



St David's House & Queens Cottages

Statement of Purpose

St David's House & Queens Cottages – Extra Care Housing Scheme

Redditch Borough Council

1. Provider Details

Provider Name:

Redditch Borough Council

Service Name:

St David's House & Queens Cottages – Extra Care Housing Scheme

Service Address:

St David's House

Willow Way

Redditch

Worcestershire

B97 6PG

Telephone Number:

01527 584769

Email Address:

stdavidsoffice@bromsgroveandredditch.gov.uk

Provider Website:

www.redditchbc.gov.uk

2. Registered Manager Details

Registered Manager:

Shona White

Role:

Registered Care Manager

Qualifications & Experience:

The Registered Manager holds a Level 5 Diploma in Leadership and Management for Adult Care and has operational leadership experience within adult social care and Extra Care Housing services.



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The Registered Manager is responsible for the day-to-day oversight of the regulated activity, workforce management, safeguarding oversight, governance systems, quality assurance and operational management of the service.

3. Legal Status and Regulated Activity

St David's House & Queens Cottages is an Extra Care Housing Scheme operated by Redditch Borough Council.

The service is registered with the Care Quality Commission (CQC) to provide the following regulated activity:

Regulated Activity

- Personal Care

The regulated activity is delivered within tenants' own homes within an Extra Care Housing environment.

The scheme is not a residential care home. Tenants maintain their own tenancy agreements, individual rights, personal independence and freedom of choice within their own self-contained accommodation.

Support and personal care are delivered in accordance with assessed needs, agreed care plans and individual preferences.

4. Description of the Service

St David's House & Queens Cottages provides Extra Care Housing for adults who require varying levels of support and personal care to enable them to remain living independently within their own homes.

The scheme comprises 54 independent living properties and provides a combination of:

- housing-related support
- wellbeing monitoring
- personal care
- emergency response support
- social support and engagement
- partnership working with health and social care professionals

The service supports individuals with a range of needs which may include:



- age-related frailty
- physical disabilities
- mobility difficulties
- long-term health conditions
- sensory impairments
- cognitive impairment
- mental health needs
- support needs associated with maintaining independence

Support is tailored to individual assessed needs and delivered in a person-centred manner which promotes dignity, privacy, independence and choice.

5. Service Philosophy and Aims

The service is committed to supporting people to live safely, independently and with dignity within their own homes.

The core aims of the service are to:

- promote independence and autonomy
- support individuals to remain within their own homes for as long as possible
- provide safe, responsive and person-centred care
- respect privacy, dignity, diversity and individual choice
- support positive risk taking where appropriate
- encourage social inclusion and wellbeing
- work collaboratively with families and professionals
- maintain a safe and supportive living environment
- deliver care in accordance with regulatory requirements and best practice guidance

The service recognises that tenants retain the right to make choices regarding their daily lives, routines and lifestyles and aims to support individuals in a way that maximises independence whilst managing risk proportionately.

6. Staffing Structure

The staffing structure within St David's House & Queens Cottages includes:

- Registered Care Manager
- Care Team Leader
- Care Assistants (Day and Night)
- Sleep-in / Overnight Support Staff
- Administrator
- Finance and Monitoring Officer
- Kitchen Staff
- Activities and Wellbeing Support Staff

The service operates a 24-hour staffing model to provide emergency response support, wellbeing monitoring and delivery of regulated care services where commissioned.

Staff receive induction, mandatory training, supervision and ongoing competency oversight to support safe and effective care delivery.

7. Safeguarding and Risk Management

The service is committed to safeguarding adults from abuse, neglect and avoidable harm.

Safeguarding concerns are responded to promptly and escalated appropriately in line with Worcestershire safeguarding procedures and local authority requirements.

Risk management within the service is supported through:

- individual risk assessments
- dynamic risk assessment processes
- care planning and review
- safeguarding procedures
- accident and incident monitoring
- environmental safety checks
- staff training and competency monitoring
- partnership working with professionals and external agencies

The service aims to balance safety with independence and recognises the importance of supporting positive risk taking where appropriate.

8. Infection Prevention and Control

The service is committed to maintaining high standards of Infection Prevention and Control (IPC).

IPC arrangements within the service include:

- staff training and competency monitoring
- PPE availability and monitoring
- hand hygiene promotion
- environmental cleanliness monitoring
- cleaning contractor oversight
- COSHH management arrangements
- infection control guidance within care plans and risk assessments

The service continues to strengthen IPC oversight through ongoing audit and governance processes.

9. Quality Assurance and Governance

The service operates a quality assurance and governance framework to support continuous improvement, regulatory compliance and safe care delivery.

Quality assurance processes include:

- care documentation audits
- medication audits
- health and safety audits
- workforce compliance monitoring
- supervision and competency oversight
- IPC monitoring
- environmental checks
- accident and incident review



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- safeguarding oversight
- action tracking and governance review

The service is committed to continuous improvement and actively reviews audit findings, incidents, feedback and operational risks to identify areas for learning and service development.

Governance systems are continually reviewed and strengthened to support safe, effective and person-centred service delivery.

10. Partnership Working

The service works in partnership with:

- Worcestershire County Council
- General Practitioners (GPs)
- District Nurses
- Occupational Therapists
- Physiotherapists
- Community Mental Health Teams
- Pharmacists
- Hospitals and discharge teams
- Families and advocates
- External domiciliary care providers
- Emergency services

Partnership working is considered essential in supporting coordinated, safe and effective care.

11. Complaints and Feedback

The service welcomes feedback from tenants, relatives, professionals and visitors.

Complaints and concerns are taken seriously and investigated appropriately in accordance with Redditch Borough Council policies and procedures.

Feedback is used to support learning, service improvement and quality assurance.

12. Equality, Diversity and Human Rights

The service is committed to promoting equality, diversity, inclusion and human rights.

Care and support are delivered in a manner which respects:

- individual beliefs and values
- cultural needs
- protected characteristics
- communication needs
- individual preferences and lifestyles

The service aims to ensure that people are treated fairly, respectfully and without discrimination.

13. Emergency and Business Continuity Arrangements

The service maintains business continuity and emergency response arrangements to support safe service delivery during periods of disruption.

This includes:

- emergency escalation procedures
- fire safety arrangements
- evacuation procedures
- emergency staffing arrangements
- contingency planning
- partnership working with emergency services and housing teams
- governance oversight of operational risks

14. Statement of Commitment

St David's House & Queens Cottages is committed to providing safe, responsive and person-centred care within an Extra Care Housing environment.



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The service aims to support people to maintain independence, dignity and quality of life within their own homes whilst ensuring care is delivered safely, respectfully and in accordance with regulatory requirements.

The service remains committed to continuous improvement, strong governance oversight and maintaining positive outcomes for tenants, relatives and professionals.

Document Control

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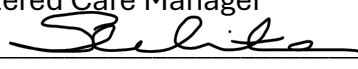
Date Implemented: May 2026

Review Frequency: Annual or sooner if significant changes occur

Approved By:

Name: Shona White

Role: Registered Care Manager

Signature:  _____

Date: __ 14/05/2026 _____

Next Review Date: __ 14/06/2026 _____