

Enham Trust Care Model

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In November 2019, we launched a 12-week consultation period to review the model of care that is provided in our three registered care homes. We did this because the model we have been working to is no longer sustainable and we have to make changes now to ensure the future of Enham Trust.

We had a lot of feedback from residents, staff and families which has really helped to shape our thoughts further as we look to make sure we help our residents live more independently, whilst ensuring everyone is getting the right level of care for their individual needs.

As we proposed in November, we will be de-registering our three care homes; Elizabeth, Michael and William. The houses will now be categorised with the Care Quality Commission under 'Personal Care'. But, having listened to the feedback, the New Enham Trust Care Model looks different to that which was proposed, with changes made to the way the buildings are used. This will allow more flexibility and integration whilst also meeting the financial realities needed to allow commissioning authorities and Enham Trust better deployment of staffing and resources.

Our Vision

Enham Trust's care and support is based on a vision that **everyone** we support is helped to "live, work and enjoy life" in their own homes.

We will work in partnership with commissioning local authorities, NHS and private funders to ensure that the support provided meets your assessed needs and ensures you are able to live the life you want in your own homes.

Our service will be accessible to people aged 18+ who have a physical or learning disability and as long as Enham Trust is the most suitable and skilled provider of the support required.

Registration

Moving forward, the services provided in Elizabeth, Michael and William houses will be registered under the personal care registration, aligning with our current care at home service which is rated good by CQC.

A personal care registration supports people in their homes (or where they're living at the time) with things like washing, bathing or cleaning, getting dressed or going to the toilet.

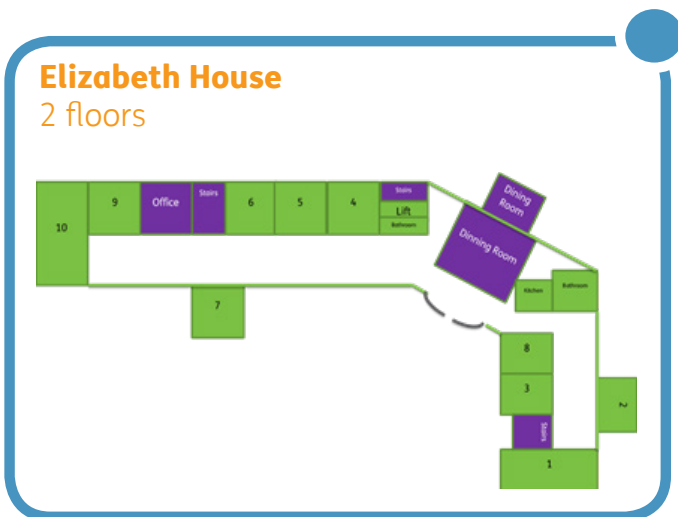
Living Space

To allow more flexibility and integration, which was a key part of the feedback, the new Enham Trust Care Model will be based on there being six floors across the three houses. Assessed staffing needs can then be allocated per floor rather than per house.

This means you can live in independent apartments with your own front door, but still have access to communal areas which encourage social activities, life skills and to help you build your social networks.

Elizabeth House has individual apartments across its two floors where, if you have lower assessed needs, you will live and will be supported to maintain your tenancy, develop independent living skills and be supported to access the Enham community, Andover and beyond.

If you have more complex needs then you may live in William or Michael House, in one of the individual apartments across their living environments (floors) and with access to more dedicated support which will be commissioned by your Local Authority, the NHS or privately. The environment will provide you with the help you need to meet your individual needs, but with an emphasis on communal and shared living. This will include 24 hour support if that is the service commissioned by your funders.



Support

The support that Enham Trust provides will be determined by the funding body following a robust assessment of your needs, undertaken by your social worker. Once the assessment has taken place and your provision of needs is commissioned, we will then work with you and your circle of support to deliver our service.

Our Management team will document your needs and aspirations so that our support can be tracked and measured.

Our PA's will undertake the personal care tasks you require (where needed), helping you with your medication and supporting you to live the life you want.

The funder of your support will be expecting us to enable you to be as independent as you can be, therefore, your provision of needs will be designed in a way that will enable you to achieve this. Some examples include:

- Supporting you with your shopping and enabling you to purchase the food you want.
- Supporting you either in the communal kitchen or the training kitchen to cook the meals that you want.
- Supporting you to keep your flats clean and tidy.
- Supporting you to access the community to go for coffee, go to the cinema or to go to special interest activities.
- Supporting you to get to appointments.



To help you with the financial support you need to live a more independent life, our staff and partners will assist you in accessing universal credit and other benefits to pay for your accommodation, food and other activities. Our team will also support you to get advice and guidance on how to manage your money on a daily basis.

Live, work and enjoy life

In addition to meeting housing and care needs, we will help you to access activities and opportunities both inside and outside of Enham (transport, social, life skills, sporting, crafting etc). We will work with you, the wider community and others to provide these services. These may be chargeable activities, or they may be activities that we have secured funding for.

Our PA's will guide you, through your commissioned service, to access your circle of support and other activities. This may include:

- Visits to family and friends
- Trips out to local venues and activities
- Supported holidays

If you would like to discuss your support needs in more detail please speak to the **Enham Trust Care Team** or call **01264 345800**.



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