationships refers to having authentic connections with other people which in turn makes us feel supported, loved and valued by others.

Meaning is about having a sense of worth, and about belonging to and / or serving something bigger than ourselves.

Achievement is the planning and work towards completion of goals, just as much (if not more so) than celebrating when a goal has been completed.

Physical health is important with regards to our emotional wellbeing. We recognise people with disabilities are at risk of having medical issues overlooked, especially if the person has complex needs.





## FUNCTIONAL ASSESSMENT

Understanding why a person demonstrates behaviours of concern is critical to improving quality of life and so we've designed our own accessible functional assessment tool known as SMILES<sup>SM</sup> to help identify people's unmet needs so that plans can be made to reduce anxiety and distress. SMILES<sup>SM</sup> is the first functional assessment tool designed for use with autistic people.

### SMILES<sup>SM</sup> PILLARS

Social Communication,  
Interaction & Imagination

Medical

Increase Support or Access to  
Items

Life Experiences

Escape

Sensory

### DESCRIPTION

The triad of impairments can cause differences in the way people communicate and interact with other people, and can cause some difficulty with being able to think flexibly and creatively which can lead to anxiety and / or distress.

Linked with the health pillar of the PERMAH model, we recognise that unmet physical health needs can lead to anxiety and / or distress and that people with disabilities tend to be at higher risk of medical issues being overlooked (because of behaviour).

There are times when people need a bit more support from those around them, or as with any of us, times when we want something we might not be able to have immediately and this can end up causing anxiety and / or distress.

A big part of how we learn is through our life experiences, and sometimes people can go through traumatic and life changing events that dictate the way they respond to similar situations when they occur so we ensure that we are providing trauma informed support to people.

The most common reason for anxiety and / or distress is the need to escape a difficult situation or the disruption of a ritualised behaviour.

Recognising that sensory impairment can impact on anxiety / distress levels is an important part of our assessments and we ensure to link it with occupational therapy where there is a clear need.

## ISABEL

Isabel\* is a young autistic woman who ended up having to move out of the residential setting she was living in because she was often becoming anxious which led to behaviour of concern and everyone was understandably worried about the impact on the other people living in the home, support staff and Isabel herself.

On assessment we identified that the communal area was very busy and noisy, we also saw that Isabel struggled to get support when she wanted it and we heard that she had been going out less during the pandemic and that family weren't getting to visit often due to outbreaks in the home.

We noticed that Isabel was trying to find ways to cope with the situation herself but often needed staff to prompt her to start the activities which helped as a distraction but this must have been very tiring and so at times it all became too much for her.

We supported Isabel to move into her own flat so she no longer needed to escape noisy or busy situations and always felt safe. She has 1:1 staffing 24/7 so always has someone on hand to help if she needs it and has now grown in confidence and doesn't always need staff to prompt her to start activities (she can do this herself). Isabel began going back out into the community regularly, and building up on her stock of art and craft supplies which is something she is very talented at, and even doing fashion shows in front of staff after buying new clothes. Her family were able to start visiting regularly and since moving in and being supported by New Direction Support, Isabel has started to make new friendships in groups she's attending.

There has not been a single incident where Isabel has demonstrated behaviours of concern and her quality of life scoring has risen dramatically.

*\*Pseudonym used to protect confidentiality*



## QUALITY OF SLEEP

We recognise that quality of sleep impacts on quality of life and vice versa, so have been carrying out talks nationally about this, specifically about the link between autism and difficulty sleeping.

We've helped a number of people improve sleep quality by applying some very basic sleep hygiene principles which are listed below (these) are also available on our website <https://newdirectionsupport.com/improving-sleep-top-tips/>

- Try to make sure you're exposed to sunlight in the morning
- Try to avoid sleeping pills (they sedate the brain rather than allowing natural sleep)
- Avoid blue light at night as this stimulates the brain and keeps you awake
- Make sure your bedroom is cool, dark and gadget free
- Have a warm bath, shower or even a wash before going to bed to cool the core body temperature
- Avoid naps after 3pm
- Exercise at least 30 minutes a day (but not 2-3 hours before bed)
- Check the medication you're taking (some medication affects sleep as a side effect)
- Reduce fluid intake in the evening
- Avoid large meals at night (but do have a snack before going bed)
- Avoid alcohol
- Avoid caffeine (including decaffeinated options) as this stays in your body for up to 8 hours
- Have a set routine for bedtime that you always follow





## WORKFORCE

We currently have 155 employees\* in the Plymouth area alone, and continue to expand at a steady rate. Each employee has a high level of training which is continually refreshed throughout their career, below is a list of qualifications that people work towards when employed by New Direction Support, which does not include bespoke training specific to people's needs when this is provided by any professional services that might be involved with a person's care & support needs .

- Autism / Oliver McGowan
- Care Certificate
- Challenging Behaviour
- Choking Workshop
- Dementia Awareness
- Diabetes
- Diploma (Health & Social Care)
- Dysphasia
- Epilepsy
- Finance Competency Assessment
- Fire Safety
- Food Hygiene
- Learning Disabilities
- Makaton Sign Language
- Medication Competency Assessment
- Medication Practice
- Mental Capacity Act & DoL's
- Mental Health
- Moving & Handling
- Positive Behaviour Support (PBS)
- Recording Information
- Risk Assessment
- Safeguarding
- Safety Intervention
- Self Harm
- Stroke

## PRACTICE LEADERSHIP

New Direction Support adopted the Practice Leadership model in 2021 and we continue to embed this culture across the organisation.

The basis of Practice Leadership is that we support the training and development of the workforce by showing someone how to do something, not just telling them verbally or in written format.

This can apply to any part of someone's responsibilities in their role and while we do recognise there is a place for classroom based learning and written documentation, our Practice Champions and Practice Leaders are out every day working alongside the support workers to support improvement of people's quality of life and quality of sleep.

Our current vacancies can be found at <https://newdirectionsupport.com/jobs/>

And this QR code provides a link to our online application form





## QUALITY ASSURANCE

In addition to being Investors in People accredited, we also carry out internal an annual quality assurance survey with employees, the people we support and their relatives, below are just a small selection of comments that we received in our latest survey.

“It’s a rewarding job and the managers and Practice Leaders treat you with respect, and make you feel important which reflects in the quality of support and care you give people”

“Helping me to make my dream a reality, meeting a great team that is passionate about improving quality of life of people we support, being appreciated and being given opportunities”

“I like New Direction Support, they’re number 1!”

“The dedication and constant commitment of my son’s team is evident and having the same regular staff working together following care plans has made a huge difference, he is well contented and happy”

“I am in awe of what New Direction Support provides for my brother, my huge thanks to everyone involved”

“Happy”





## EQUALITY, DIVERSITY & INCLUSION

We aim to ensure everyone connected to New Direction Support is treated fairly and with dignity and respect, and that we challenge discrimination, supporting people to overcome barriers so that everyone has the same opportunities to achieve their desired outcomes.

We embrace the significant contributions that come from the diversity of the people we support, their family and our employees and partner agencies that we might engage with, and so promote a culture that welcomes and values diverse backgrounds, thinking, skills and experience.

Our team comes from a range of professional backgrounds, allowing us to take a comprehensive multi-disciplinary approach to supporting people with complex needs, and ensuring that reasonable adjustments are made facilitate the inclusion of everyone involved with New Direction Support.

## PRIVACY, DIGNITY & CONFIDENTIALITY

New Direction Support enables people to develop and maintain independence, and to have as much control as possible over their own health and care needs.

A core value of the organisation is the development of trusting professional relationships between people and their staff members, and the mutual dignity and respect that stems from this.

We recognise that restrictive practice is traumatic and has a long term impact on people's physical and emotional wellbeing, so have created a [restraint reduction strategy](#) which is freely available on our website and is updated with latest statistics on a quarterly basis.

In addition to this, we have worked (and continue to work) alongside our local partners to assess and minimise restrictions through use of the MORRPHH tool, which ensures that any unavoidable restrictions are as being in people's best interests through a multi-disciplinary formal demonstrated.

You can be assured that people's confidentiality is respected at all times, and that we take data protection very seriously. As testament to this we carry out the DSPT toolkit on an annual basis, and continue to work towards achieving all assertions (not just the mandatory ones) thus ensuring that we adhere to GDPR law.

## INFECTION CONTROL

We are one of a small number of providers in the local area who did not experience a single case of Covid until restrictions were eased, and this wasn't just through sheer luck or coincidence.

As soon as the rest of the world started to report outbreaks we began researching and developed our own 'Preventing and Managing an Outbreak' guide, which has now seen a number of iterations to keep up with the changing times. You can view the most recent version by visiting <https://newdirectionsupport.com/news/>

The plan on its own is good, but it's better supporting people to understand and follow it (as well as the risk assessments) and so with a combination of good research, creating clear documentation, providing excellent training and an adequate supply of resources and communicating openly and clearly, we were able to ensure the safety of the people using our service, including those who are classed as clinically extremely vulnerable.

Equally important is the inclusion of the people we support. We provided easy read guidance, training and frequent update letters throughout the pandemic as well as working alongside other providers nationally to ensure that people being supported were not deprived of their liberty.

## ASSESSMENT, TRANSITION & SUPPORT PLANS

We pride ourselves on the individualised assessment and transition process that our organisation provides to people, including those with complex needs.

Our initial assessment is extremely in depth and comprises of information gathering through assessment meetings with relevant parties and collating documentation, and then finishing with an observation to triangulate the data. All of this supports us to work out if we are the correct provider for the person, as well as helping us lay strong foundations for the transition if / when it happens.

If we are selected as the preferred provider, we will start planning the transition (using a transition checklist) and during this process create bespoke support plans and risk assessments, ensuring that everyone involved in the transition, including the person who will be receiving support, has a chance have input.

This tried and tested method has been successful for many years, ensuring improved quality of life and quality of sleep, which is something the growing number of people supported by New Direction Support can testify to.





## COMPLAINTS & COMPLIMENTS

New Direction Support believe that complaints and compliments are a way of continually improving the service we provide by learning from what has gone well, and what could have gone better.

The people we support are informed of the complaints procedure in a variety of ways prior to transition and this understanding is refreshed at regular intervals.

We strive for an outstanding quality of service for the people we support and everyone connected to New Direction Support and we understand that as hard as we work, there might be times when the quality of service doesn't meet expectations and that learning must take place from this.

Complaints can usually be dealt with informally and at a local level, but when a formal complaint is made, you can be assured that we will:

- Designate a lead manager to handle the complaint
- Provide an acknowledgement letter within 2 working days
- Provide a copy of the complaints procedure
- Investigate impartially and thoroughly
- Deal with matters in the strictest confidence
- Provide a full response within 28 days (often sooner)

If dissatisfied with the outcome of the complaint investigation or it's felt that New Direction Support aren't acting on or taking seriously a complaint that has been made then everyone has the right to contact the Care Quality Commission (CQC), contact details can be found towards the end of this document.

## POLICIES & PROCEDURES

We currently have 146 policies in place which are updated formally every three years but in reality most are updated on at least a yearly basis

All of our policies and procedures are available on our website to employees and printed versions are available in our office reception area. These cover a range of activities from safeguarding, to data protection, to record keeping and date protection.

These policies guide us with every part of the business and so you can be assured that whenever there is a question that there will be a policy or procedure that covers this, and this ensures that we work within the law and promote best practice across the workforce.

## DUTY OF CANDOUR

Duty of Candour was first introduced in 2014, following a tireless campaign by the parents of Robbie Powell who died in 1990. Robbie's death highlighted the need for statutory duty of candour.

This statutory duty puts a legal duty on health and social care providers such as New Direction Support, to be open and transparent with people using the service and their families in relation to care and treatment.

It also sets out specific actions that we must take if a notifiable safety incident occurs, which includes:

- Informing the people affected by the incident
- Offering reasonable support
- Providing truthful information and a timely apology

By having duty of candour at the core of everything we do, we have created a more positive, open and safe culture and helps us to make sure we get people's support right.

## SAFEGUARDING

We have implemented processes and procedures to safeguard service users from abuse by staff or other people they may have contact with when using the service, including their visitors.

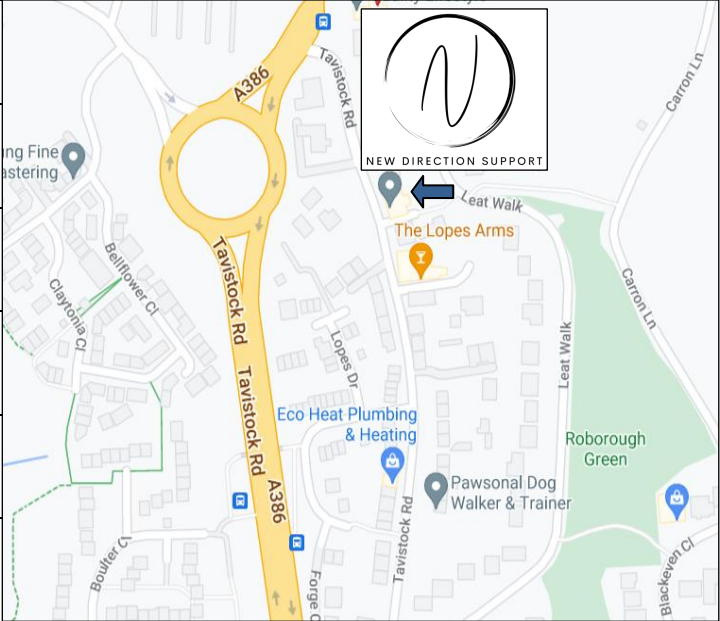
Our robust safer recruitment processes ensures that all employees have an enhanced disclosure and barring service (DBS) check, two references, one of which will be from the most recent employer and a number of other safeguards that occur during the application process and ongoing through employment.

We ensure that all employees receive comprehensive safeguarding training and are effectively supervised. We also ensure policies and procedures are reviewed and updated at regular intervals, as well as safeguarding being an integral part of our quality assurance systems such as management checks and audits.

In addition, we have also included the people we support in this process with bespoke training about when and how to complain and as already mentioned, duty of candour is at the heart of everything we do, and so as a transparent service we aim to ensure that everyone supported by us is safeguarded from harm, including against restrictive practice as set out in our restraint reduction strategy.

We adhere to the six principles of safeguarding which are empowerment, prevention, proportionality, protection, partnership working and accountability and take our responsibility to report and respond to alleged or actual abuse and neglect very seriously.



<b>Name</b>	New Direction Support <i>(a Premier Care Plymouth Ltd company)</i>	<b>Incorporated Organisation</b>	Yes
<b>Registered Office Address Line 1</b>	Old Court	<b>Company Number</b>	05842342
<b>Address Line 2</b>	Tavistock Road	<b>Charity</b>	No
<b>Address Line 3</b>	Plymouth		
<b>Post Code</b>	PL6 7BD		
<b>Website</b>	<a href="http://www.newdirectionsupport.com">www.newdirectionsupport.com</a>		
<b>Provider Number</b>	1-101656359		
<b>Location Number</b>	1-1247264615		
<b>Registered Manager ID</b>	CON1-2052791472		

## REGISTERED MANAGER

<b>Name</b>	Tracey Underwood	<b>Name</b>	Martin Malloch
<b>Address</b>	Old Court, Tavistock Road, Roborough, Plymouth, PL7 7BD	<b>Address</b>	Old Court, Tavistock Road, Roborough, Plymouth, PL7 7BD
<b>Telephone</b>	(01752) 547252	<b>Telephone</b>	(01752) 547252
<b>Email</b>	<a href="mailto:tracey@newdirectionsupport.com">tracey@newdirectionsupport.com</a>	<b>Email</b>	<a href="mailto:mmalloch@newdirectionsupport.com">mmalloch@newdirectionsupport.com</a>
<b>Regulated Activity</b>	Personal Care	<b>Regulated Activity</b>	Personal Care

## NOMINATED INDIVIDUAL

## Location Details

Old Court in Roborough, Plymouth is owned and managed by New Direction Support, and is open from 09:00 – 17:00 from Monday to Friday, there is a small free car park at the rear of the building (if following Leat Drive) but also there is street parking freely available at the front of the building. There is an on-call service to support out of hours queries.

## Services Provided

New Direction Support has a long history of supporting people with varying complex needs, typically on a 24/7 basis, and provide support in the following areas (this list is not exhaustive):

- Supported Living (providing support in people's own homes)
- Assessment and transition support
- Functional assessment
- Transitional support (from Children to Adult services)
- Training (specifically autism, sleep and PBS)

## Bands

- Learning Disabilities
- Autism
- Mental Health Conditions
- Sensory impairment with an associated learning disability
- Older people, and older people with an associated disability
- Young adults (13-17)
- Physical disability with an associated learning disability
- Dementia, and dementia with an associated learning disability

## Terms, Fees & Conditions

Fees are payable every four weeks by BACS, cheque or standing order by the person receiving support, their relative or commissioning body.

The current rate for services will be set out as defined in each individual contract, and this rate is normally reviewed annually.

There may be increases to the rate depending on if additional support is required; however, four weeks' notice will be provided if this occurs.

If there are mileage / travel costs directly associated with the support being provided then this will be paid for by the person receiving support.

Similarly, the person receiving support will need to pay for entrance fees for themselves and their support staff if this activity is within the person's support hours.



## USEFUL CONTACTS

### Care Quality Commission

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA  
Tel: 03000 616161

### The Local Government Ombudsman

53-55 Butts Road  
Coventry  
CV1 3BH  
Tel: 03000610614

### The Parliamentary and Health Ombudsman

Millbank Tower  
21 Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033

### Independent Commissioners Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
0303 123 1113

### Plymouth City Council (Social Care)

Windsor House  
Tavistock Road  
Plymouth  
PL6 5UF  
Tel: 01752 668000

### Community Learning Disability Team

Westbourne  
Scott Business Park  
Plymouth  
PL2 2DS  
Tel: 01752 434033

### Devon County Council

Social Care  
County Hall  
Topsham Road  
Exeter  
EX2 4QD  
0345 155 1007

### Cornwall Council

Social Care  
Roscadghill Parc  
Heamoor  
Penzance  
TR18 3QQ  
0300 123 4131

## INSURANCE

New Direction Support is insured by Arthur Gallagher Insurance Broker Ltd

Arthur J. Gallagher Insurance Brokers Limited

Ground Floor  
Milford House  
Pynes Hill  
Exeter  
EX2 5AZ

<i>Public Liability</i>	<i>£5,000,000</i>
<i>Clinical Negligence</i>	<i>£5,000,000</i>
<i>Employers Compulsory</i>	<i>£5,000,000</i>
<i>Professional Indemnity</i>	<i>£5,000,000</i>





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