



# STATEMENT OF PURPOSE 2026

**Legal Entity: Horizon Support Services Ltd**

**Name of Service: - Riverside House**

**Registered Address: 357 Clydach Road, Swansea SA6 6QJ**

**E-mail address: [office@horizonsupportservices.co.uk](mailto:office@horizonsupportservices.co.uk)**

**Director/Responsible Individual: David Townsend**

**Director/Registered Manager: Rachel Townsend**

**Contact Number: 03330 156757**

## **Section 1: About the Provider**

Horizon Support Services Ltd is a private limited company committed to delivering high-quality, person-centred care and support to individuals with a range of needs. The organisation is led by David Townsend, Responsible Individual, who holds overall accountability for the governance, oversight and continuous improvement of the service. David ensures that Riverside House operates in accordance with the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, and that robust systems are in place to monitor performance, quality and safety.

David undertakes regular visits to the service, engaging directly with people who live at Riverside House, staff and relevant professionals. These visits provide assurance that the service is meeting its stated aims and enables continuous improvement through reflective practice and informed decision-making.

The day-to-day management of Riverside House is led by Rachel Townsend, Registered Manager, who provides strong, consistent and visible leadership. Rachel is responsible for ensuring that care is delivered in a safe, effective and person-centred manner, and that staff are appropriately supported, trained and developed. She promotes a positive and open culture within the service, where staff feel valued and individuals are supported to achieve meaningful outcomes.

Riverside House is located at 357 Clydach Road, Ynysforgan, Morriston, Swansea, SA6 6QJ. The service provides accommodation-based care within a community setting,

enabling individuals to access local amenities, maintain relationships and participate in everyday life.

## **Section 2: Description of the Service and Location**

Riverside House is a small residential care home providing 24-hour support for up to three adults aged 18 and over. The service supports individuals with learning and physical disabilities, including autism spectrum disorder (ASD), Cerebral palsy, communication needs and behaviours that may challenge. The small size of the service enables a highly personalised approach, with care typically delivered on a one-to-one basis during the day and shared wake night support which ensures that support is responsive, flexible and tailored to individual needs.

The home is situated within a well-connected area of Swansea, with access to local shops, leisure facilities, healthcare services and public transport. This enables individuals to remain active members of their community and to access opportunities that support their independence and well-being.

The environment at Riverside House is designed to be safe, comfortable and homely. The property includes individual bedrooms, communal living areas and a conservatory which has been developed as a sensory space to support relaxation and engagement. Outdoor space is available and is maintained to support both leisure and accessibility. The environment is regularly reviewed and improved in response to feedback and the changing needs of individuals.

Individuals are supported to live in a setting that promotes stability, routine and emotional security, whilst also encouraging independence and participation in daily life.

## **Section 3: Philosophy of Care**

At Horizon Support Services Ltd, our philosophy of care is rooted in the belief that every individual has the right to live a meaningful and fulfilling life, regardless of their needs or circumstances. We are committed to delivering care that is person-centred, outcome-focused and built around the individual rather than the service.

We recognise that each person is unique, and we aim to support individuals to express their preferences, make choices and have control over their daily lives. Care is delivered in a way that promotes dignity, respect and inclusion, ensuring that individuals feel valued and understood.

We actively support individuals to develop and maintain independence, encouraging participation in daily living tasks, community activities and meaningful routines. Positive

risk-taking is promoted in a safe and structured way, enabling individuals to grow in confidence and achieve their personal goals.

Relationships are central to our approach. We work in partnership with families, advocates and professionals to ensure that care is holistic, consistent and responsive. We recognise the importance of maintaining family connections and supporting individuals to sustain and develop these relationships.

Our approach is underpinned by a commitment to continuous improvement, learning and reflective practice. We do not simply meet needs; we seek to enhance quality of life and deliver positive, measurable outcomes for the people we support.

Deprivation of Liberty safeguard assessments form part of our support plan approach

### **Family, Friends and Social Networks**

Riverside House recognises the vital role that family members, friends and wider social networks play in an individual's well-being, identity and quality of life. The service actively promotes and supports individuals to maintain and develop these relationships in a way that is meaningful to them.

Individuals are encouraged and supported to maintain regular contact with family and friends, whether through visits to the home, community outings, telephone calls or digital communication. Visiting arrangements are flexible and responsive to individual preferences, ensuring that relationships can be sustained in a natural and person-centred way.

The service works in partnership with families and representatives, recognising their valuable knowledge and insight into the individual's needs, history and preferences. Families are kept informed, involved in care planning where appropriate, and supported to contribute to decisions in line with the individual's wishes and best interests.

In addition to family relationships, individuals are supported to develop and maintain wider social networks within the community. This includes accessing social opportunities, engaging in group activities, attending community facilities and building connections with peers. Staff provide encouragement and practical support to enable individuals to participate in social experiences that promote inclusion, confidence and a sense of belonging.

As a result, individuals maintain strong and meaningful relationships with those important to them. They feel connected, supported and valued, which contributes to improved emotional well-being, social inclusion and overall quality of life.

## **Section 4: How the Service is Provided**

Care at Riverside House is delivered through a structured and person-centred approach, beginning with a comprehensive assessment prior to admission. This ensures that the service is able to meet the individual's needs and that the environment is suitable and compatible.

Following admission, each individual has a detailed care and support plan which reflects their needs, preferences, goals and aspirations. Care plans are developed in partnership with the individual, their family and relevant professionals, and are regularly reviewed to ensure they remain accurate and responsive.

Health and well-being are actively promoted through access to healthcare services, including GPs, specialists and community teams. The service works closely with multi-disciplinary professionals to ensure a coordinated and effective approach to care.

Staff support individuals using positive behaviour support approaches, focusing on understanding triggers, adapting environments and reducing the likelihood of distress or behaviours that challenge. This proactive approach supports stability and improves overall well-being.

Communication is tailored to the needs of each individual, using a range of methods including verbal communication, visual aids, Makaton and communication tools. This ensures that all individuals are able to express their views and participate in decisions about their care.

Individuals are encouraged to engage in meaningful activities, both within the home and in the community. Activity planning is personalised and flexible, supporting individuals to pursue their interests and develop new skills.

### **Confidentiality**

Riverside House is committed to maintaining the confidentiality, privacy and security of all personal information relating to individuals who use the service. Information is handled with sensitivity and respect, ensuring that individuals' rights are upheld at all times.

All records, whether electronic or paper-based, are stored securely and accessed only by authorised staff who require the information to carry out their roles. Staff are trained in data protection and confidentiality as part of their induction and ongoing development, ensuring they understand their responsibilities in safeguarding personal information.

Information about individuals is only shared with relevant professionals and agencies where it is necessary for the provision of safe and effective care, and wherever possible, with the individual's consent. Where individuals lack capacity, information sharing is carried out in line with best interest decisions and relevant legal frameworks, ensuring that the individual's rights and welfare remain central.

Confidential discussions regarding individuals' care and support are conducted in private and in a manner that preserves dignity and respect. The service adheres to the principles of data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018, ensuring that personal data is processed lawfully, fairly and securely.

As a result, individuals can be confident that their personal information is protected and handled appropriately. This supports trust in the service, maintains dignity and ensures that care is delivered in a respectful and professional manner.

## **Rights and Responsibilities**

Riverside House is committed to upholding the rights of individuals and ensuring they are supported to live with dignity, respect and independence. The service operates in line with the principles of the Social Services and Well-being (Wales) Act 2014, ensuring that individuals are at the centre of decision-making and are supported to achieve their personal outcomes.

Individuals have the right to:

- Be treated with dignity, respect and compassion at all times
- Have their privacy and confidentiality maintained
- Be supported to make choices and have control over their daily lives
- Receive care that is person-centred and tailored to their needs
- Access healthcare, advocacy and support services
- Maintain relationships with family, friends and the wider community
- Raise concerns or complaints and have them addressed appropriately
- Be protected from abuse, neglect and discrimination

Staff actively promote these rights in practice, ensuring that individuals are listened to, involved in decisions and supported to express their views in ways that are meaningful to them.

Alongside these rights, individuals are supported to understand their responsibilities within the service. This includes:

- Respecting the rights, privacy and dignity of others

- Engaging with staff and support in a positive and cooperative manner
- Contributing to the shared living environment where appropriate
- Participating in decisions about their care and daily living, where possible

Staff provide guidance and encouragement to support individuals in meeting these responsibilities, promoting independence, mutual respect and a positive living environment.

As a result, individuals experience a service where their rights are actively upheld and promoted. They feel respected, valued and empowered, while also contributing positively to their environment, leading to improved relationships, independence and overall well-being.

### **Complaints and Feedback**

Riverside House is committed to ensuring that individuals, families and representatives feel confident in raising concerns and that these are listened to, taken seriously and responded to appropriately.

The service operates a clear, accessible and transparent complaints procedure, which is made available in a format suitable to the individual's communication needs. Individuals are actively supported to raise concerns both informally and formally, with staff ensuring that any barriers to communication are reduced. Where required, support from family members, advocates or external services is facilitated to enable individuals to express their views.

Concerns raised informally are addressed promptly at the earliest opportunity, with a focus on resolution and maintaining positive relationships. Where a formal complaint is made, this is managed in line with policy, including clear acknowledgement, investigation and written response within agreed timescales.

The service promotes a culture of openness and learning, where feedback is actively encouraged and viewed as an opportunity for improvement. Complaints, alongside compliments and general feedback, are monitored and reviewed to identify themes, inform service development and enhance outcomes for individuals.

Individuals and their representatives are also informed of their right to escalate concerns externally, including to relevant regulatory bodies, should they remain dissatisfied with the response provided.

As a result, individuals and their representatives feel confident that their voices are heard and that concerns will be acted upon. This promotes trust, transparency and

continuous improvement, ensuring the service remains responsive, accountable and focused on delivering high-quality care.

## **Section 5: How Care is Provided**

At Riverside House, care is delivered through a person-centred and respectful approach, ensuring that every individual's unique needs, preferences and daily routines are understood and consistently met. Support is tailored to the individual and facilitated by a skilled staff team who actively promote independence whilst providing the necessary assistance to maintain safety, comfort and well-being.

Personal care is delivered with sensitivity and in accordance with the individual's wishes, care plan and level of need. This includes comprehensive support with washing, bathing, dressing, oral care and personal hygiene. Staff focus on building trusting relationships, ensuring individuals feel reassured and comfortable when receiving support. Privacy and dignity are upheld at all times, with care delivered discreetly to promote choice and personal control.

Support with continence is managed in a dignified manner, recognising the importance of maintaining an individual's comfort, self-esteem and privacy. Care plans clearly outline specific requirements and preferred approaches to ensure consistency. Individuals receive prompt and sensitive support, utilizing appropriate aids and equipment where necessary. The service works in partnership with healthcare professionals and continence services to ensure that support remains responsive to changing needs.

Throughout all aspects of care, individuals are encouraged to participate as much as possible, fostering independence and confidence. Staff provide clear communication and positive encouragement, ensuring that care not only meets safety requirements but also enhances the individual's sense of dignity and overall quality of life.

As a result of this approach, individuals receive care that is respectful, consistent and tailored to their needs. They are supported to maintain their dignity, privacy and independence, even when requiring higher levels of personal care. This leads to increased comfort, confidence and emotional well-being, with individuals feeling safe, valued and supported in all aspects of their daily lives.

### **Personal Choice**

At Riverside House, personal choice is a fundamental principle that underpins all aspects of care and support. Individuals are actively encouraged and supported to make decisions about their daily lives, ensuring they have control over how they live, the routines they follow and the activities they engage in.

Staff work closely with each individual to understand their preferences, wishes and aspirations, using a range of communication methods tailored to their needs. This ensures that everyone, regardless of their communication ability, is able to express their views and be involved in decision-making. Where individuals may lack capacity, their known wishes, feelings and past preferences are carefully considered, alongside input from families and advocates, to ensure decisions are made in their best interests.

Choice is promoted in all areas of daily living, including personal care, meals, activities, social engagement and how individuals spend their time. Staff provide options and information in a way that is accessible and meaningful, enabling individuals to make informed decisions. Individuals are also supported to take positive risks, with staff balancing safety and independence to ensure that people are not unnecessarily restricted.

The service recognises that personal choice may change over time, and therefore care plans and routines are regularly reviewed and adapted to reflect evolving preferences and needs. Individuals are supported to influence not only their own care but also aspects of the wider service, including activities and the home environment

As a result, individuals experience a high level of autonomy and control over their lives. They feel listened to, respected and empowered to make decisions, leading to increased confidence, independence and overall well-being.

### **Anti-Discriminatory Practice**

Riverside House is committed to promoting equality, diversity and inclusion in all aspects of care and support. We actively ensure that individuals are treated fairly, with dignity and respect, regardless of their age, disability, gender, ethnicity, religion, sexual orientation or background. The service operates in line with the Equality Act 2010, embedding its principles into everyday practice.

Staff receive training and guidance to recognise and challenge discrimination, both within the service and in the wider community. A zero-tolerance approach is taken towards any form of discrimination, prejudice or exclusion. This includes ensuring that language, attitudes and behaviours are respectful and inclusive at all times.

Care is delivered in a way that recognises and values each individual's identity, culture and personal history. Individuals are supported to express their beliefs, maintain cultural practices and access services that meet their specific needs. Where required, reasonable adjustments are made to ensure individuals are not disadvantaged, including adapting communication methods, routines or environments.

The service also promotes inclusive decision-making, ensuring that individuals have equal opportunities to participate in their care and daily lives. Where individuals may face barriers, staff work proactively to reduce these, enabling full participation and meaningful involvement.

As a result, individuals experience a service that is inclusive, respectful and free from discrimination. They feel valued for who they are, supported to express their identity and able to participate fully in their lives, leading to improved confidence, well-being and a strong sense of belonging.

## **Language and Communication**

Riverside House recognises that effective communication is essential to delivering safe, person-centred care and ensuring individuals are able to express their views, make choices and participate fully in their daily lives. The service is committed to identifying, understanding and meeting the communication needs of each individual in line with the Social Services and Well-being (Wales) Act 2014 and the Welsh Government's "Active Offer" principles.

Each individual's communication needs are assessed prior to admission and reviewed regularly as part of ongoing care planning. Information is recorded clearly and shared with staff to ensure a consistent approach. Where individuals have specific communication needs, appropriate methods and resources are put in place, which may include the use of visual aids, Makaton, communication books, easy-read materials or other assistive tools.

Staff are trained to use a range of communication techniques and to adapt their approach to meet individual needs. They take time to ensure understanding, provide reassurance and enable individuals to express their preferences in ways that are meaningful to them. Where required, referrals are made to specialist services such as speech and language therapy, advocacy or psychological support to further enhance communication.

The service is committed to the Welsh Language "Active Offer", ensuring that individuals are supported to communicate in their preferred language. This includes identifying language preferences at assessment, responding appropriately and

promoting a culture where individuals feel confident that their communication needs will be met without having to request it.

Information about the service, care plans and key documents are provided in accessible formats where required, ensuring individuals are fully informed and able to participate in decisions about their care.

As a result, individuals are able to communicate effectively and have their voices heard. They are supported to express their wishes, make informed decisions and actively participate in their care, leading to increased confidence, independence and overall well-being.

## **Advocacy**

Riverside House is committed to ensuring that individuals have access to advocacy support so their views, wishes and rights are represented and upheld. Advocacy plays an important role in enabling individuals to participate in decisions about their care and to ensure their voices are heard, particularly where they may have limited capacity or require additional support to communicate their preferences.

Individuals are supported to access independent advocacy services where appropriate, in line with the principles of the Social Services and Well-being (Wales) Act 2014. This includes support during care planning, reviews, safeguarding processes and where significant decisions are being made about their lives. Staff actively promote awareness of advocacy and ensure individuals understand their right to independent support.

Where individuals have family members, appointees or representatives involved in their care, the service works collaboratively with them to ensure that decisions are made in the individual's best interests. However, the service recognises the importance of independent advocacy where there may be differing views or where additional support is needed to represent the individual's wishes.

Staff support individuals to engage with advocates by facilitating meetings, providing accessible information and ensuring that communication methods are tailored to the individual's needs. Advocacy involvement is recorded within care planning documentation to ensure consistency and transparency.

As a result, individuals are supported to have their voices heard and their rights upheld. They are empowered to participate in decisions about their lives, with appropriate support in place to ensure their views are represented, leading to increased confidence, autonomy and protection of their best interests.

## **Section 6: Staffing Arrangements**

Riverside House benefits from a stable and experienced staff team who are committed to delivering high-quality care. Staffing levels are maintained above minimum requirements, ensuring that individuals receive consistent and responsive support.

The service operates a flexible staffing model, typically providing one-to-one support during the day and waking night support to ensure safety and continuity of care. Staffing arrangements are regularly reviewed to reflect the needs of individuals and ensure appropriate levels of support are maintained.

Staff are recruited based on their values, skills and ability to deliver person-centred care. All staff undergo a comprehensive induction programme and receive ongoing training in key areas such as safeguarding, medication management and positive behaviour support.

The service promotes a positive and supportive working culture, where staff feel listened to and valued. Regular supervision, team meetings and reflective practice sessions ensure that staff are supported in their roles and are able to continuously develop their skills and knowledge.

### **Staffing Structure**

Riverside House operates within a clear and accountable staffing structure that ensures effective leadership, safe care delivery and strong governance. The structure supports consistent communication, clear lines of responsibility and a coordinated approach to meeting the needs of individuals.

At the head of the structure is the **Responsible Individual, David Townsend**, who provides strategic oversight, governance and quality assurance. He is responsible for ensuring that the service operates in line with regulatory requirements and that effective systems are in place to monitor, review and continuously improve the quality of care.

**The Registered Manager, Rachel Townsend**, is responsible for the day-to-day leadership and management of the service. She oversees all aspects of care delivery, staffing, compliance and quality assurance, ensuring that individuals receive safe, person-centred and outcome-focused support. The Registered Manager also leads on staff development, supervision and performance management, promoting a positive and accountable culture.

Supporting the Registered Manager is the **Team Lead, Amber Singh** who plays a key role in the operational running of the service. The Team Lead supports the coordination

of care, oversees daily practice, assists with staff guidance and ensures that care plans and routines are implemented effectively.

The wider staff team consists of Support Workers, including day staff and waking night staff, who provide direct care and support to individuals. Staffing levels are determined based on the needs of the individuals, with a model that typically includes one-to-one support during the day and appropriate overnight support to ensure safety and continuity of care.

All staff are supported through regular supervision, training and team meetings, ensuring that they are equipped with the knowledge and skills required to deliver high-quality care. Clear lines of communication are maintained throughout the structure, enabling concerns to be escalated appropriately and ensuring that information is shared effectively.

As a result, the service benefits from strong leadership, clear accountability and a well-coordinated staff team. This ensures that care is delivered consistently, safely and in line with best practice, contributing to positive outcomes for individuals and a stable, well-managed service.

# RIVERSIDE HOUSE

## STAFF STRUCTURE



### Training and Development

Riverside House is committed to ensuring that all staff are appropriately trained, competent and confident to deliver high-quality, person-centred care. Training is viewed as a continuous process that supports both safe practice and professional development, enabling staff to respond effectively to the evolving needs of individuals.

All staff complete a comprehensive induction programme in line with the Social Care Wales Induction Framework, which ensures they understand their roles, responsibilities and the standards expected within the service. This includes key areas such as safeguarding, health and safety, infection prevention and control, medication management, communication and person-centred care.

Ongoing mandatory training is provided to ensure staff maintain up-to-date knowledge and skills. In addition, staff are supported to complete specialist training relevant to the needs of individuals at Riverside House, including positive behaviour support, autism awareness and other condition-specific training where required.

Competency is assessed through observation, supervision and appraisal processes, ensuring that training is effectively translated into practice. Staff are regularly supervised and provided with opportunities to reflect on their work, identify learning needs and develop professionally. The service also supports staff to access recognised qualifications and career progression opportunities, promoting a skilled and motivated workforce.

Training compliance is monitored by the management team to ensure all staff remain up to date, and any gaps are addressed promptly. This structured and proactive approach ensures that staff are equipped to deliver safe, effective and compassionate care at all times.

As a result, individuals are supported by a competent, confident and well-trained staff team who understand their needs and deliver care in line with best practice. This contributes to improved safety, consistency and quality of care, leading to positive outcomes and enhanced well-being for those living at Riverside House.

## **Section 7: Facilities and Services**

Riverside House provides a range of services designed to support individuals in all aspects of daily living. This includes personal care, domestic support, assistance with medication, and support to access the community.

The home is equipped to meet the needs of individuals, including accessible facilities and resources to support leisure, education and independence. Individuals are supported to personalise their environment and to use the space in a way that reflects their preferences and needs.

Facilities within the home:

- The home has a sophisticated fire and intruder alarm (no CCTV)
- A large open plan dining area
- 2 communal rooms, Lounge and conservatory
- Large rear garden with large patio area
- Small front garden area.
- One single En-suite bedroom and two bedrooms.
- WC
- Wheelchair accessible vehicle

Individuals are actively supported to develop and maintain independence across all aspects of daily living. This is facilitated by a skilled and cohesive staff team who

provide consistent encouragement, guidance and opportunities for individuals to build confidence and life skills in a safe and structured way.

Riverside House adopts a proactive approach to health and well-being, recognising that maintaining good health extends beyond the absence of illness. Individuals are supported to access a wide range of healthcare services, including GPs, hospitals, dentists and other specialist professionals, based on their individual needs and preferences. All individuals are registered with a local GP upon admission to the service, ensuring continuity of care from the outset.

Regular health monitoring and routine appointments are encouraged to promote early intervention and preventative care. Where required, individuals receive support from community-based healthcare professionals, including community nurses and other primary care services. Referrals to specialist services are made appropriately, with access to the Community Learning Disability Team providing multi-disciplinary input such as psychiatry, psychology and nursing support.

This coordinated and person-centred approach ensures that individuals' physical and emotional health needs are effectively met, contributing to improved well-being, stability and overall quality of life

Individuals are supported to identify and pursue their leisure interests in a way that reflects their preferences, goals and aspirations. This is achieved through person-centred care planning, regular keyworking sessions and ongoing engagement, ensuring that activities are meaningful and tailored to each individual.

Where appropriate, individuals are supported to develop structured weekly activity plans in collaboration with their keyworker, enabling them to take ownership of how they spend their time. Opportunities are also provided for individuals to explore new interests and experiences, supporting personal development, confidence and social engagement. Activities remain flexible and responsive, allowing individuals to participate spontaneously where this aligns with their preferences and care plans.

The service also supports individuals to access opportunities relating to education, training, employment or voluntary work where appropriate. Keyworkers work alongside individuals to identify suitable opportunities, provide guidance and support engagement, promoting independence and wider community participation.

Riverside House benefits from a range of local amenities and leisure opportunities, which individuals are supported to access as part of their daily lives. These include cinemas, leisure and sporting facilities, libraries, parks, shopping centres, social venues and community spaces. Access to these resources enables individuals to remain active

within their community, develop social connections and enhance their overall quality of life.

Local Leisure facilities:

- Cinema
- Pubs
- Social clubs
- Leisure and sporting centres
- Supermarkets
- Shopping centres
- Library
- Local parks
- Theatre

## **Section 8: Policies, Procedures and Regulatory Compliance**

Horizon Support Services Ltd operates within a robust framework of policies and procedures designed to ensure that Riverside House is safe, effective and fully compliant with all relevant legislation and regulatory requirements, including the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

All policies and procedures are regularly reviewed and updated to reflect current legislation, best practice guidance and learning from within the service. They provide clear guidance to staff on expected standards of care and practice, ensuring consistency and accountability across the service. Key areas covered include safeguarding, medication management, health and safety, infection prevention and control, positive behaviour support, data protection and confidentiality.

Staff are required to familiarise themselves with all relevant policies as part of their induction and ongoing training, and compliance is monitored through supervision, audits and management oversight. This ensures that policies are not only in place but are actively embedded in day-to-day practice.

The service maintains a clear and accessible complaints procedure, which enables individuals, families and representatives to raise concerns in a way that is appropriate to their needs and communication abilities. Individuals are supported to express concerns informally where possible, with a focus on resolving issues quickly and effectively. Where formal complaints are made, these are managed in line with policy, with timely responses, transparent investigation and clear outcomes.

Feedback, including complaints, compliments and suggestions, is actively encouraged and used as a key driver for continuous improvement. This approach ensures that the service remains responsive, accountable and focused on delivering high-quality care.

As a result, the service operates within a clear and well-governed framework, where staff understand their responsibilities and consistently deliver care in line with best practice. Individuals and their representatives feel confident that concerns will be listened to and addressed appropriately, contributing to a culture of trust, transparency and continuous improvement.

## **Section 9: Governance and Quality Assurance**

Horizon Support Services Ltd has robust systems in place to monitor, review and improve the quality of care provided at Riverside House. The Responsible Individual plays a key role in overseeing the service through regular visits, audits and engagement with individuals and staff.

Quality assurance processes include regular audits, feedback from individuals and families, and ongoing review of incidents and outcomes. This ensures that the service remains responsive and continues to improve.

Safeguarding is embedded within the culture of the service, with staff trained to recognise and respond to concerns. The service promotes a culture of openness and accountability, ensuring that individuals are protected and supported at all times.

A clear and accessible complaints process is in place, enabling individuals and their representatives to raise concerns. Feedback is welcomed and used to inform service development and improvement.

### **Human Resources and Administration**

Riverside House operates with robust human resources and administrative systems that support effective governance, regulatory compliance and the consistent delivery of high-quality care. These systems ensure that the service is well organised, transparent and able to respond proactively to both operational and strategic requirements.

Recruitment processes are safe, thorough and compliant with regulatory requirements, including appropriate pre-employment checks, references and verification of qualifications. This ensures that all staff employed are suitable, skilled and aligned with the values of the service. Clear employment contracts, job descriptions and policies provide staff with a full understanding of their roles and responsibilities.

Staff records are maintained accurately and securely, including training, supervision, appraisal and competency documentation. Regular supervision and annual appraisal processes are in place to support staff performance, well-being and professional development. Staffing levels, rotas and working hours are effectively managed to ensure continuity of care and safe staffing at all times.

Administrative systems support the smooth running of the service, including the management of care records, incident reporting, medication documentation, audits and quality assurance processes. Digital and paper-based systems are used appropriately to ensure records are accessible, up to date and compliant with data protection requirements.

Payroll, pensions and financial processes are managed in a structured and timely manner, ensuring staff are paid correctly and in line with contractual arrangements. The service also maintains clear systems for budgeting and financial oversight to ensure resources are used effectively to support the delivery of care.

Overall, strong human resources and administrative arrangements underpin the effective management of Riverside House, supporting accountability, compliance and continuous improvement.

As a result, the service operates in a well-organised and professionally managed manner, with clear systems in place to support staff, maintain compliance and deliver consistent, high-quality care. This contributes to a stable workforce, effective service delivery and positive outcomes for individuals.

## **Section 10: Final Statement**

Riverside House is a service that is consistently safe, well-led and highly person-centred, where individuals are supported to achieve meaningful and sustainable outcomes in all aspects of their lives. Care is delivered in a way that not only meets assessed needs but actively enhances quality of life, promotes independence and supports emotional well-being.

Individuals living at Riverside House experience a stable, nurturing and inclusive environment where they are respected, listened to and empowered to make choices about their daily lives. They are supported to maintain relationships, access their community and develop confidence and life skills, resulting in improved engagement, reduced anxiety and increased overall well-being.

Strong and effective leadership ensures that the service operates with clear governance, accountability and a commitment to continuous improvement. Systems are

in place to monitor quality, respond to feedback and drive positive change, ensuring the service remains responsive to the needs of individuals. Staff are well trained, supported and confident in their roles, contributing to a consistent and high-quality standard of care.

The service works in partnership with families, advocates and professionals to ensure a coordinated and holistic approach to care. Individuals benefit from timely access to healthcare and specialist support, with care plans that are dynamic, responsive and focused on achieving positive outcomes.

Riverside House does not simply provide care; it delivers a service that is reflective, progressive and outcome-driven. Through a strong culture of openness, respect and continuous learning, the service ensures that individuals feel safe, valued and supported to live fulfilling lives.