



Statement of Aims & Objectives

Service Name	ECHO Supported Living Scotland Ltd
Company Registered Number	SC812874
Company Registered Address	12 Mauricewood Avenue, Penicuik, Midlothian, EH26 0BH, Scotland.
1.	INTRODUCTION
1.1	ECHO Supported Living Scotland Ltd was incorporated under the Companies Act 2006 as a private company at Companies House, Edinburgh, on 06 June 2024.
1.2	ECHO Supported Living Scotland Ltd will be developed as a small supported living company that provides high quality support to people with a learning disability who live in their own tenancies in Scotland.
1.3	It is expected that ECHO Supported Living Scotland Ltd will commence operating from September 2024 or at a later date from when their Care Inspectorate registration is complete.
1.4	ECHO Supported Living Scotland Ltd has developed these aims and objectives to: <ul style="list-style-type: none"> ▪ ensure everyone is clear about what we plan to provide, why we are providing this service, how it will be provided, who will provide it and to whom the service will be available; AND ▪ articulate our commitment to meeting the 'Health and Social Care Standards: My Support, My Life' and other best practice guidance.
1.5	These aims and objectives will be reviewed regularly as part of developing the service and to support continuous service improvements, in partnership with people who use the services and other stakeholders.
1.6	The Management Structure for ECHO Supported Living Scotland Ltd, is available as Appendix 1. This will be updated with names of personnel on appointment.
2.	SERVICE DESCRIPTION
2.1	ECHO Supported Living Scotland Ltd will provide a 'housing support service' as defined in Schedule 12, paragraph 19, of the Public Services Reform (Scotland) Act 2010 (the Act), as a service which provides: <p><i>"support, assistance, advice or counselling to a person who has particular needs, with a view to enabling that person to occupy residential accommodation as a sole or main residence...."</i></p>

2.2	Whilst the Company is registered as a housing support provider with the Care Inspectorate, we will provide supported living services to people in their own home, as reflected in the Company name. The term supported living is used to describe the support people will receive. This support will include personal care, i.e., eating and washing, and personal support, i.e., counselling or other help, as defined under the Act.
2.3	This support will be provided to people who meet the following criteria: <ul style="list-style-type: none"> ▪ Age 18 years & over ▪ A primary diagnosis of a learning disability, AND ▪ Additional complex needs related to physical health, behavioural needs, Autistic Spectrum Disorder, or secondary mental health condition.
2.4	ECHO Supported Living Scotland Ltd will only provide services when: <ul style="list-style-type: none"> ▪ People meet the criteria provided at 2.3 above ▪ The people are assessed as requiring our enhanced level of support by their Social Worker/Care Manager, AND ▪ Our staff have the skills to meet the person’s individual needs to support their progression in independence/life skills, as well as being able to support them to live a rewarding & fulfilling life of their choice.
2.5	The level of support provided will be a minimum of shared support staff available 24/7, supplemented by additional enhanced individual support directly related to the person’s assessed level of need.
2.6	The people who receive this support will live in their own house, as a tenant. Some will live with other tenants, whilst some will live on their own, as indicated by their individual needs and choices.
2.7	It is anticipated that the service will be provided to people living in central Scotland, i.e., Clackmannanshire and Stirling, and the number of people receiving this support will be increased gradually as the company develops and grows.
2.8	A local office will be provided for the Company, which will be used as an office base for the manager and will provide training facilities for staff.
2.9	Nursing care will not be provided as part of the service and people will be supported to access primary and secondary health services as required to meet their health needs.
2.10	ECHO Supported Living Scotland Ltd will employ: <ul style="list-style-type: none"> ▪ A Company Director to support the operational management of the service and lead the quality assurance programme. ▪ A Registered Manager to lead the day-to-day management of the service. Due to the anticipated complex needs of some people the Registered Manager will be a qualified Positive Behaviour Support Practitioner and will lead the provision of positive behaviour support in practice. ▪ A part time Quality Assurance Advisor to support the implementation of the quality assurance programme. ▪ A part time Company Administrator to support the administration functions of the service. ▪ Team Leaders for each group of tenancies, to lead and direct the delivery of the support people receive.

	<ul style="list-style-type: none"> ▪ A team of Community Support Workers for each tenancy, to provide direct support under the management and guidance of the Registered Manager and Team Leaders. ▪ The day shift will be from 08:00 to 22:00, to ensure staff are available to support daytime and evening activities. ▪ The night shift will be from 21:45 to 08:15, which will provide a 15 minute handover period at the start/finish of each shift. ▪ Day and nights shifts will be worked flexible, to meet the expressed needs of the people we support. ▪ An on-call manager system will be implemented to provided additional support for unexpected events. ▪ The number of employees will be dictated by the number required to support each person, which is expected to range between 8 – 10 staff per tenancy.
2.11	The properties provided will be a mixture of established and purpose built homes, designed to meet the needs of the individual tenants. There is expected to be a number of ground floor/single level accommodation, as well as some two storey houses.
2.12	All homes will be located in communities with good local amenities, regular bus services, and some with local train stations.
2.13	ECHO Support Living Scotland Ltd will not provide transport for people supported. Staff will support people to use public transport and people will be responsible for funding their own and their support staff's travel costs. Some people will have the use of their own vehicle paid by their mobility allowance, and staff will become registered drivers.
2.14	We will work in partnership with the social care landlord to make sure the tenancy agreement for people is fair, transparent, and reflects the law.
2.15	It is anticipated that most people will be eligible for a range of benefits to meet their tenancy and support costs. They will receive support with this from their relatives, Social Worker/Care Manager, the Landlord and ECHO Supported Living Scotland Ltd.
3.	ECHO SUPPORTED LIVING SCOTLAND LTD AIMS
3.1	ECHO Supported Living Scotland Ltd aims to support adults with a learning disability and associated complex needs to live in their own tenancy in a community setting, enabling them to become active citizens in their own community.
3.2	<p>We aim to provide competent and confident staff, who will focus on enabling people to:</p> <ul style="list-style-type: none"> ▪ develop and enhance life skills and independence through a model of Active Support ▪ explore and participate in meaningful activities ▪ promote choice and empowerment ▪ live in a secure and safe homely environment ▪ maintain and develop their social networks ▪ develop active partnership with families, friends and other agencies ▪ be actively involved in developing and shaping their supported living service, including how it will be delivered and reviewed.

3.3	ECHO Supported Living Scotland Ltd's vision is that all people we support will experience positive outcomes that enhance their life experiences as a direct result of the support we provide.
3.4	The expected positive outcomes that people may experience will be different for each person, and will be dependent on their own choices, needs and aspirations.
3.5	ECHO Supported Living Scotland Ltd do not anticipate any particular limitations or restrictions in its service provision. We will aim to recruit staff who are suitable to support people to experience their individual life choices and cultural practices.
4.	ECHO SUPPORTED LIVING SCOTLAND LTD OBJECTIVES
4.1	ECHO Supported Living Scotland Ltd are committed to delivering a service provision that meets the expectations set out in the Health and Social Care Standards (the standards) in Scotland.
4.2	To enable us to deliver services that meet the standards, our objective is to ensure people will receive a supported living service that is underpinned by following Principles as set out in the standards: <ul style="list-style-type: none"> ▪ Dignity & respect ▪ Compassion ▪ Be included ▪ Responsive Care & Support ▪ Wellbeing
4.3	Through the delivery of supported living services that meet these principles, we are confident that people will achieve better outcomes in all aspects of their life.
4.4	ECHO Supported Living Scotland Ltd are committed to delivering continuous service improvements in its delivery of person-centred supported living services. This will be supported by a quality assurance programme that measures outcomes and leads to improvements in practice. We will strive to deliver high quality service provision that meets and at times exceeds the expected standards for a housing support services, aiming to achieve Care Inspectorate grades of 'very good' or 'excellent' within our first three years of operating.
4.5	If ECHO Supporting Living Scotland Ltd do not meet people's expectations, people will be encouraged and supported to raise their concerns with us. If concerns raised cannot be resolved, people will be able to follow our complaints procedure or complain to the Care Inspectorate.
4.6	<u><i>Standard 1: I experience high quality care and support that is right for me</i></u>
4.6.1	ECHO Supported Living Scotland Ltd will provide care and support services that are underpinned by people's assessed needs, that take into consideration the person's wishes and aspirations regarding the type of support they receive, how they receive this support and who delivers it.
4.6.2	A comprehensive assessment will be undertaken prior to receiving our services, and this assessment will be reviewed and updated at regular intervals to ensure that the support provided remains flexible to changing needs, wishes and aspirations. A full review of the person's assessment will be undertaken at least annually.

4.6.3	A personal support plan will be developed with people, and this will inform staff of the type of support the person should be provided, how it should be provided and when it should be provided. The personal support plan will remain dynamic to changing needs and wishes throughout the time the person receives support from ECHO Support Living Scotland Ltd.
4.6.4	When appropriate, additional resources will be developed to enhance the staff's understanding of people's support needs and how to meet these in the most effective and safe way, i.e., communication passport, hospital passport, positive behaviour support plan, weekly planner, etc.
4.6.5	People who receive our services and their family/friends, will be regarded as expert partners when developing their personal support plan and additional resources, to enable people to become informed, empowered and in control of the support they receive.
4.6.6	ECHO Support Living Scotland Ltd staff will maintain comprehensive records of support delivered, which will include the type of support delivered, who by and the outcome.
4.6.7	People's personal support plans will be reviewed at least bi-annually.
4.6.8	When considered appropriate for an individual, Supported Living Review Meetings will be held, involving the person and others they consider to be relevant, such as relatives, friends, social work or health staff.
4.6.9	When needs are identified outside the provision of ECHO Supported Living Scotland Ltd, appropriate referrals will be made by our staff to relevant others, i.e., GP, Social Services, etc., to promote effective multi-disciplinary team working.
4.6.10	ECHO Supported Living Scotland Ltd staff will support people to live a healthy lifestyle that promotes their wellbeing, through healthy eating habits, physical activity and being proactive in accessing relevant health services as required, i.e., dentist, optician, national screening programmes, etc.
4.7	<i>Standard 2: I am fully involved in all decisions about my care and support</i>
4.7.1	ECHO Supported Living Scotland Ltd staff will provide people with an Active Support approach. Active Support changes the style of support from 'caring for' to 'working with', its goal is to promote independence and to support people to take an active part in their life.
4.7.2	Staff will provide people with Active Support to meet their personal care needs, medication needs, maintain their home, with shopping, meals and community access. The aim will always be to promote the person's independence, choice and decision-making.
4.7.3	People will be involved in decision making regarding all aspects of their life, with the support of staff and other people as appropriate, such as relatives, friends, advocates and health & social care professionals.

	4.7.4	The person's preferred communication method will be identified and used by staff to promote their understanding. When required the person will receive professional communication support and staff will receive training in appropriate communication methods.
	4.7.5	If a person has any distressed or unsafe behaviours, a positive behaviour approach will be implemented to promote everyone's safety, using low arousal techniques.
	4.7.6	Records will be maintained of incidents of distressed or unsafe behaviours, and trend analysis of this will be used to inform appropriate future interventions.
4.8	<i>Standard 3: I have confidence in the people who support and care for me.</i>	
	4.8.1	ECHO Supported Living Scotland Ltd recruit staff in accordance with its Company Recruitment policy and procedure, which follows the Better Recruitment Guidance provided by The Care Inspectorate, to implement a safe and fair recruitment process that is compliant with relevant employment legislation.
	4.8.2	People who use services or their representative will be encouraged and supported to be involved in the recruitment of their own support team in a meaningful way to give them choice and control over who supports them.
	4.8.3	A robust recruitment process will be implemented, that promotes equal opportunities and ensures employment checks are undertaken related to gaps in employment, references and criminal disclosure. All staff will be required to be member of the PVG (Protection of Vulnerable Adults) Scheme.
	4.8.4	Additional checks will be undertaken, such as verifying identity, verifying a driver licence (if to be a driver), checking certificates of training, and declaration of physical and mental fitness.
	4.8.5	Staff will attend an induction programme prior to supporting people, which covers mandatory and statutory training, values-based training, an introduction of the Care Standards, and other relevant training specific to the person(s) to be supported.
	4.8.6	Ongoing training will be delivered as required and staff's competence will be continually assessed to ensure they have the skills required to support individuals.
	4.8.7	Training related to a person's condition or needs, will be tailored to that person, to promote staff's understanding the person's uniqueness and how best to support him/her in a person-centred way.
	4.8.9	The Company will support staff to complete vocational training that meets the SSSC registration requirements, such as National Vocations Qualification (NVQ) and Scottish Vocational Qualification (SVQ) standards and framework.
	4.8.10	Staff will be registered with the SSSC (Scottish Social Services Council) or another appropriate regulatory body, and their registration will be recorded and monitored to ensure they are able to continue to practice.

	4.8.11	Staff will receive regular supervision, attend staff meetings and participate in an annual appraisal process that will result in the development of their personal development plan.
	4.8.12	There is an expectation that staff will keep themselves up to date with current good practice and relevant new evidence-based research that emerges, as well as meeting the Codes of Conduct of their registration body.
4.9	<u>Standard 4: I have confidence in the organisation providing my care and support.</u>	
	4.9.1	People will be encouraged and supported to actively participate in decisions about how the service operates, including staff recruitment.
	4.9.2	People will be encouraged and supported to take part in our internal quality assurance programmes and the Care Inspectorate's inspection activities
	4.9.3	ECHO Supported Living Scotland Ltd will undertake an audit programme, as part of our quality assurance system, and actions will be implemented to resolve any variation from the expected standards.
	4.9.4	Implementation of the quality assurance programme will be monitored at the monthly Management Team Meetings to ensure it is promoting continuous service improvements.
	4.9.5	ECHO Supported Living Scotland Ltd will undertake an annual Service User Satisfaction Survey, providing the people we support and their relative/friends with an opportunity to share their perceptions of the support they receive and to give us feedback on improvements and/or developments required. People will receive an annual report on the outcomes of such surveys, including an 'easy read' version.
	4.9.6	Concerns or complaints from people who use the service will be managed in a timely way, with the aim of achieving an outcome that resolves the issue to their satisfaction. If this cannot be achieved, they will be advised and supported to raise outstanding concerns/complaints with the Care Inspectorate.
	4.9.7	ECHO Supported Living Scotland Ltd are committed to using alternative communication methods to keep people informed about their support, the service they receive and the outcomes from the quality assurance programmes, i.e., through easy read material, Photosymbols, audio and video recordings.
4.10	<u>Standard 5: I experience a high quality environment if the organisation provides the premises.</u>	
	4.10.1	People will have a legal tenancy agreement for their own home.
	4.10.2	Some people will share their home with other tenants and will have communal rooms and facilities. In shared homes, each person will have their own bedroom with an en-suite or access to their own shower/bathroom.
	4.10.3	ECHO Supported Living Services will always involve people in any changes to any communal facilities, such as redecoration and purchasing of furniture.

	4.10.4	Public areas will be subject to health and safety auditing, which may involve the use of contactors to ensure these areas are maintained to the right standard.
	4.10.5	People will be able to invite their family and friends to their home. However, considerations will need to be given to other people who they live with to ensure their privacy is not compromised.
	4.10.6	Whilst people will be able to have pets in their home, considerations for this need to involve the needs of other people who share the home and the needs of the pet.
	4.10.7	Any tenancy restrictions will be clearly stated in the person's tenancy agreement.
Person Responsible for Statement		Marie Greenberry, Company Director
Date Statement Developed		June 2024
Review Date		Within 3 months of service beginning to operate



Appendix 1

Management Structure

