

# Statement of purpose

Health and Social Care Act 2008

## Part 1

### The provider's name, legal status, address and other contact details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

#### Statement of purpose, Part 1

Health and Social Care Act 2008, Regulation 12, schedule 3

The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008

1. Provider's name and legal status					
Full name <sup>1</sup>	The Atarrah Project Limited				
CQC provider ID	1-101727666				
Legal status <sup>1</sup>	Individual	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Organisation <input checked="" type="checkbox"/>
2. Provider's address, including for service of notices and other documents					
Business address <sup>2</sup>	Milestones Hospital The Street Norfolk NR29 5BE				
Town/city	Catfield				
County	Norfolk				
Post code	NR29 5BE				
Business telephone	01603 782200				
Electronic mail (email) <sup>3</sup>	<a href="mailto:info@milestoneshospital.co.uk">info@milestoneshospital.co.uk</a>				

By submitting this statement of purpose you are confirming your willingness for CQC to use the **email address** supplied at Section 2 above for service of documents and for sending all other correspondence to you. Email ensures fast and efficient delivery of important information. If you do not want to receive documents by email please check or tick the box below. We will not share this email address with anyone else.

I/we do <b>NOT</b> wish to receive notices and other documents from CQC by email	<input type="checkbox"/>
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- <sup>1</sup> Where the provider is a partnership please fill in the partnership's name at 'Full name' in Section 1 above. Where the partnership does not have a name, please fill in the names of all the partners at Section 3 below
- <sup>2</sup> Where you do not agree to service of notices and other documents by email they will be sent by post to the business address shown in Section 2. This includes draft and final inspection reports. This postal business address will be included on the CQC website.
- <sup>3</sup> Where you agree to service of notices and other documents by email your copies will be sent to the email address shown in Section 2. This includes draft and final inspection reports.

*Please note:* CQC can deem notices sent to the email or postal address for service you supply in your statement of purpose as having been served as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents.

3. The full names of all the partners in a partnership	
<b>Names:</b>	

# **Statement of purpose**

Health and Social Care Act 2008

## **Part 2**

### **Aims and objectives**

## **Aims and objectives**

*What are your aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose*

The principal aim of the Milestones Pathway is the provision of assessment, treatment and rehabilitation for women with complex mental health needs. The Milestones Pathway approach offers patients a safe environment where their needs can be met by a high-quality multidisciplinary team through intensive rehabilitation and risk management with the goal of achieving a sustainable return to non-hospitalised community life.

The Milestones Pathway model aims to provide the least restrictive options for specialised care and a clear, goal-based, progressive route to sustainable community rehabilitation. Our approach involves respecting the needs of the individual, recognising areas of strength and resilience as well as areas of challenge in collaboration with patients, their community teams and where appropriate, their family and friends.

The overarching aim is to assist our patients to communicate and respond to events in less harmful ways and to recover in both clinically and personally defined terms. From the point of admission to Magnolia House right through to discharge from The Mews, progress in achieving these ends will be assessed and achieved using the behavioural and rehabilitative principles of the Recovery Star, which aims to :

- value the patient's perspectives and enable empowerment and choice
- support recovery and inclusion
- be holistic, and cover dimensions linked to recovery

The Milestones Hospital service provision will be delivered within all required statutory frameworks, and we aim to operate above and beyond national minimum standards.

We will provide a safe, high quality, structured and comfortable environment where the women may feel valued, dignified and:

- Are free from emotional, physical and sexual intimidation, harassment or abuse
- Are able to gain self-esteem and confidence, a sense of identity and an understanding of themselves and the world around them
- Develop trusting and genuinely therapeutic relationships with the patient care team within safe, contained and fully explained boundaries
- Take responsibility for, and participate in their care through ward rounds, Care Programme Approach (CPA), Section 117 community meetings collaborative care planning and their own risk assessment and management.

Underpinning the Milestones Hospital service provision aims and objectives, is a

robust governance framework in accordance with the hospital's Clinical Governance and Quality Policy. We are committed to continuously improving the quality of our service provision, and safeguarding high standards of care and treatment by creating an environment in which excellence will flourish. This encompasses:

- Ensuring accountability for quality and that required standards are achieved
- Investigating and taking action on sub-standard performance
- Identifying, sharing and ensuring delivery of best practice
- Identifying and managing risks to quality in the delivery of care
- Ensuring that the Milestones Hospital culture supports effective engagement in quality, in order to facilitate, plan and drive continuous improvement.

The quality of Milestones Hospital service delivery is measured by focussing on the safe delivery of care and treatment, effectiveness of training programmes and patient feedback on the service(s) provided.

In setting the direction of Milestones Hospital in relation to governance and quality, steps are maintained to positively shape the hospital's culture to continuously enhance the delivery of treatment and care, in a safe, caring, responsive, effective and well led environment.

Box will expand if completed using a computer

# Statement of purpose

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## Part 3

Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)

Fill in a separate part 3 for each location

The information below is for location no.:	1	of a total of:	1	locations
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<b>Name of location</b>	Milestones Hospital
<b>Address</b>	The Street Catfield Norfolk
<b>Postcode</b>	NR29 5BE
<b>Telephone</b>	01603 782200
<b>Email</b>	<a href="mailto:info@milestoneshospital.co.uk">info@milestoneshospital.co.uk</a>

**Description of the location**

(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)

Milestones Hospital is an independent 18 bedded Mental Health hospital provided by the Atarra Project Ltd and was registered with the Care Quality Commission in 2010. The Hospital is a female only service, situated in spacious grounds within the village of Catfield, Norfolk.

The service provision moved to the current site in July 2019, and the premises have been refurbished, to provide a light, spacious environment. There are a variety of therapeutic and communal areas, as well as garden areas externally.

The unit is comprised of 18 beds and divided into two distinct clinical inpatient areas, Magnolia House and The Mews:

- a) Magnolia House - 10 locked rehabilitation beds providing assessment and intensive multidisciplinary treatment and rehabilitation for those women who require specialist care initially in a locked environment.
- b) The Mews - 8 independent community facing flats where a bespoke package of care is delivered in an innovative inpatient setting comprised of independent flats.

Both units are managed with 24-hour nursing support.

Patients are accepted for admission who have a history of complex mental health problems and/or developmental disorders such as Autistic Spectrum Disorder (ASD). Their presentations are often associated with risk relating to self-harm, vulnerability and challenging behaviour and there may be diagnostic uncertainty or complex/overlapping co-morbidity which requires more detailed assessment and specialised treatment approaches during their admission. Some patients may also have experienced early life trauma of a sexual, physical or psychological nature which has significantly impacted on their personal development. Most patients will have experienced difficulties in sustaining periods of stability in the community and have experienced several periods of inpatient admission in various settings, which may have added to the complexity of their presentation and level of institutionalisation.

The Milestones Pathway model aims to provide the least restrictive options for specialised care and a clear, goal-based, progressive route to sustainable community rehabilitation. The approach involves respecting the needs of the individual, recognising areas of strength and resilience as well as areas of challenge in collaboration with patients, their community teams and where appropriate, their family and friends.

Milestones Hospital employs 2 Consultant Psychiatrists, one of whom is the Clinical Lead, and a team of Registered Nurses (Mental Health) under the leadership of the Hospital Manager. A Registered Nurse (General) is also within the establishment, so as to support the physical health and well being of the patients within our care.

There is a committed multidisciplinary approach in the service provision at Milestones Hospital, and the staffing establishment also includes an Occupational Therapist, Lead Psychologist, Complementary Therapist and Sports Therapist, together with a team of support workers and OT Assistant.

The Clinical Team is supported by a small team of administrative staff, led by the HR and Office Administrator, as well as catering, housekeeping and maintenance personnel.

All staff undertake mandatory, and role specific training in order to ensure that they are appropriately trained updated in delivering optimal standards of care. All registered practitioners maintain their Continuous Professional Development (CPD) in accordance and compliance with their respective regulatory bodies.



<b>No of approved places / overnight beds (not NHS)</b>	<b>18</b>
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<b>CQC service user bands</b>				
The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input type="checkbox"/>	
Mental health	<input checked="" type="checkbox"/>	Sensory impairment	<input type="checkbox"/>	
Physical disability	<input type="checkbox"/>	People detained under the Mental Health Act	<input checked="" type="checkbox"/>	
Dementia	<input type="checkbox"/>	People who misuse drugs or alcohol	<input type="checkbox"/>	
People with an eating disorder	<input checked="" type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>	
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/>	Children aged 13-18 <input type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)		<input type="checkbox"/>

The CQC service type(s) provided at this location	
Acute services (ACS)	<input type="checkbox"/>
Prison healthcare services (PHS)	<input type="checkbox"/>
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	<input checked="" type="checkbox"/>
Hospice services (HPS)	<input type="checkbox"/>
Rehabilitation services (RHS)	<input type="checkbox"/>
Long-term conditions services (LTC)	<input type="checkbox"/>
Residential substance misuse treatment and/or rehabilitation service (RSM)	<input type="checkbox"/>
Hyperbaric chamber (HBC)	<input type="checkbox"/>
Community healthcare service (CHC)	<input type="checkbox"/>
Community-based services for people with mental health needs (MHC)	<input type="checkbox"/>
Community-based services for people with a learning disability (LDC)	<input type="checkbox"/>
Community-based services for people who misuse substances (SMC)	<input type="checkbox"/>
Urgent care services (UCS)	<input type="checkbox"/>
Doctors consultation service (DCS)	<input type="checkbox"/>
Doctors treatment service (DTS)	<input type="checkbox"/>
Mobile doctor service (MBS)	<input type="checkbox"/>
Dental service (DEN)	<input type="checkbox"/>
Diagnostic and or screening service (DSS)	<input type="checkbox"/>
Care home service without nursing (CHS)	<input type="checkbox"/>
Care home service with nursing (CHN)	<input type="checkbox"/>
Specialist college service (SPC)	<input type="checkbox"/>
Domiciliary care service (DCC)	<input type="checkbox"/>
Supported living service (SLS)	<input type="checkbox"/>
Shared Lives (SHL)	<input type="checkbox"/>
Extra Care housing services (EXC)	<input type="checkbox"/>
Ambulance service (AMB)	<input type="checkbox"/>
Remote clinical advice service (RCA)	<input type="checkbox"/>
Blood and Transplant service (BTS)	<input type="checkbox"/>

<b>Regulated activity(ies) carried on at this location</b>		
Personal care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: John Richard Enser (Interim until vacancy appointed to)		
Assessment or medical treatment for persons detained under the Mental Health Act	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: John Richard Enser (Interim until vacancy appointed to)		
Surgical procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Maternity and midwifery services	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Nursing care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Family planning service	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		

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## Part 4

### Registered manager details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	John Richard Enser (Interim until vacancy appointed to)
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<b>2. Manager's contact details</b>	
<b>Business address</b>	Milestones Hospital The Street
<b>Town/city</b>	Catfield
<b>County</b>	Norfolk
<b>Post code</b>	NR29 5BE
<b>Business telephone</b>	01603 782200
<b>Manager's email address<sup>1</sup></b>	
<a href="mailto:johnenser@milestoneshospital.co.uk">johnenser@milestoneshospital.co.uk</a>	

<sup>1</sup> Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

*Please note:* CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

3. Locations managed by the registered manager at 1 above	
(Please see part 3 of this statement of purpose for full details of the location(s))	
Name(s) of location(s) (list)	Percentage of time spent at this location
Milestones Hospital The Street Catfield Norfolk NR29 5BE	100% (Full Time WTE)

4. Regulated activity(ies) managed by this manager		
Personal care	<input type="checkbox"/>	
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>	
Assessment or medical treatment for persons detained under the Mental Health Act	<input checked="" type="checkbox"/>	
Surgical procedures	<input type="checkbox"/>	
Diagnostic and screening procedures	<input type="checkbox"/>	
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Maternity and midwifery services	<input type="checkbox"/>	
Termination of pregnancies	<input type="checkbox"/>	
Services in slimming clinics	<input type="checkbox"/>	
Nursing care	<input type="checkbox"/>	
Family planning service	<input type="checkbox"/>	
5. Locations, regulated activities and job shares		
Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below.		
Please also describe below any job share arrangements that include or affect this manager.		
N/A		