

1. Provision & Registration

Nutley Hall, the Registered Service Provider, is a non profit-making company registered both as a company limited by guarantee with Companies House (no. 868461) and as a charity (no. 307023) with the Charity Commissioners. It is a voluntary residential care home & community. The office is located at the premises:

Nutley Hall, Nutley, near Uckfield, East Sussex, TN22 3NJ (U.K.)

Contact details: Tel. +44 (0) 1825 712696

email: office@nutleyhall.org

The registration with the Care Quality Commission (CQC) is to provide the regulated activity: "Accommodation for persons who require nursing or personal care". Nutley Hall is not, however, currently permitted to provide *nursing* care, and may accommodate a maximum of 33 residents.

The specific purposes (& indeed *the Objects of the Charity*) are: "to provide facilities for accommodation, care, continuing learning, workshop activity and social, cultural & physical recreation for adults with learning disabilities in particular by the provision of a long-term community or communities working out of the anthroposophical impulses of Rudolf Steiner."

2. Governance & Management

The Registered Provider (ID: 1-101651759) is Nutley Hall, governed by a board of trustees. The current Chairman of the Trustees is Mr Guy Bridge, who has considerable experience in banking, finance and management and is also a family member of one of our residents. Other trustees represent a cross-section of professions (e.g. social care, medicine, education, banking and business), experience of anthroposophical organisations & activities, and family members of residents. The trustees meet quarterly and report to the AGM of the charity every autumn.

The Registered Provider ensures that the regulated activity is managed by "*an individual who is registered as a manager in respect of this activity at Nutley Hall*". The current Registered Manager (ID CON1-1588937093) is Raz Levy, who holds a degree in Curative Education and has extensive experience in the Learning Disabilities sector. Mr Levy leads a management group to which the trustees delegate the day-to-day organisation and running of services.

3. Staffing Structure & Organisation

Nutley Hall employs over 35 permanent members of staff who are assisted by therapists and a number of fixed-term, resident, volunteer care workers who complete mandatory trainings and usually stay for one year. All members of staff have relevant past work experience and approved qualifications, and sufficient competence to fulfil their job roles. Training is ongoing and regularly updated. Nutley Hall has a non-hierarchical organisational structure with individual areas of responsibility represented at the weekly community Staff Meeting, at the regular Core Group meeting (of senior permanent staff) and in the Management Group, all of which include the Registered Manager. Additionally, there are separate regular team meetings for each house/unit, for the senior care staff (house co-ordinators), for workshop leaders (i.e. day care services) and for therapists. The aim is to maintain a sound staff to resident ratio to

ensure quality of personalised care & support in the households (including night cover) and professional leadership in house units, workshops & other activities.

4. Purpose of Provision & Admission Criteria

Long term residential & day care is provided for adult men and women (minimum age 18) with moderate to severe learning disabilities who are, generally, physically mobile with basic personal awareness skills. There is no upper age limit, but *new* applicants are not normally admitted beyond their thirtieth year. Nutley Hall endeavours as far as possible to provide a secure and stable permanent home although long term nursing care is not offered. It is important that the community absorbs new admissions with minimum disruption to its established values, organisation and rhythms, and that it strives to maintain a balance between age and gender groups. Therefore new admissions are given very careful consideration, especially in relation to the needs & wishes of existing residents and, as a rule, Nutley Hall is unable to provide for those with very challenging behaviour, with severe physical or sensory disabilities, with a matrix of very complex needs or with dominant mental health issues. Emergency admissions are not normal and not recommended, and it is not normally possible to offer respite care. The admission procedure is designed to facilitate transition and assimilation into Nutley Hall with prospective residents gaining as clear an idea of the type of provision and its underlying principles as possible, without encouraging false expectations. Thorough assessment of needs, the collation of comprehensive and detailed personal information, and opportunities for as much acquaintance as possible before full admission (including a trial stay) are desirable.

5. Foundation

Nutley Hall is a Rudolf Steiner community founded out of anthroposophical ideas and ideals. It is entirely independent (i.e. it is not part of any wider organisation) although there are personal and professional links – and regular networking – with people in similar social care organisations who share a common philosophical and practical outlook through *anthroposophical social therapy*, as well as with professionals in other disciplines that have grown out of anthroposophy, e.g. anthroposophical holistic medicine and therapies, Steiner Waldorf education, related artistic schools & therapies, bio-dynamic agriculture, associative economics, etc. The approach to care is a holistic one, based on insights, values and practical suggestions that originate from Rudolf Steiner's work, the emphasis being on balance between the physical, emotional and spiritual needs of each individual. There is no *model* or set *method* of care as such, but there are certain distinct (and recognisable) values and approaches. The fundamental values could be said to be: the recognition of the uniqueness of each individual and a respect for the inviolability of each person's human dignity; the central underlying *motif* being that, although we may all suffer from certain shortcomings, illnesses or developmental disabilities *physically* or *emotionally*, every human being is *spiritually* "whole" and "well".

The spiritual dimension is fundamental to the "guiding vision" of Nutley Hall, without which the essentials of the approach cannot be fully comprehended, i.e. that human beings are unique spiritual individuals with a past and a future, all having been born into physical existence with greater or less abilities and disabilities, which for some - in the latter case - are sufficient to require the special care & support of others. With this as its basis, the Nutley Hall community has three core elements: the *community* basis itself, members mutually supported & supporting each other as individuals; a *healing* focus, underpinned by holistic medical & therapeutic approaches; and an essential "*universal religious*" element, non-sectarian but with its foundation in unifying Christianity.

The outcomes of the underlying values may be recognised in the overall ethos and general ambience; in the décor and physical surrounds; in the quality of hand-crafted products & the preference for natural materials; in the high nutritional standards; in the range of therapeutic activities provided; in the endeavour to practise within a non-hierarchical organisational structure; in the cultural life (as outlined below) - and in the sincere concern for, and striving to respect, the wider natural environment. (The connection with the natural world, through land-based work and through the charting of seasonal rhythms is an integral part of community life.) These are examples of the special qualities which Nutley Hall has to offer, and which prospective new applicants may be looking for, or are attracted by, in keeping with their own chosen lifestyle & needs. However, it is not intended that any of these outcomes or structures should be or become inflexible, doctrinaire or static, nor that they should impinge on any individual's personal freedom of choice or beliefs.

In brief: *"The community strives to be an enabling environment in which the potential of each person can find expression within a supportive social context, and where the recognition of the unique qualities of the individual guides the development of meaningful social and practical skills."* (Nutley Hall Mission Statement)

6. Personalisation & Community: the individual, the community ethos, well-being & choice.

Nutley Hall was founded as an intentional community with a distinctive ethos, style and practical way of working, and has always functioned via a person-centred approach. Just as in general there has to be a balance between the liberty & wellbeing of society as a whole and that of its individual members, Nutley Hall has to grapple with what distinguishes it as a distinctive community organisation (& care provider) with the needs & developing aspirations of the individual residents within it: too much focus on the community aspect may hinder self-determination; exaggerated and unconsidered individual choice would lead to the antithesis of community. It is Nutley Hall's aim to enable each individual to be as independent and self-reliant as possible; *the fundamental* aim of the community is to maximise residents' well-being, and this is evidenced by what one can witness in the actual daily life and rhythms of Nutley Hall, as well as through the intentions expressed in this document. To achieve these aims our commitment is to maintain and develop the community-based provision, protecting its core values and the well-established practices that have proved effective; at times, inclusion as fostered within the Nutley Hall community may appear to be at variance with inclusion as promoted in the mainstream. An essential component of Nutley Hall community life is to enable real choices to be made where there is the capacity to do so effectively and when the choices *do* promote the individual's well-being (even if a choice may seem unwise, though otherwise safe); sometimes this entails professional guidance or advice from responsible carers and there may sometimes be a fine line of distinction between choice & guidance. For example, Nutley Hall is proactive in offering alternatives to passive exposure to modern media output, especially where evidence shows that this has a negative impact on individuals' well being; specifically, television viewing (which is not central to the community life) is encouraged as part of a balance of activities - and within a social context, rather than in isolation.

Fully committed to continuing & progressive development, especially in the furtherance of person-centred approaches and respect for individual choice, Nutley Hall functions on the understanding that it is its very community ethos, style & practices (which above all recognise the value of each individual member's contribution) that is the form of living & support (and/or therapeutic environment) that each resident has chosen. This raises two important questions: how are the

choices considered & decided, and how is the essence of the community determined & defined? With regard to the first question, during the admission process prospective residents are invited to live in the community for an agreed period in order that they may make a choice based on first hand experience of the underlying values and the ways in which these are expressed within community life. Prospective residents' families, carers and placement authorities need also to consider carefully these issues of ethos and lifestyle as central aspects of care provision at Nutley Hall.

There are a number of varying levels of need but it is a reality that a residential placement in registered care provision at Nutley Hall will usually be related to a lack of certain capacity - e.g. such as in general would be necessary to live independently without significant input of support & care – and hence the choice of the community lifestyle for some individuals depends largely on the perceptions and guidance of families & professionals. Once the choice to join the established community has been confirmed, it necessarily entails acceptance of the community ethos and its ways of working. For this reason it is important for all stakeholders to regularly review the personal provision to determine whether an individual's needs and wishes are still compatible with community life: when not, and where diverging from the community's further development, the expectation will be that the individual's needs will be more appropriately met elsewhere, rather than that the community adapts to those changed personalised needs. However - and with regard to the second question – the community's vision and essential basis is upheld and defined by a responsible Core Group in conjunction with the trustees; this never remains static, but is continuously, albeit gradually, transformed: to this end the perceptions and views of community residents & their representatives will always be encompassed in the developing vision.

7. Structure of Provision

Nutley Hall is a community, akin to a small village, inclusive of residential and day staff in addition to the residents (or service users) with learning disabilities. The emphasis is on community living, but one in which the uniqueness of each person is recognised and respected. The talents, hopes and aspirations of each individual resident are valued as contributions to the whole, while there is an endeavour to promote and protect their rights, interests, choices, needs and progression towards independence, with full dignity. There are three equally essential strands brought into balance within the community: the home life, the working life and the cultural life.

1) Home Life Nutley Hall consists currently of six separate units in five houses, each functioning as a social & domestic grouping inclusive of residents (ranging from three in the smallest to seven in the largest), house co-ordinators and volunteer carers (or co-workers). Shared mealtimes are an important focus, as are shared household chores, mutual support and social activities. Residents are encouraged to be involved with staff in communal household tasks to the best of their ability, fostering personal recognition, independence and mutual support of each other. Nutley Hall aims to be a "caring environment": i.e. where care takes place in a properly *cared for* environment in relation to nutrition, cleaning, décor & environmental credentials. Particular emphasis is given to nutrition, in the provision of a wholefood diet based on bio-dynamic & organic produce; to the maintenance of the fabric and décor of the buildings, fittings and furnishings; and to the upkeep of the surrounding gardens & grounds. The objective is to achieve an outcome that maintains a genuine quality of life for residents: not merely functionally good, but also beautiful, harmonious and artistic.

2) Working Life Well-equipped craft workshops for baking, basketry, candle-making, weaving & woodwork on site, outdoor gardening & woodland/woodcraft groups, and the central kitchen & laundry allow development of skills and creative

& productive work, utilising natural materials and processes as far as possible. Particular emphasis is given to encouraging a variety of experience within a rhythmical structure, as well as to the quality of the physical & social working environments. The craft workshops are an integral part of community life.

- 3) Cultural Life Live music, poetry, drama, story-telling, eurythmy, dance, movement and art are at the heart of the community life. The aim is to provide residents, whether as engaged participants or as receptive audience, not only with meaningful activity and entertainment but also creative experiences that can engender social cohesion, restorative/therapeutic qualities and renewal. Nutley Hall has a rich cultural ethos in which the marking of the year's natural cycles and seasons and the shared celebration of the Christian festivals figure prominently, alongside many other community celebrations and activities. There is a strong sense of rhythm to each day, to each week and to the whole course of the year. Belonging to the community (whether in a supported or a supporting role) assumes, at the very least, tolerance of this rich cultural aspect – and everyone is encouraged and enabled to contribute to festival preparation and planning and to participate in the outcome.

The balanced integration of these elements of daily life gives a structure in which all members of the community can genuinely contribute to each other's lives and mutually support growth and fulfilment.

8. Health, Medicine & Therapeutic Activities

Therapeutic activities for individual residents such as eurythmy (an art of movement), music, painting, speech, rhythmical massage & dispersion baths are arranged at Nutley Hall with recognised practitioners to support healthy development and to address identified therapeutic needs. Nutley Hall was founded on the insights of anthroposophical medicine and this approach to health care continues to underpin the provision. Certain anthroposophical therapies, remedies and medications may be provided on the recommendation of the Nutley Hall medical advisor, i.e. a visiting anthroposophical doctor with whom private consultations are also available. Private consultations with other anthroposophical doctors may also be recommended for residents and homeopathic & anthroposophical medicines & remedies may be prescribed as well as allopathic medication. (N.B. All anthroposophical doctors are fully-qualified, GMC-registered physicians specialising in anthroposophical medicine) On behalf of residents Nutley Hall will also support external professional therapies as and when required, e.g. via the local NHS Health Centre (where residents are generally registered with a GP), hospital consultants or the local adult social care Learning Disability Team.

9. Education and Personal Development

Nutley Hall wishes to enable all residents to develop their own individuality and self-respect, aiming towards wider integration & inclusion and supporting them to realise their own full potential. The intention, as already noted in the mission statement, is to provide an enabling environment in which the potential of each individual can find expression within a supportive social context, at home, in the workshop setting and recreationally. Support may also be via local placements, involvement with off-site tasks or participation in partner projects with other organisations. Additionally, adult education is supported – to attend local college courses or to join an on-site adult education class where the intention is, for example:

- to help stimulate thinking & interest in the world, in people & in current affairs;

- to enable the formulation of ideas and opinions that may lead to discussion and promote communication skills;
- to encourage an exploration of the natural world and its processes;
- to maintain and/or develop skills in writing, reading and numeracy;
- to encourage creative, artistic and cultural interests, talents and skills;
- to enable residents to pursue their own particular interests, etc.

10. Leisure Pursuits

Residents are supported to participate in group social & leisure activities and to pursue individual interests with the intention that they may enjoy stimulating, entertaining and recreational experiences. This may be arranged at the request of an individual resident; or on following-up a suggestion from the family or the adult social care manager; or through individual or group discussion following a proposal by a house co-ordinator or other member of staff. The weekly (full) Community Meeting is a useful communication channel for sharing ideas on a wider scale.

A range of recreational activities is available on-site, and residents are encouraged to participate in others organised in the wider outlying community, by arrangement with supporting staff. Outings to the coast & country, to pubs, restaurants & cafes, to stately homes & gardens, to cinema, theatre & concert performances, and to fetes, exhibitions and other events are also regular features for individuals and groups.

11. Religion

A religious element pervades the community life of Nutley Hall through the celebration of Christian & other cultural festivals, at grace said before meals, at regular Bible readings & in the Sunday "Offering Service" for the community which, led by lay people, is unique to anthroposophical organisations but non-denominational. Residents are free to participate or not, & staff enable anyone to attend religious worship of their choice elsewhere, if they wish. Religious background, race or cultural origins are not criteria for residence at Nutley Hall or of being part of the community.

12. Reviews

Residents' care plans are regularly reviewed by managers and house co-ordinators in consultation with the resident, their adult social care manager (if funded by a local authority) and their parents (or other representatives) where appropriate. Internal care plans are compiled, regularly updated and developed to document each individual's needs and how they may best be fulfilled to enable the achievement of their fullest potential through a personalised approach, and to strive for further agreed aims & future development. Continuous communication takes place amongst care staff at the regular meetings (& with special focus if any individual is noticed to be acting uncharacteristically or if there are significant changes to the care plan). Staff meeting time (apart from formal reviews) is also set aside for reviewing in turn the needs of different residents.

13. Contacting of Family & Friends

Contact between residents and their families, friends and *bona fide* representatives is always open, though Nutley Hall does encourage visits and holidays to take place at weekends and during planned holiday periods, and for telephone calls to take place outside workshop hours. Facilities are available for meeting visitors in private if

wished, in residents' own rooms or elsewhere. Links with the wider community are encouraged & fostered, giving opportunities to mix & interact with people from outside Nutley Hall & their own family circle. Keeping up with personal contacts and friends is also encouraged. Nutley Hall staff also endeavour to sustain their own close links with residents' relatives & friends and to maintain informative two-way communication.

14. Facilities

Nutley Hall has 29 bedrooms in its five houses (i.e. six units), which vary in size and character:

The Main House is a large Victorian mansion currently housing 2 units of 7 (Phoenix) and 4 (Ashdown View) residents respectively, each with an average living space of 24.5 sq. m., ranging individually from 21-33 sq. m.

Cedarwood is a more homely cottage-style conversion of the former stable block, currently with 6 residents, each with an average living space of 19.6 sq. m., ranging individually from 16.5-24 sq. m. One bedroom, in use since 1984, is less than 10 sq. m. Timberlee is a purpose-built house constructed in 1989 and currently housing 7 residents, each with an average living space of 19.22 sq. m., ranging individually from 17-25.7 sq. m.

Tall Timbers is a mid-seventies detached village property accommodating 5 or 6 residents, each with an average living space of 16.16 sq. m., ranging individually from 15.5-17.9 sq. m. One bedroom, in use since 1994, is marginally below 10 sq. m. in area.

Sunrise House is a smaller house built in the 1990's, accommodating 3 residents, each with an average living space of 24.25 sq. m., ranging individually from 22-27.1 sq. m.

These living spaces include other sitting areas and vestibules, two studies, a library and conservatories, and in addition there are patios & other outdoor meeting areas. Additionally, Orchard House, the community hall & theatre, totals 257 sq. m. (averaging almost 8 sq. m. communal space per resident) and the grounds & gardens extend over more than 2 acres. The premises and facilities are accessible to all users. A few residents have made a positive choice to share bedrooms. In all there are 11 bedrooms at Nutley Hall suitable for sharing (i.e. with an area greater than 16 sq. m.). At present three of these rooms are in double occupancy.

Kitchen facilities are good and the ratio of toilets and bathrooms per resident is 1:3 (or greater) in all houses. At Nutley Hall there are 24 toilets in total (including 3 disabled toilets) 11 baths and 11 shower facilities. There are 43 wash hand basins altogether on the premises although not in every bedroom: in 4 rooms in Cedarwood, in 3 rooms in Tall Timbers and in 2 rooms in Sunrise House residents have chosen not to have basins, which are felt to be out of character in those situations, but they do have easy access to toilets and basins close by. Each house also has staff quarters with separate toilet and bathing facilities. Staff are always on call when needed.

Nutley Hall has a professional maintenance person & a programme of works, with awareness of upgrading needs in line with the Disability Discrimination Act (1995).

15. Security and Safety

Thorough fire & emergency procedures are in place with regular staff training updates. Fire equipment & alarm systems are maintained by professional servicing companies & the fire safety officer supervises weekly system checks. Fire evacuation procedures are practised regularly. There is an appointed Health & Safety Officer who oversees completion and revision of risk assessments for the whole premises, and for individual residents & employees in liaison with them. Lock-up routines (for external doors and windows) are in place, and external doors are fitted with bolts or security-coded locks.

Money and valuables may be deposited in the safe if necessary. Nutley Hall is fully insured for all contingencies and residents' personal possessions have limited cover. Complaints, concerns, accidents and incidents are scrupulously recorded and followed up as appropriate, and staff receive mandatory training & regular updates.

16. Respect & Privacy

Efforts are made to respect residents' privacy & entry to their rooms is always preceded by a request. Wishes concerning key-workers & assistance with personal care are respected. Personal information of residents' disabilities, medical conditions, etc. is kept confidential; also regarding personal correspondence & finances.

17. Consultation arrangements

Residents are able to voice concerns and opinions about the organisation of Nutley Hall or about staff or other residents in a number of ways. They are actively encouraged to feed back their feelings and thoughts on issues informally as they arise, and on a regular basis together with other residents and staff – within households, on walks and outings, at mealtimes, and in day workshops, classes or meetings etc. – as well as more formally in private with the house co-ordinators or at the weekly Community Meeting. Consultation also comes about through adult social care reviews, and via parents or other representatives. On specific issues or decisions, residents will be consulted directly, and a meeting representative of all houses is convened monthly in the Residents' Forum with the Registered Manager.

18. Complaints

The complaints procedure is made available to all residents and their families or representatives. Clear stages of procedure are outlined, along with relevant information. Normally we would hope to resolve any difficulties through normal consultation processes, before any issue becomes a serious complaint. If any issue arises which is suspected to be (or threatens) abuse of an adult at risk, the appropriate safeguarding procedure will be followed.

If a conflict of interest should arise between the rights, needs or wishes of a resident and those of the resident's family or representative, Nutley Hall will strive to find a solution acceptable to all concerned, although ultimately it will have the responsibility to protect the best interests of the *resident*. The adult social care manager would normally be involved in any such conflict and it might be necessary to arrange for an advocate to represent the resident concerned. If mental capacity is an issue, best interest decision procedures will be followed – and that may involve an independent mental capacity advocate (IMCA).