





Statement of purpose

AMPLIUS REGISTERED CARE AND SUPPORT SERVICES



Company registered office

K2, Timbold Drive,
Kents Hill, Milton Keynes
MK7 6BZ

 0800 111 4013
 amplius.co.uk

Nominated individual

Fay Hirel, Amplius,
Leverett House, Gilbert Drive,
Endeavour Park, Boston PE21 7TQ

 0800 111 4013
 fay.hirel@amplius.co.uk

Contents

Introduction	3
Nominated individual	8
Registered Care Services Warwickshire	
Derwent Road	11
Romsey and Winchester Avenue	12
Registered Care Services Lincolnshire	
Ashley Court	14

Introduction

Amplus is a Community Benefit Society registered with the FCA under number 7853 Regulated by the Regulator of Social Housing under number 5060.

Amplus provides a range of high quality care and support services across Lincolnshire and Warwickshire. We support people living in their own homes, in residential care and supported living.

We offer individualised care and support to people experiencing mental ill health, people with a learning disability, the elderly, people with physical or sensory impairment.

As an organisation we promote person centred values, we do this in the following ways:

- Seeing people as individuals.
- Supporting people to access and implement their rights and understand any responsibilities.
- Treating people with dignity and respect and ensuring that they have their choices and preferences listened to.
- Supporting people to maintain as much independence as possible and where possible to improve their degree of independence.
- Working in partnership with the individual so that they can maintain control of their lives.
- Actively seeking out the views and opinions about the quality of the service from users of the service and those of who have an interest in the service.

-
- Involving service users, carers and stakeholders in improving the delivery, development and management of services by carrying out a variety of periodical quality assurance audits.
 - Ensure that all service users are aware of the procedures for making complaints, comments and compliments.
-

Purpose of document

This document summarises information about the services we provide and the values of Amplus. It is for users of our service, people who are considering using our service, and their friends, relatives, carers and representatives.

Our aims and objectives

Our aim is to help people live fuller lives, providing homes and support that meet individual needs and create better neighbourhoods to live in. We are committed to promoting equality, diversity and customer awareness.

We strongly believe that delivering a focused person centred service is essential in order to meet the following objectives.

- To deliver a quality service that will improve and maintain the service user's quality of life.
 - To provide care and support tailored to the needs of the individual and based on a thorough assessment of needs.
 - To deliver a flexible service that responds effectively to changing needs.
-

-
- To look at the holistic needs of the person and work in partnership with the individual and a range of services, agencies, professionals, family and friends involved in their support.
 - To maintain continuity of care, matching the nominated worker as far as possible with service user needs & preferences, so as to maintain satisfaction and continuity of care.
 - Respecting the need to change nominated worker in the event of non-compatibility.
 - To be non-discriminatory in all aspects of the service ensuring that service user views and opinions are heard, listened to, respected and used to improve the quality of service and future provision.
-

Geographical areas of operation

Lincolnshire and Warwickshire

Services we provide

We provide a full range of care and support services to people living in residential care homes and supported living. These services can be funded through a direct payment/personal budget, directly from local authority or Health or by private means. The range of services we provide include:

- Assistance with personal care including help with washing and getting dressed
 - Toilet and continence requirements
 - Medication and other health related support
 - Social support companionship, help to
-

discover new social and educational opportunities

- Eating
- Practical assistance, including shopping, cooking and cleaning
- Manual handling
- Travel training
- Budgeting.

We provide services for the following people:

- People with a learning disability
- People with a physical disability
- People with mental ill health
- Older people.

Age range of service users

Service users must be 18 years and above.

Specialist support

There are some aspects of support that will need staff to be experienced, or to undertake specific training in order to ensure that they are competent to undertake certain tasks such as:

- Catheter care – changing bags, monitoring output and emptying bags
- Bladder washouts
- Assistance with eye or ear drops
- Medication
- Assistance with ileostomy and colostomy care

-
- PEG feeding.
 - Emergency use of epilepsy.
 - Administration of insulin.

All staff are trained and assessed to be competent before they undertake any of these specialist duties.

Care staff will not undertake any activity that requires the skills of clinically qualified professionals, these tasks include:

- Toenail cutting
- Removing or replacing catheters
- Ear syringing
- Bowel evacuations
- Injections – involving the assembling of syringes, intravenous injecti
- Any invasive procedures
- Tracheotomy care.
- Any invasive procedures
- Tracheotomy care.

Nominated individual

The nominated individual for Amplus is:

Fay Hirel,
Amplus, Leverett House, Gilbert Drive,
Endeavour Park, Boston PE21 7TQ

Fay has worked within a range of supported housing services for over 20 years, as both a front-line support worker and as a service manager.

Fay joined Axiom Housing Association in 2008 and held managerial roles in services before Axiom became part of Longhurst Group.

This led to Fay becoming a head of service for Housing Related Support Services. Fay was appointed Director of Specialist Housing and Homeownership Services at Longhurst Group January 2022.

In December 2024 Longhurst Group merged with Grand Union Housing to create Amplus Living where Fay has been appointed Director of Housing & Health Communities.

☎ 0800 111 4013

✉ fay.hirel@amplus.co.uk

This document is reviewed on a regular basis.

Signed



Director of Housing & Healthy Communities

Reviewed February 2025

Services registered under Amplus

Registered Care Services Warwickshire

Derwent Road

Registered manager

Sally Pike

Location ID: 1-20196657735

 Derwent Road, Bedworth,
Warwickshire CV12 8RT

 01205 204 106

 sally.pike@amplus.co.uk

Overview

Derwent Road provides support for up to six people with learning disabilities. The service consists of two purpose-built bungalows each supporting three people. The accommodation is suitable and adapted for wheelchair users and people with physical disabilities. Hoists are available for those who require this. The bungalows are close to the town centre. There is a large enclosed garden and sensory room. Staff are fully inducted to the service and individuals specific needs and requirements. This training includes the care certificate and NVQ/Diplomas in levels 2 through to 5.

CQC service user bands

- Adults 18+
 - Learning disability
 - Regulated activity
 - Personal care
-

Regulated activity


- Accommodation for persons who require nursing or personal care.

Romsey and Winchester Avenue

Registered manager

Kay Guise

Location ID: 1-20211023305

 Romsey/Winchester Avenue,
Weddington, Nuneaton CV10 ODR

 01205 204 798

 kay.guise@amplus.co.uk

Overview

Romsey/Winchester provides support for up to 13 people experiencing mental ill health. The service consists of two four-bedroom houses, a two-bedroom bungalow and three self-contained flats. Each property has its own enclosed garden as well as access to a large communal garden with vegetables and chickens. The bungalow is equipped to meet the needs of either wheelchair users or people with limited mobility. The service is in a popular residential area of Nuneaton with excellent bus links into town. Shops, pubs and a church are within walking distance. Staff are fully inducted to the service and individuals specific needs and requirements. This training includes the care certificate and NVQ/Diplomas in levels 2 through to 5

CQC service user bands

- Adults 18 +
 - Mental Health
-

Regulated activity

- Accommodation for persons who require nursing or personal care
-


Registered Care Services Lincolnshire

Ashley Court

Registered manager

Nikita Ronan

Location ID: 1-20211023275

 Ashley Court, Boundary Street,
Lincoln, Lincolnshire LN5 8PQ

 01205 204 167

 nikita.ronan@amplus.co.uk

Overview

Ashley Court is a purpose built single storey care home comprising of 15 individual self-contained single rooms supporting people with physical disabilities.

The service is staffed over a 24 hour period. The service has specialist hoists and adaptations to meet the needs of people with physical disabilities.

Ashley Court is located close to Lincoln town centre and has a range of shops, pubs and restaurants within a 10 minute walk. Staff are fully inducted to the service and individuals specific needs and requirements.

This training includes the care certificate and NVQ/Diplomas in levels 2 through to 5.

Supported living

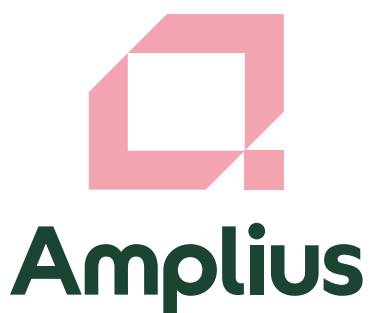
- Ashley Court also provides support to people living in their own accommodation across Lincoln

CQC service user bands



- Adults 18 +
- Physical disabilities
- Complex needs

Regulated activity

- Accommodation for persons who require nursing or personal care



Amplus
K2, Timbold Drive,
Kents Hill, Milton Keynes
MK7 6BZ

 0800 111 4013
 [amplus.co.uk](https://www.amplus.co.uk)

AMPSTO-A404/02
Updated: February 2025