

MENTAL HEALTH CONCERN
Coalway Lane



STATEMENT OF PURPOSE

COALWAY LANE

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REGISTERED PROVIDER:	Mental Health Concern
REGISTERED PROPRIETOR:	Tom Carpenter (Chief Executive)
REGISTERED MANAGER:	Chris Charlton

INTRODUCTION

Coalway Lane is a purpose built, high quality housing project situated in Swalwell within minutes of the A1 Western Bypass and Gateshead Metro Centre.

There are good local facilities within walking distance and excellent commuter links are available to all areas of Tyneside and beyond.

Coalway Lane forms part of the adult services division of mental health concern, and in the years since its inception in 1995 has continued to provide progressive flexible resident focussed care, that in a number of cases has enabled residents to move on to a more independent life in supported housing with which we maintain strong links.

ACCOMMODATION

Coalway Lane consists of three detached four bedroom houses each being home to four residents who have suffered from severe and persistent mental health problems.

The houses are domestic in nature, reflecting the aims of Coalway Lane to provide an ordinary life, there is wheelchair access to all houses by way of fixed ramps, and one house has a downstairs bedroom suitable for a wheelchair user.

There are however no lifts or chair lifts in any of the houses and bathrooms have not been adapted specifically for use by people with a physical disability.

PHILOSOPHY OF CARE

The aim of Coalway Lane is to promote “Ordinary Lives”. This is a feature of our mission statement – “Continually working towards ordinary lives for people affected by severe mental health problems”.

Each resident has keys to the front door, their bedroom and to a locked bedside cabinet. Access by staff to a resident’s bedroom can only be with the resident’s permission or in an emergency. This is aimed at promoting a resident’s right to privacy.

While at Coalway Lane, working collaboratively with staff, residents are encouraged to manage the daily running of their home. This includes agreeing and making house rules participating in house meetings, devising rotas for household chores, keeping the unit free from hazards and addressing complaints from both staff and other residents.

We regard each house as the home for those residents who live there, and each resident has their own room and front door key. Access by staff is gained by the consent and approval of the residents and also in the event of any emergency as deemed necessary by the person in charge.

Above all the residents are encouraged and supported in order that they can participate in all aspects of daily living and take an active role in the day to day decision making affecting themselves.

We recognise that at times not all residents will choose to participate in every aspect of daily living and we will respect the right of the resident to say no, when clearly this is likely to cause distress, anxiety or personal discomfort.

PHILOSOPHY OF CARE Continued

Care is based upon seven key principles (as identified in our mission statement). They are:

- **Rights**
The ethical and legal entitlements of residents should be safeguarded.
- **Choice**
Residents should have the opportunity to select independently or with support from a range of options.
- **Privacy**
Residents have the right to be alone or undisturbed and free from intrusion or public attention to their affairs.
- **Dignity**
Residents should be valued as individuals regardless of their circumstances with respect shown for their uniqueness and their personal needs.
- **Fulfilment**
Residents should have the opportunity to lead fulfilling lives, in which personal aspirations and abilities can be realised.
- **Citizenship**
Residents should have full access to, and be enabled to participate in the life of the community at large and, in particular, the community local to their home. Opportunities will be created to enable them to extend their lives beyond their home.
- **Independence**
Residents should be given the opportunities to think and act without reference to another person even when this incurs a degree of calculated risk.

CONSULTATION WITH SERVICE USERS

Regular house meetings are held as a forum to discuss any concerns / complaints, any new ideas/initiatives or any house related issues. All house residents are invited to attend and members of staff may be present if needed. These meetings are part of a process to give the residents an opportunity to be involved in the decisions that affect them in Coalway Lane on a daily basis

The outcomes from these meetings are shared throughout the organisation through standing agenda items on clinical forums. Residents are also consulted on a daily basis about issues related to both Coalway Lane and their care.

RISK TAKING

As an organisation, Mental Health Concern believes that positive community care which recognises and respects the human and civil rights of people struggling with mental illness will unavoidably carry with it elements of risk. (Over) protecting clients from the hazards of daily living prevents them experiencing the risk taking which is essential for human growth and development.

To maintain the independence of the resident wherever possible, staff will undertake a process of risk assessment, guided by Mental Health Concern's clinical risk statement. This assessment will take into consideration the following areas:

- ◆ The activity to be undertaken.
- ◆ The past experience of the activity.
- ◆ The skills, knowledge and equipment required to undertake the activity.

- ◆ The skills, knowledge and equipment possessed by those involved in the activity to maximise benefits and minimise risks.
- ◆ The possible desirable outcomes.
- ◆ The possible undesirable outcomes considered in terms of Seven Key Principles.
- ◆ The possible alternative activities.

ORGANISATION OF CARE

The organisation of nursing care at Coalway Lane is via a keyworker system. Each resident is assigned a keyworker (who is qualified, Registered Mental Health Nurse) who under the supervision of the Home Manager and Deputy Home Manager will undertake a comprehensive assessment of the resident. The assessment embraces all aspects of social and health care needs, broken down into;

- **PHYSICAL NEEDS**
- **PSYCHOLOGICAL NEEDS**
- **DEVELOPMENTAL NEEDS**
- **SOCIO-CULTURAL NEEDS**
- **SPIRITUAL NEEDS**

The assessment allows the keyworker and resident to work together to collaboratively develop a plan of a care which will both maximise the potential of the resident and enhance his/her quality of life.

All residents are registered with local G.P practices and are expected to attend appointments at the surgery unless circumstances dictate otherwise. Any resident wishing to change their G.P will receive any necessary help.

Psychiatric care is provided by a Psychiatrist who visits regularly for arranged meetings or at the resident & staff request. Residents can also be registered with local Opticians, Dentists, etc.

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REFERAL / ADMISSION CRITERIA

Admission to Coalway Lane is via initial referral from a Health Care Professional, usually the persons Care Co-ordinator. An initial meeting with the person will follow receipt of the referral and a visit to Coalway Lane arranged if felt appropriate.

There are no restrictions with regard to age or sex although it is anticipated that in the main they will be within a range of between 18 – 65 years of age. If both parties are in agreement, subject to bed availability, a 4-8 week assessment period will be arranged and subsequently a decision from the person and/ or Coalway Lane team regarding permanent residence at Coalway Lane is made.

STAFFING

The staff team at Coalway Lane is made up of 13 people, all with clear job descriptions specific to their role. The Nurse Manager is a qualified Mental Health nurse with many years experience of working with people with severe mental health problems and has a management qualification. A Deputy supports the Nurse Manager.

There are six more qualified nurses, whose job title is keyworker. They have an identified responsibility towards specific residents and are backed up in the delivery of care by five Support Workers four being qualified to NVQ level 2. There is a member of staff on duty 24 hours a day.

All staff receive regular clinical supervision and annual appraisals (to support development) and Statutory Training in areas such as Fire, Food Hygiene, First Aid, Manual Handling, COSHH and Health and Safety.

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COMPLAINTS

If residents have any concerns about the services provided, he or she should speak to a member of staff. They will endeavour to provide a full explanation or rationale to allay their concerns. If not satisfied, the resident should then follow the Mental Health Concern complaint procedure (attached.)

An independent advocate can be sought to assist any resident with their complaint. Some local advocacy organisations contact details can be found in the complaint procedure.

Concerns/complaints can also be communicated direct to the National Care Standards Commission (attached.)

SUMMARY

The content of this statement of purpose has been compiled with consultation from service users, relatives and carers. It complies with the standards as set out by the National Care Standards Commission.

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