



***“Rooted in Christian, gospel values,  
St Elizabeth’s exists to offer to vulnerable people  
individually designed education, care and support services  
that maximise their opportunities to live life to the full”***



# Our Service Pledge

St Elizabeth’s School, St Elizabeth’s College,  
St Elizabeth’s Residential Care Home with Nursing,  
St Elizabeth’s Day Services and Social Enterprises,  
St Elizabeth’s Central and Support Services

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St Elizabeth’s Centre is administered by the English Province of the Daughters of the Cross of Liège. A registered charity 1068661 and a company limited by guarantee 3492921. The Registered Office is at 29 Tite Street, London SW3 4JX  
*“The Daughters of the Cross – A compassionate heartbeat in the world” [www.daughtersofthecross.org.uk](http://www.daughtersofthecross.org.uk)*

## Introduction

**St Elizabeth's Centre** was established by the Daughters of the Cross of Liège in 1903. The Daughters of the Cross administer numerous projects of work around the world. They have a special mission and charitable tradition dating back 175 years, developing standards and services that reflect their own distinctive history, aims and Christian ethos.

Their projects provide holistic care, support, health and education services in a safe environment for especially vulnerable people recognising them to be unique individuals who should be valued, supported and enabled to maximise their personal potential in all areas of life.

In caring for vulnerable people, St Elizabeth's specialises in the fields of epilepsy, associated neurological disorders and other complex medical conditions. The Centre, part of a registered charity, also provides for children within the autistic spectrum. St Elizabeth's is one of only two national epilepsy centres offering services to all age groups with learning disabilities.

St Elizabeth's Centre, set in 65 acres of parkland, comprises a residential special school for young people up to the age of 19 years; a college for learners in the 18-25 age range aspiring to more independent living, (with domiciliary care support in housing both on campus and in Bishop's Stortford), and a "village" of modern bungalows for over 100 adults requiring social and nursing residential care. Lifestyles at St Elizabeth's are enriched through the Centre's own Day Services provision and various Social Enterprises offering supported training and employment in organic horticulture, artwork, ceramics and jewellery with retail outlets in surrounding towns.

St Elizabeth's is an equal opportunities organisation that employs and provides for people from a wide variety of backgrounds and beliefs. The Centre has over 600 staff and also attracts young volunteers from around the world who bring a vibrant, multi-cultural dimension to the charity.

## St Elizabeth's Service Pledge

Staff and volunteers at the Centre work to recognise and respond to people's abilities as much as to their needs. Regulatory requirements and funder's expectations must be met but these alone do not drive standards at St Elizabeth's. Success is measured through adherence to our enduring values and quality of service. We always endeavour to be sensitive to the needs of families and carers. Our history and ethos help give St Elizabeth's its very special character and distinctively person centred approach, encouraging and supporting residents to “**live life to the full**”. To help achieve this mission we pledge to:

- i) Make available **accurate, up-to-date information about our services** and provide opportunities for prospective clients and carers to visit St Elizabeth's to enable a transparent and informed choice about whether or not St Elizabeth's Centre has the potential to match their needs abilities and aspirations.
- ii) Arrange a **comprehensive assessment** involving the service user and others as to establish to the reasonable satisfaction of all stakeholders whether or not St Elizabeth's will be the most appropriate provider for that individual.
- iii) Ensure a managed move and provide each user and/or their representative with an **individual written statement of terms and conditions** for the service being provided.
- iv) Develop and agree **bespoke individual client plans and programmes**, to be regularly monitored, reviewed and updated, to provide assurance that services reasonably meet both current and changing needs, interests and abilities.
- v) **Consult and involve service users** as far as reasonably practicable in plans, policies, procedures, service developments and decisions that may affect them and take account of any views, concerns or complaints raised before decisions are made.

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- vi) Support service users to **access appropriate and enjoyable learning, training, work, leisure, social, cultural, spiritual and moral development opportunities**, both within St Elizabeth's and through links to friends, family, other agencies and the wider community.
- vii) Provide sensitive and flexible support to **enhance privacy, dignity, economic wellbeing and service user's control over their own lives**; to respect rights, recognise responsibilities, raise levels of personal achievement and seek to maximise opportunities for personal development and independence by promoting informed choice and responsible risk taking.
- viii) **Promote client welfare and healthy lifestyles** to protect service users from harm or self neglect; meet their physical, emotional and therapeutic health needs and, where capacity exists, respect their wishes in how such needs are addressed.
- ix) **Provide a safe, pleasant, clean, comfortable, well maintained environment** at St Elizabeth's, with good amenities designed to meet service user needs and aspirations and to ensure delivery of our service objectives.
- x) Recruit, manage and motivate quality staff who are trained, resourced and given effective organisational support to **meet if not exceed the service delivery standards** expected by commissioning agencies or regulators in accordance with the distinctive culture and ethos of the Congregation of the Daughters of the Cross of Liège.
- xi) Work collaboratively with all concerned to ensure that where necessary and for whatever reason(s), a client is positively supported into a successful and **managed transition**.
- xii) Meet the commitments of this charter within a framework of promoting equality, community cohesion and social inclusion; providing value for money; ensuring professional conduct by staff; seeking continuous improvement and always **upholding the enduring gospel values established for St Elizabeth's Centre by its Trustees**.