



**THE LANTERN COMMUNITY**  
*"living, learning and working together"*

Folly Farm Lane  
Ringwood  
Hampshire  
BH24 2NN  
01425 479926  
info@lanterncommunity.org.uk  
www.lanterncommunity.org.uk

## **PERSONAL CARE SERVICES OF THE LANTERN COMMUNITY**

### **Statement of Purpose 2016/2017**

*In The Lantern Community, excellence in social care is embedded in holistic Camphill values and practices. We create life-enhancing opportunities for adults with Learning Disabilities who value and support each other to achieve their full potential by living, learning and working together.*

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## The Nominated Individual

- Name of the Service Provider: The Lantern Community  
Nominated Individual: Behiye Bilge Hunt  
Address: Folly Farm Lane, Ringwood, Dorset, BH24 2NN  
E-mail Address: [info@lanterncommunity.org.uk](mailto:info@lanterncommunity.org.uk) / [bilge@lanterncommunity.org.uk](mailto:bilge@lanterncommunity.org.uk)  
Telephone Number: 01425 460201 / 01425 460202  
Website: [www.lanterncommunity.org.uk](http://www.lanterncommunity.org.uk)

## The Registered Managers and Addresses of the Locations

- Name of the Location: Willow End  
Registered Manager: Burga Liddiard  
Address: Hurn Lane, Ringwood, Hampshire, BH24 2AG  
Telephone Number: 07954095960  
E-mail Address : [burga@lanterncommunity.org.uk](mailto:burga@lanterncommunity.org.uk) / [info@lanterncommunity.org.uk](mailto:info@lanterncommunity.org.uk)
- Name of the Location: Phoenix  
Registered Manager: Ann Stevens  
Address: Hillcrest, Folly Farm Lane, Ringwood, Dorset, BH24 2NN  
Telephone Number: 01425 476 125 / 07760361077  
E-mail Address: [ann@lanterncommunity.org.uk](mailto:ann@lanterncommunity.org.uk) / [info@lanterncommunity.org.uk](mailto:info@lanterncommunity.org.uk)
- Name of the Location: Field Maple Tree  
Registered Manager: Immanuel Verhoeven  
Address: Silver Birches Office, Horton Road, Ashley Heath, Ringwood, Dorset, BH24 2EB  
Telephone Number: 07522137994  
E-mail Address: [immanuel@lanterncommunity.org.uk](mailto:immanuel@lanterncommunity.org.uk) / [info@lanterncommunity.org.uk](mailto:info@lanterncommunity.org.uk)
- Name of the Location: Seahorses  
Registered Manager: Alexandru Taban  
Address: Victoria Road, Freshwater, Isle of Wight, PO40 9PP  
Telephone Number: 01983 752574  
E-mail Address: [seahorses-iow@tiscali.co.uk](mailto:seahorses-iow@tiscali.co.uk) / [alexb@lanterncommunity.org.uk](mailto:alexb@lanterncommunity.org.uk)

## About Supported Living at the Lantern Community

The Lantern Community offers inclusion within a caring and supportive community together with opportunities for meaningful skilled work as a valued member of a team.

*“At The Lantern Community you can work together with a lot of warm, friendly folk – a whole community of people building a good life together; we provide the support and care for you to get involved in everything. It is a great way to lead a full and active life.”*

The Lantern Community offers Personal Care and Support services to people who live in or near the Lantern Community Estate or who use the Day Services on the estate. Service users are supported to become active members of the community with a voice in the life and work of the whole; they are known as Companions, reflecting the community's ethos of mutual care and support. Many of the care and support staff are volunteers who live on the estate to share in the life and work of the whole; these volunteers are known as Co-workers.

Those Companions who live on the Lantern estate have tenancies which are managed by East Boro Housing Trust. Following a trial period, the majority of Companions hold Assured Tenancies, reflecting their long term involvement in the community and their right to reside here. The Lantern Community offers suitable care and support to enable Companions to live in their own home and to be involved in the community but tenants who live on the estate may choose alternative service providers.

### Camphill

The Lantern Community is a member of the Association of Camphill Communities. Camphill has been growing since the first community was founded in 1940 at Camphill House, near Aberdeen, and it now offers a large support network for children, young people and adults with learning difficulties, mental health problems and other support needs. Camphill offers a choice of more than 50 Camphill communities in the UK and Ireland, with locations in city, town or countryside providing shared, semi-independent and independent supported accommodation. Camphill initiatives have also developed in North America, Europe, Africa and India; today there are more than 100 Camphill communities, each following the ideals of Camphill's founders in its own way. In the UK and Ireland the communities are represented by, and co-operate through, the Association of Camphill Communities. Worldwide the organisations work together as the Camphill Movement.

### Camphill's Mission Statement

"The world wide Camphill movement strives to create communities in which vulnerable children and adults - many with learning difficulties - can live, learn and work with others in healthy social relationships based on mutual care, support and respect. Camphill is inspired by Christian ideals as articulated by Rudolf Steiner. The Camphill Movement is based on the acceptance of the spiritual uniqueness of each human being, regardless of disability, or religious or racial background."

## **The Lantern Community Charity**

The Care and Support service is operated by The Lantern Community, company number 3773749 and registered charity number 1075845. Please visit the Charity Commission web site for full details of the Lantern Community Charity and to view the most recent Annual reports and audited accounts.

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

## **Seahorses Holiday Guest House**

The Lantern Community needed a holiday house for those with special needs to have breaks. In 1999 Seahorses Guest House in the beautiful setting of Freshwater on the Isle of Wight was purchased by the Trust for this purpose. In addition to offering holidays to those living at the Lantern Community, Seahorses also offers Bed and Breakfast and Self Catering facilities for the general public. This service provides work and training opportunities for the team of four adults with learning disabilities and the volunteer co-workers who, together, run Seahorses. In addition to supporting the Companions living there, Seahorses also provides beautiful grounds, peaceful rooms and outstanding art and craft facilities for truly refreshing holidays.

Seahorses is part of the Lantern Community and is the Fourth Location, registered with the CQC to provide Personal Care services.

<http://seahorsesisleofwight.com/>

## **The Lantern Community**

The Lantern Community is just outside the small town of Ringwood in Hampshire with easy road and bus access to Bournemouth. The Lantern Community has a Pottery, Weavery, Woodwork workshop, Bakery, Horticultural Nursery, Landwork, Craft, Shop, Café and Art Studio. Workshops are managed by people who are highly skilled Masters in their fields, each having experience in supporting and passing on their skills to others. Products from our Workshops are available to purchase from the Lantern Shop. As a not-for-profit Charity, any surplus that we achieve is invested within the Lantern Community.

[www.lanterncommunity.org.uk](http://www.lanterncommunity.org.uk)

## Our Purpose

The Lantern Community as a whole aims to provide a stable home life, fulfilling work, friendship and social interaction together with opportunities for personal growth, adult education, cultural and spiritual inspiration for adults with a learning difficulty. This takes place in an intentional community sustained by the mutual support that each individual gives and receives. Everyone in the community helps to make it work.

*“The Lantern Community charity offers the care and support for members of the community to live and work together.”*

Through person-centred approaches and through group-support and self-advocacy we offer the independence:

- to choose community living or to develop skills for a more independent life.
- to be involved in decision making.
- to be valued for who you are.
- to develop your true potential in life.

We offer:

- inclusion in a life-sharing community where everyone's contribution is valued and individuality is recognised.
- inclusion in making decisions on community direction.
- inclusion in work, social, cultural, spiritual and home life.

We will always respect rights:

- to individuality.
- to self determination.
- to equality.

## **Aims & Objectives of support in your own home**

### ***We aim:***

1. To provide support that is tailored to each tenant's individual needs.
2. To empower tenants to lead as independent a life as possible.
3. To provide services that are anti-discriminatory.
4. To provide a service that takes into account each person's preferences, wishes, personal circumstances and individual strengths.
5. To provide our tenants with support of the highest quality within their own home.

### ***How do we achieve these aims & objectives?***

1. We will work to a plan of support that has been agreed with the service user.
2. We will work with service users to promote independence.
3. We will always treat service users with dignity and respect.
4. We will encourage service users to be involved in the development of our service.
5. We will ensure that support is provided by trained and competent staff.

*“The Lantern Community provides the support for you to live in your own home. Your tenancy is managed by East Boro Housing Trust. The Lantern Community works closely with East Boro Housing Trust to make sure you get a well-cared for home and the care and support you want.”*

### ***Local Neighbourhood support***

As the Lantern Community site near Ringwood grew, it divided into three Locations, each with its own registered manager and support team. This ensures that services users can speak directly to the registered manager for their Location and that the care and support teams remain small enough to know everyone in their neighbourhood.

## ***Quality Assurance***

- We respond to the assessed needs of each person; helping people to lead a full and active life is our priority.
- We actively seek to obtain the information we need to enable us to continually improve our services. Service users have access to their own files at any time to see this information.
- Wherever possible, we involve service users and their families and representatives in making decisions that affect the services we provide.
- There are regular and frequent occasions at which service users are asked and assisted to express their choices, feelings and point of view.
- Living and working together we grow to know each person's strengths, needs and preferences. We ensure that the care and support is given consistently by the same people.
- We have extensive systems to check that the many social groups within the community are working well. In particular, many of the key staff are trained in Ways to Quality, a quality assurance approach for organisations in which work between human beings forms the core of the task. We also have assigned Safeguarding Adult Co-ordinators and comprehensive policies to respond to concerns, complaints and compliments.

## ***External Inspections***

In addition to our own internal reviews we are also subject to inspections by the Local Authorities Quality Assurance System. These check that our safe recruitment methods are working well, DBS checks and staff training are all up to date and that the Companions are receiving safe and effective care and support. To ensure that we meet the outcomes of the Care Quality Commission's Fundamental Standards, the Lantern Community commissions regular independent audits of its provision. We know that the people delivering services are what make the Lantern Community successful and so we are also accredited by Investors in People.



## Who are the Companions?

Companions are adults who have a learning difficulty who have chosen to live in the Lantern Community. As fully involved members of the community, tenants are known as Companions. The Companions live together with long-term live-in volunteers known as Co-workers and short term Volunteers from all over the world. Each day there are also many other people in the community - employed specialist staff and visiting friends, family members and customers calling at the lively shops and café.

*“If you decide that you want to live in the Lantern Community, we can help you apply to East Boro Housing Trust to become a tenant.”*

Some people who wanted to join the community when there were no vacancies have arranged their own accommodation near to the Lantern Community. We can provide the same support and care services to people living near enough to be active members of the life of the Lantern Community.

### ***How to apply***

*“The first step is getting to know the community.”*

Following careful assessment of your needs by the Lantern Community, including staying for a visit and trying out different work, you may decide to apply to join the community. You will then speak with East Boro Housing Trust to arrange a tenancy.

The Lantern Community  
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Ringwood  
Hampshire  
BH24 2NN

Main Office: 01425 460201  
Fax: 01425 471 841  
email: [info@lanterncommunity.org.uk](mailto:info@lanterncommunity.org.uk)  
<http://www.lanterncommunity.org.uk/>

### ***Your own home***

We recognise that every prospective tenant should have the opportunity to choose a home which suits them. When the right place has been found within The Lantern Community you will have the security of a tenancy managed by East Boro Housing Trust. <http://www.ebht.org.uk/>

## The range of services we offer

*We can help with any of these according to individual needs:*

- Dealing with correspondence.
- Budgeting and paying bills and help with claiming Housing Benefit.
- Looking after your own room and home.
- Maintaining the security and safety of the dwelling.
- Opportunities for education, employment and leisure.
- Registering with a local GP and Dentist of their choice and maintaining links with appropriate healthcare services.
- Washing and Bathing
- Eating and drinking
- Toileting and Continence Care
- Dressing and Undressing
- Oral care
- Care of the skin, hair and nails including shaving
- Mobility
- Administration of prescribed medicine both orally and topically

We are not normally equipped to cope with needs such as severe mental health problems, severe challenging behaviour or nursing care. We can respond to these needs by working in partnership with other agencies involved in your support and care.

*“If you need services which we cannot provide, we will help you find the right support.”*

## **Our core values**

### ***Choice***

We support people in making choices in the following ways:

- We offer a range of activities to choose from, both work and leisure.
- We encourage people to manage their own time and not be dictated to by set communal timetables. Work does however make its own demands – bakers and farmers may start work early, gardeners are busy at harvest and shop keepers are very busy before Christmas! We support Companions to be able to hold responsible work successfully, including keeping to schedules.
- We will retain the maximum flexibility in the routines of the daily life of the houses. Living with others always asks us to make compromises and reach agreements. We support Companions to be able to do this – and often learn from how well they already do this! Within a flexible routine we still agree to eat at regular times and to be at work on-time.
- Tenants are actively encouraged to personalise their bedrooms, and should furnish their room to their own personal choice, at their own cost.
- We offer a range of cultural and social activities which Companions can choose to attend. Some activities have additional costs and we always make this clear in advance.
- We support Companions in building and maintaining relationships of their choice, with careful and considerate support for sexual relationships.

### ***Civil Rights***

We will support Companions whenever they wish in:

- exercising their right to vote in elections and to make themselves aware of the democratic options.
- gaining full and equal access to all parts of the NHS.
- claiming all appropriate welfare benefits and social services.
- accessing public services, such as libraries, further education and lifelong learning.
- volunteering to take part in public services
- seeking employment.

## ***Confidentiality***

We will ensure that information we hold is kept confidential at all times in accordance with the Data Protection Act 1998.

## ***Equal Opportunities***

The Lantern Community abides by equal opportunities legislation and does not discriminate in any way on the basis of race, religion, gender, disability, sexual orientation, marital status or age in relation to co-workers, staff and tenants/service users.

A copy of our policy on Equal Opportunities is available upon request from our office.

## ***Independence***

In a Camphill Community it is essential that the decision to make one's home there is made freely and that the implications of this are recognised, since there are also responsibilities involved when deciding to share with others. In particular, it is important that a balance is found between your own needs and wishes and consideration of the needs and wishes of the other people with whom you live and work.

*“The main thing at the Lantern is that people want to do things together, even when it gets difficult. Our life is about building good relationships – lots of them.”*

The art of living together lies in discovering a point of balance between

Individual choice ---- Responsibility to Others

Independence ---- Interdependence

Self-fulfilment ---- Mutual Support

Being able to maintain this balance is also a skill for moving into more independent living. The Lantern Community is developing additional facilities for more independent accommodation on the estate and also has a property, Willow End, between the estate and the nearby town of Ringwood.

## ***Behaviour Support***

The Lantern Community follows the British Institute of Learning Disability (BILD) Code of Practice for the use and reduction of restrictive physical interventions (2014 4th edition)

**“We do not use any restrictive physical interventions and we aim never to use them. No holding people, no shouting, no locked doors.”**

As is described in the Code of Practice, our emphasis is on being pro-active in meeting people's needs in the fullest and widest sense so that the causes of challenging behaviour do not arise. We recognise that sometimes medical or other causes can lead to challenging behaviour. If an individual does need behaviour support which includes physical intervention then we will consider providing it safely by trained staff in accordance with the BILD Code of Practice rather than be unable to meet the person's needs.

## ***Personal and Healthcare***

- We agree with each tenant a plan of support/care that will be regularly updated.
- If the healthcare needs of a tenant cannot be met with our existing staff experience and training, we will arrange for appropriate professionals to help.
- We have established safe procedures for supporting Companions in taking medicines.
- We safeguard people's privacy and dignity in all aspects of the delivery of health and personal support.

The Lantern Community does not provide nursing care.

## ***Privacy***

We recognise that the need to have help with personal care can be invasive of a Companion's privacy. We provide as much privacy as possible for Companions by:

- Giving assistance with sensitivity and respect
- Supporting tenants to decorate their rooms in their own style and to use them as much as they wish for leisure and entertaining.
- Providing locks on bedroom doors to which the tenant has keys.
- Protecting privacy when using the telephone, opening and reading post.
- Ensuring that staff and volunteers follow policy by only entering a tenant's room with their permission, except in an emergency.

## *Security and Safety*

The land and all buildings are well maintained and inspected, with fire alarm systems, regular checks of the gas and electrical systems and annual testing of portable electrical appliances. Potentially hazardous activities are risk assessed and safely managed.

*“Having fun, trying new things and meeting new people are all part of life. We will help you to do what you choose.”*

Companions go to many places outside of the Lantern, including the local gyms and swimming pools, adult education courses, Gateway club, to the seaside in Bournemouth and in the beautiful New Forest. There is excellent local transport from Ringwood and The Lantern Community also provides cars and drivers.

We understand that risk-taking is a vital and often enjoyable part of life and that Companions can choose to take risks. If a Companion wishes to take part in an activity that involves risk, we will carry out a thorough risk assessment with that person and aim to help them to enjoy the activity safely.

We will:

- support Companions in any tasks that have risk attached, such as cooking.
- protect Companions, wherever practicable, from all forms of harm and from all possible abusers.
- ensure that Companions and staff know how to make a complaint or report concerns.
- ensure that the atmosphere in our houses is open, positive and inclusive.
- ensure that visitors, staff and maintenance workers do not enter tenant's rooms without prior consent, except in a real emergency.

The Lantern Community provides sleeping night cover for those who need a person on call and for those who find the reassurance of having support readily available allows them to relax and manage alone.

Maintenance services and a manager are on call 24 hours a day, 365 days a year to respond to any emergency. Autodialling call-alert buttons enable anyone with communication difficulties to summon assistance.

## People and relationships

### *Relatives, Friends and Representatives*

*“We will help you to keep in touch with your family and friends and to choose who to see, when and where. Many families and friends play a very active role in the community.”*

If a Companion wishes to be represented in any dealing with the community by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities. We ask Companions to have the support of family or others in making important decisions so that it is certain that they are represented.

### *Religious Observations*

Companions who wish to follow their religion are given every possible help and facility. In particular we do the following:

- We will make contact with any local place of worship on behalf of a Companion and arrange transport if required.
- We celebrate all of the Christian festivals and Companions freely choose when to participate.
- We strive to meet the needs of people of all cultures, faiths and religions.

## Our Staff

### *Service Structure: Management and Administration*

Each Camphill Community is a self-directing “village” of households, workshops, social life and celebrations.

The Lantern Community is made up of four registered care locations; one on the Isle of Wight and three at the Ringwood community. Each of these is small enough to provide person centred care, with the support and resources of the whole organisation to back it up.

Households talk together, workshop members decide what needs to be done and social events always spring up. From each of these smaller groups someone will attend a larger meeting to coordinate the whole. There are also many whole community gatherings to discuss particular questions or just to celebrate an event together.

*“Each house has a House Coordinator or Assistant House Co-ordinator to arrange your care and support. For any help with your house life you can ask the house co-ordinator.”*

*“Workshops have a workshop coordinator who is an expert in their craft. You can ask them about your work.”*

*“If you have any problems with your own room or your Tenancy agreement, you can ask East Boro; they visit often to ask if everything is OK”*

*“If you do have a problem, the registered manager for your neighbourhood is ready to listen. You can call on them for a chat about anything.”*

### *Care and Support Staff*

- We employ the right number of staff with the right mix of experience and relevant qualifications. Many volunteers provide services at the Lantern Community and they complete the same level of recruitment checks, training and supervision as do the employed staff.
- We provide staff who have appropriate communication skills.
- We follow recruitment policies and practices that respect equal opportunities and protect Companion’s safety and welfare.
- We ensure that staff and volunteers have appropriate training and supervision



## ***Gifts and Gratuities***

Our aim is to provide a high quality service and ensure that our tenants receive the best possible support. Although we know that Companions and care-givers will often form lasting friendships we need to be sure that the right balance between professionalism and warmth is maintained and so gifts or gratuities over the value of £10.00 cannot be accepted by individual care-givers.

Donations from families, friends and supporters of the Charity are always valued and we have frequent fund-raising events which welcome support.

## ***Qualifications and Training***

We provide training for all the care staff and volunteers to ensure they achieve the Care Certificate.

Many of our staff are in further training and we support them to attend the excellent care training facility at Bournemouth and Poole College.

All senior staff achieve the qualification for their role.

We also provide training and refresher courses in Health & Safety, Emergency First Aid, Food Hygiene, Moving & Handling and Safeguarding. Training needs are reviewed regularly during supervision sessions; annual performance reviews for all staff reflect on both the individual's learning goals and the needs of the organisation.

## ***Complaints and Compliments***

We know that problems can arise from time to time and have a simple to follow procedure for complaints which explains what you can expect and what to do if you are not satisfied that your concern has been met. Please contact the house co-ordinator in the first instance for details of how to raise your concern or ask the Lantern Office for a copy of the complaint procedure.

## ***Policies and Procedures***

All policies and procedures are available at the Lantern Community office.

*“If you want to know how and why things are done, we will gladly answer your questions.”*