



Sense Intervenor Service

Devon

Statement of Purpose

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Introduction

What is Sense?

Sense is the UK's leading organisation for people who are deafblind or have associated disabilities. Sense offers a wide range of advice, information, support and services to people of all ages who are deafblind, their families, carers and the professionals who work with them.

All Sense services for adults and children offer a specialist provision, individually tailored to meet the needs of the people who use them. Sense provides people with the support they need to live lives that are enjoyable, valued and meaningful. Sense offers opportunities to promote learning, self-determination, empowerment and choice whilst ensuring a creative approach to diversity and equal rights.

What is an Intervenor?

An Intervenor is someone who works with children or adults who are congenitally deafblind in their home, community and educational environments. Intervenor help people to communicate and receive information by offering them individualised one-to-one support. Their role is to enable the individual to benefit from learning and social experiences and to help them have greater access to the local environment. An Intervenor will help promote personal growth, communication and development, following a carefully planned programme tailored to the needs of the individual.

Sense's vision, purpose and values

Our vision is of a world in which all deafblind children and adults can be full and active members of society.

Our purpose is to work in partnership with others – deafblind people, their families, carers and professionals – to ensure that everyone challenged by deafblindness or sensory impairment with other disabilities, has access to advice, opportunities and support.

Our values guide all that we do:

The worth of individuals

We will embrace diversity and respond to individual need.

Self-determination

We will promote the rights of individuals and will provide support for this where necessary.

Personal fulfilment

We will promote opportunities for all individuals to develop and achieve their potential.

Openness and honesty

Our interactions will be transparent, open to scrutiny and built on trust and accountability.

Learning and improving

We will continuously improve the quality of what we do by consulting and reflecting on our actions.

Steering a person centred approach

Sense has identified a model that is appropriate to support people who are deafblind or sensory impaired. This model brings together three clear principles.

The first principle is a **Person Centred Approach**, this principle ensures that the person for whom any service is provided is at the centre of that service and that they are involved in defining and monitoring their own provision to meet their individual needs and requirements. Others such as staff, professionals, family and friends may also be partners in the planning process, but the emphasis is on supporting the person to make choices about their life rather than deciding on their behalf. The approach stresses inter-dependence and a sharing of the power rather than the power being cited with the service.

The second principle is a **Lifestyle Approach**, this ensures that the person's long term goals and aspirations are included in all parts of the service planning. People are supported to live a lifestyle that makes sense to them. This applies to all individuals who receive a service from Sense, whether this is a full time, part time or occasional service.

The third principle is a **Specialist Approach**, this maintains that all parts of the planning process must recognise that people with congenital and acquired deafblindness will have different ways of accessing information. This requires skilled interaction on the part of staff, therefore this principle demands that support staff are skilled and knowledgeable and ensures that Sense employees receive specialist training to equip them with the skills necessary to enable and empower people with deafblindness. It may also result in the use of specialist resources and specialist settings.

Aims and Objectives of the Intervenor Service, Devon

The fundamental **aim** of the Intervenor Service is:

To provide developmental, social and leisure opportunities, in addition to any care needs for people with deafblindness and associated disabilities. Sense's vision, purpose and values and the three principles of the Sense Service Model provide the foundation for the Intervenor Service.

Objectives:

- **To meet and, where possible to exceed, the Domiciliary Care Agencies Regulations 2002 Regulation 4 (1).**
- **To provide a service that meets the individual needs of the people with whom we support.** This is achieved by following the five principles of the Person Centred Approach thus enabling people to have access to a wide range of activities and opportunities.
- **To provide support to deafblind people through the provision of specifically trained staff who have the skills to enable the deafblind person to live as independently as they are able.** Sense provides training and support to intervenors to enable them to develop the necessary skills to work with people with deafblindness and associated disabilities. Intervenors also have the opportunity to attend a week-long Intervenor course. They can then join the National Organisation of Intervenors.
- **To observe and respect the values of privacy, dignity, personal fulfilment and civil rights.** We recognise that providing good care is a co-operative process and we will always consult the person involved and, where appropriate, their relatives, friends and representatives at all times and as fully as possible.

- **To offer ordinary life situations and experiences appropriate to the person.** Person centred approaches to planning are used to offer choices, both on a daily basis and for long term planning. Working files record each person's preferences and these files are used in daily life. All activities are risk assessed.
- **To promote inclusion and integration with the local community through enabling access to community facilities and services.** Deafblind people are supported to fully access their local community facilities, such as shops, pubs, swimming pools, restaurants and parks, as well as other social and leisure facilities, in turn promoting independence, self awareness, mobility and communication skills.
- **To provide specialist developmental support, according to the identified needs of the deafblind person.** There is local support and advice available from Tracy Girling, MSI (Multi-sensory impairment) Practice Advisor. MSI support and advice is also available from Sue Carlyon, Sense MSI Specialist. Through Sense West Jenny Fletcher is available in her roles as Deafblind Consultant Sense West, Head of Family Education Advisory Service and Chair of National Organisation of Intervenors. A number of Intervenors and both of the Registered Intenor Managers are trained Orientation and Mobility officers. Sense West Behaviour Support Team are also available for behaviour assessments if required.
- **To promote the building of relationships.** All intervenors are positively encouraged to build strong working relationships with the people with whom they work. Additionally through shared community based activities, the intervenors promote trust and bonding with others to create ever increasing relationship circles.

- **To take calculated risks to enhance the quality of life and experiences for people who use the Intervenor Service.** Everyone has the right to opportunities, which promote their personal development. Intervenors are committed to supporting deafblind people in risk taking without which personal growth would be limited. All activities are risk-assessed to ascertain the level of risk and its appropriateness to the level of positive impact it will have in promoting the person's independence.
- **To recognise and promote every person's right to express emotions, feelings, and sexual needs and have their ethnic/cultural needs provided for.** All Intervenors will have the opportunity to attend training on diversity, sexuality and relationships, and will be assisted to support people in these areas.

The nature of the service provided, who is it for?

Sense Intervenor service, Devon, supports adults and children who are deafblind or single sensory impaired with additional physical or learning disabilities. Deafblind people who are assessed as requiring an Intervenor Service will receive one to one support from a trained Intervenor. Depending on the amount of days per week this could be the same Intervenor, or consistent Intervenors from a team of allocated staff. A structured programme of activities will be developed to meet the needs of the person, promoting communication, mobility and independence skills and the Intervenor will work with the person in their home, education setting and in their local community.

Providence Court

The Intervenor service is based from Providence Court, a building in Central Exeter which offers a learning environment to meet the needs of people with deafblindness and additional disabilities. General Management and Administration offices for Sense South West are also in this building. Adaptations have been made at Providence Court to meet the communication and mobility needs of staff and visitors with sensory impairments or mobility difficulties. Communication equipment enabling Deaf people

to access fire alarms has been installed. Colour contrasted décor helps people with a visual impairment, there are tactile cues throughout the building and an electric hoist has been installed for changing facilities. Providence Court's central location enables access to the city shopping centres, train station, museum, art centre and facilities at local colleges. In addition to this people who receive an Intervenor Service have the opportunity to access any resources at Providence Court to enable activities such as rebound therapy, cooking, music, use of computers, art and craft and massage.

Management and Staff

Registered Intervenor Managers: Lisa Burwood and Lorna Mackie

Lisa Burwood has been working for Sense since 1996. This includes working as a Support Worker within a Residential setting, a Communication Development Service (CDS) team member and an Outreach Co-ordinator within the CDS provision. She has been in her present role since September 2002. Prior to working for Sense, Lisa studied Sociology and Psychology A' level at Exeter College. Lisa also worked as a casual care assistant supporting children at West of England School for children with little or no sight for a short time. Lisa is a trained Communicator guide (C.A.C.D.P.) and has a British Sign Language (BSL) stage one certificate. Lisa has studied with the Open University: Learning Disabilities - A changing perspective, Psychology and Child development. Lisa has an I.T.E.C in Anatomy, Physiology and Massage and a Diploma in Indian head massage. Lisa has an NVQ Level 4 in care and has passed her Registered Care Managers Award. Lisa has attended a five-day Person Centred Planning Facilitator Course, Functional vision and hearing training and she is a trained Mobility and Orientation specialist.

Lisa manages the Intervenor Service part-time (19 hours), all day Monday, Tuesday and Wednesday afternoon although these hours can be flexible to accommodate meetings.

Lorna Mackie has been working for Sense since 1998. She has experience within Sense of working as a Support Worker within the residential homes, as a Communication Development Service tutor, as an Outreach Co-ordinator and as an Intervenor. Prior to working for Sense Lorna was teaching Foreign Languages and supporting pupils with Special Needs. She is also a trained teacher of Physical Education and Anatomy, Physiology and Health. Lorna has a BSL stage one certificate and a pass in comprehension at level two BSL. She also holds an NVQ Level 3 in Care “Promoting Independence” and the Registered Care Managers Award and NVQ Level 4 in Health and Social Care. Lorna has also attended training in Functional vision and hearing assessment. She is a trained Mobility and Orientation Specialist and has attended a five day course in facilitating Person Centred Planning.

Lorna manages the Intervenor Service full time.

Senior Intervenor Manager / Office Manager

Shelagh Appleton has the responsibility of managing the Registered Intervenor Managers. Shelagh has worked for Sense for over 12 years and started as the Administrator back in 1994 working closely with Shaun Gibbons to set up the first residential unit in the South West – Andlaw House, and subsequent other residential units within the region. Over the years Shelagh has also been involved in setting up Intervenor services in Exeter, Bristol and Glastonbury. Immediately prior to undertaking this role Shelagh had been the Senior Regional Business and Finance Officer for the South West.

The Responsible Individual

Shaun Gibbons – Assistant Regional Director Sense South West. Shaun has been working for Sense since 1994. Shaun has a Masters degree in Philosophy, specialising in Autism and Sensory impairment, BA Hons degree in Social work studies, and a Certificate in Social Services (CSS). He is a Registered Social Worker (RSW). Shaun also has B.S.L. Stage one in signed communication.

Tracy Girling MSI Practice Advisor. Tracy has been working for Sense since 1996. She has been in her present role since April 2005. Prior to this role she was manager of the Communication Development Service based at Providence Court. Tracy has a B Ed honours degree in early years teaching and a Pg CE in Special education: Multi-sensory impairment. She also has a BS.L. Stage one certificate in signed communication.

Intervenors

There is a team of full time and part time Intervenors working Monday to Friday, generally between the hours of 9am and 6pm. There is some flexibility agreed in some individual services to support children in their homes outside school hours. There is a casual bank of Intervenor staff to provide cover for holidays, sickness and training.

Staff training

Staff are expected to complete induction modules within their probationary period (6 months) in:

- Welcome to Sense
- Health and Safety
- Working with people who are Deafblind
- Working for Sense

All Sense staff go through an Induction Training programme that includes:

- Introduction to Sense
- Deafblind Awareness
- Communication
- Values into Action
- Challenging Behaviour
- Adult / Child Protection
- Non-Crisis Prevention Intervention

Further mandatory training includes:

- First Aid
- Manual Handling

- Food Hygiene
- Infection control
- Care of Medicines
- Health and safety

In addition to this some of the Intervenor's have attended training on:

- Epilepsy and Emergency medication
- Mobility and Orientation
- C.A.C.D.P. – Communicator Guide
- Massage and Aromatherapy
- Facilitating Person Centred Planning

Intervenor's are given the opportunity to complete an NVQ in Care during the first two years of their employment. Many of the Intervenor's have completed NVQ Level 3. Intervenor's also have the opportunity to attend a week long Intervenor training course.

Referral and planning process

Initial referrals should be made to Krystyna Cieslik, Sense Referral officer on 0121 4152720 or Shaun Gibbons on 07970130263. If a referral is urgent and the Referral officer is unavailable please contact Lisa Burwood / Lorna Mackie at Providence Court on 01392 433668. The Referral officer will ask for information about the needs of the person requiring a service and what service is envisaged. A meeting will be arranged to assess the needs of the person using the Sense initial referral assessment tool. Two experienced and trained members of staff will complete the assessment involving the Deafblind person and people who know the Deafblind person well. The assessment will be written up and recommendations made about the service best suited to the needs of the person. Information will also be provided about the cost. If an individual has behaviour that challenges the service, a Sense behavioural specialist will be involved in the assessment.

When funding has been confirmed, a pre-service meeting will then be arranged to further discuss the service and support that will be required. Staff will be recruited to meet the needs of the person. An expected start date will be agreed at this meeting pending the recruitment of suitable staff. A transition time will also be agreed to introduce the person to the Intervenor(s) and the service. Throughout this process adopting a person centred approach and a lifestyle approach will ensure that the person's long term goals and aspirations drive the thinking on all aspects of the service.

Living and Learning - support provided

Care planning and review meetings take place twice yearly and all effort will be made to use person centred approaches to involve the person as much as they wish to be involved in any planning or meetings and using their preferred method of communication. The person is at the centre of all decisions taken in relation to life long learning objectives and all decisions taken will be within a multi-disciplinary team format.

All lifelong learning and developmental opportunities are in line with the Person Centred Approach and specific to the individual requirements of the person receiving an Intervenor Service. We encourage a holistic and functional approach to learning and believe that it applies to all areas of life experience.

The development of communication skills are intrinsic to the opportunities provided throughout any given day for anyone requiring an Intervenor Service. All Intervenors attend communication training as part of their induction and on an ongoing basis have the resources and support available to develop individual forms of communication appropriate to the needs of each person; these may include symbolic representation, line drawings, objects of reference, calendar boxes, scent of the day, Picture Exchange Systems (PECS), gestures, body language, facial expressions,

sign language (BSL, Makaton , Paget Gorman or SSE) or verbal communication. A total communication approach is used which could be a combination of any or all of these methods as appropriate to the person's needs.

Religious and multi-cultural activities will be encouraged via trips to appropriate venues such as carnivals, places of worship, along with interactive experiences within the family home, e.g. Cooking, music.

Contact with relatives and friends will be actively encouraged, in a form and frequency that meets their requirements and in the preferred communication mode of the individual. We aim to work closely with families and carers ensuring regular handovers and involvement in the care planning process. Families can also have additional support if required from Gini Bartlett, Sense west Family Liaison Officer.

Involvement of people using the Intervenor Service

The views of everyone who has an Intervenor Service will be actively sought either directly or via others who are able to represent their views. This is in respect of the fact that the people using the service are deafblind with additional learning difficulties and in some circumstances may have limited formal communication skills. Therefore appropriate communication systems will be put in place for everyone using the Intervenor service to enable them to best make their views known and consult with them over all aspects of their service, thus actively supporting and encouraging people to promote their views or opinions, in their preferred mode of communication.

Terms and Conditions

All referrals must have a full assessment of care needs in order to determine that the service is able to meet their individual and specific needs.

Contract Terms, Conditions and Fees are specific to the needs of the individual and the requirements of their funding authority. These will be determined as a part of the pre-admission criteria and agreed prior to any service being agreed. The standard fee for the service is available on request, but this may vary depending on the support required.

The service operates between the hours of 9am – 5pm, or 10am – 6pm, Monday to Friday. Some flexibility in these hours has been agreed for individual services outside of these hours to support children when they are not at school. Staff work an eight-hour day, although hands on contact time with the deafblind person who has an Intervenor is generally six hours per day. This can be negotiated depending on time needed to travel to the person's home. It is essential that staff are allocated some time daily, for planning and to complete paperwork. The service can be flexible at times to meet individual needs i.e. an evening out to the theatre. The Intervenor will agree this with the parents / carers and the Registered Intervenor Manager. On call support will need to be arranged and provided by the family, or the Registered Intervenor Manager (if this is possible as this is outside of normal working hours).

The service is normally provided for 48 weeks of the year. The break weeks will generally be one week at Easter, one week over the Christmas period, and two further weeks to be negotiated. In addition to this we do not provide a service on bank holidays.

Transport may be provided, if agreed, and the person is able to use a car. Travel is invoiced separately at 0.35p a mile.

Meals are not provided unless it is part of a learning programme e.g. purchasing ingredients for cooking, or a lunch out. The individual using the service will be required to bring a packed lunch or money to purchase his or her own lunch.

Contracts are usually exchanged between Sense and the funding authority. Sense will agree a contract for individuals or their families who purchase the Intervenor Service directly from Sense. The service will need to be agreed for a minimum of six months. We will do our utmost to ensure that the service is of a high quality and appropriate for the deafblind person.

Should the needs of the individual change or the service is no longer required Sense stipulate at least one month's written notice to terminate the contract. A shorter period of notice will be applicable only in situations involving emergencies.

Fees are to be reviewed annually. If an individual requires additional staff support, however, it may be necessary to increase the fee. Sense Finance Officer, Jacky Griffith will give notice if this is the case.

Absence

If a service is not required due to the person being ill, the fee will still need to be paid as staff will be available to work. It may be possible for staff to support the individual in their home. If a service is not required for this reason please phone Lisa Burwood or Lorna Mackie at the earliest opportunity to inform them of the situation.

If an individual is going on holiday it may be possible to agree this as one of the break weeks so that the fee will not need to be paid. One month notice will be required for this. Lisa Burwood or Lorna Mackie should be informed.

Cover for staff holidays / sickness

Cover will be provided for holidays and sickness whenever possible from Sense bank staff. Staff are asked to take a percentage of their Annual leave in service break weeks. If at any time it is not possible to cover the service then parents / carers may be asked if the deafblind person could stay at home. Please be assured that we will endeavour to cover whenever possible and give as much notice as possible if cover is not available. If we are unable to cover a service the purchaser will not be charged.

Policies and Procedures

Entering the persons home and ensuring security of keys

A procedure for entering the individual's home and safe guarding keys to the home will be agreed with each person or their family / carer. All Intervenor will carry Identification cards at all times.

Home Records

For each person receiving an Intervenor Service Home Records are kept to evidence staff contact time, medication transfers, money transfers, occurrence of an accident or behavioural incident and any risks identified within the home environment.

Medication

Staff are trained and regularly assessed to enable them to administer medication. If staff are required to give medication it must be administered from the packaging in which it is prescribed to enable staff to check that they are giving the correct medication, dose, and at the relevant time as directed by a doctor. Medication needs will be discussed at the pre-service meeting and relevant documentation completed.

Risk assessment

Risk assessments will be completed for all activities. If staff are working in a person's home then a risk assessment of their home will need to be completed. If staff are dealing with personal money all transactions are accounted for and recorded in the home record sheets.

Assisting with intimate personal care routines

Detailed guidelines will be written involving the deafblind person and other relevant people (if appropriate) to enable staff to support individuals with intimate personal care routines.

Confidentiality

All information that we hold about people who receive an Intervenor Service will be kept secure. The person to whom the information refers has the right to access that information at any time. Relevant information may be shared on a need to know basis with other people who offer support, for example immediate family, advocates, bank staff, and therapists. We will ensure that information is accurate and relevant and not kept for any longer than necessary. The Care Quality Commission will have access to information to monitor our services. A detailed Confidentiality and Data Protection Policy is available on request. Should anyone feel that their confidentiality is breached the complaints procedure should be followed.

Emergency Procedures

All of the following procedures are documented and available for inspection:

- **Fire Risk Management System**
- **In the event of the death of a Service User**
- **In the event of a Service User going missing**
- **Emergency contact numbers – police, doctors, chemist, poisons unit.**

The Registered Intervenor Managers and the Senior Intervenor Manager can be contacted in an emergency during working hours. Contact numbers are on the back of the Intervenor I.D. cards and at the end of this document. In an emergency if neither of these people can be contacted The Responsible Individual, Shaun Gibbons should be called on 07970 130263.

Complaints Procedure

The Registered Intervenor Managers will make available the **Complaints Procedure** to all people using the service in a format which they can understand. This will, in addition, be made available to their families, friends or advocates. The local address for the Care Quality Commission is included at the end of this document.

Quality Assurance

Intervenors have monthly supervisions and annual performance reviews. The Registered Intervenor Managers will carry out an Annual Quality Assurance Audit for

the Care Quality Commission and a Sense Policy and Quality Audit to ensure the Intervenor Service meets or exceeds the minimum standards set out in the Domiciliary Care Agencies Regulations 2002 Regulation 4 (1). In addition the Senior Manager will carry out a monthly inspection of the service.

Insurance

Sense has employers liability insurance with Norwich Union. The certificate is on display in the entrance at Providence Court.

Contact addresses and telephone numbers

Lisa Burwood, Lorna Mackie, Shelagh Appleton and Shaun Gibbons can all be contacted at this address:

Providence Court
37 Northernhay Street
Exeter
Devon
EX4 3ER

Lisa Burwood Registered Intervenor Manager / Designated Person re: any concern about adult protection or abuse

Tel: 01392 433685 mobile: 07970 130268

Monday, Tuesday all day and Wednesday afternoon.

Lorna Mackie Registered Intervenor Manager / Designated Person re: any concern about adult protection or abuse

Tel: 01392 433668 mobile: 07970 130261

Shelagh Appleton Senior Intervenor Manager / Office manager

Tel: 07970 460232

Shaun Gibbons Assistant Regional Director – The Responsible Individual

Mobile: 07970 130263

Main office – Providence Court,

01392 433668

Krystyna Cieslik Referral Officer

0121 4152720

Finance Department

0121 4152724

Gini Bartlett Family Liaison Officer

0121 4152729

General Social Services Council

020 73975100

Care Quality Commission South West

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel 03000 616161

Email enquiries.southwest@cqc.org.uk