



USER GUIDE 2009

Domiciliary Care Service

Welcome to Special Needs Care.

We provide small Homes for up to 3 people who have a Learning Disability.

We aim to provide accommodation for people who want to experience new and exciting things in their life. The home is Managed by staff employed by Special Needs Care, they have lots of experience and want to help you to live a valued and meaningful way of life.

The houses are currently situated in a great part of Chester, close to the River Dee and the historic ruins; it is also close to the train station and bus routes. A fabulous shopping centre is close by, as are lots of pubs, bars and international restaurants, a sports centre and multiplex cinema. You can be supported by trained and caring staff to access these facilities if you wish. Further afield there is Liverpool City, Capital of Culture 2008 and Wales and the Lake District you can get a bus or train to these places



Our Philosophy, aims and objectives

We believe that everybody is important.

We will ensure that each person who comes to live at Special Needs Care is supported to live a full and active life, having the opportunity to experience interesting and valued activities and offering you support with things like cooking, cleaning, shopping and going out. We will also help you with your personal care and listen to you so that we are sure we are helping you in the best way.

We will provide you with a safe, caring and homely environment. Our properties will be a safe, relaxed and stimulating place for you to live.

We will support you if you need to see a doctor, nurse, or dentist and make sure we understand any health needs you may have.

You will be treated as an individual, and supported to develop skills and abilities. We will talk to you and your family and friends so that we understand the best way to do this.

Through this it is hoped you will achieve a greater degree of confidence and feel good about yourself. We want you to be able

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Company No. 06039940
1 Abbey Square, Chester, CH1 2HU
Tel: 01244 784434 Fax: 01244 350027
Mob: 07733 112224
specialneedscare.co.uk
office@specialneedscare.co.uk

The Responsible Individual is:
Barnabas Borbely LL.M (LSE)
Solicitor/Director

Registered Manager
Michelle Parker-Nolan

Registered office as above.
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to make choices and decisions that affect your life because that is important.

We will support you to keep in touch with your family and friends if that is something that is important to you. Your home is a place you should feel safe in so we will always do our best to make sure it is. You can invite your friends and family to your home, they may stay for coffee or a meal, you may want to celebrate your birthday. Because you will share your home with others you may have to talk to them about having your friends over, but we have house meetings so that things like that can be discussed.

There may be lots of things you want to try, like swimming, sports or a college course; you may want to go to work. We will help you decide the best way to do this and we will Support you to achieve your goals.



You will have a key worker; this is someone who will get to know you well. They will be the person you can talk to about your life. They will help you with anything to do with your health, your wellbeing, help you sort out problems and help you to achieve your goals.

Charter to Service Users (This is our agreement with you)

This Charter describes the Services and Standards that all Users can expect to receive from Special Needs Care.

WE WILL

- Consistently deliver services that effectively meet individual needs by being thoughtful, flexible and innovative in approach.
- Deliver a high standard of Service at all times. If we fail, we will put things right as quickly as possible.

Before you move in all Service Users can expect

To have a Care Manager allocated to you, and information about you will be shared with appropriate people, for example, your key worker, to enable the staff team to understand your needs better.

A series of introductory meetings and visits will be arranged with you and your supporter.

You will be invited to have tea; you can bring a friend or family member with you. This will enable you spend time getting to know the staff and other people who may live at the property.

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You will meet your key worker, the person who is specifically responsible for getting to know you especially and ensuring your voice is heard.

You may choose to spend some time overnight and this can be arranged if appropriate.



When you move in

You can expect

- A warm and friendly greeting on arrival. Your choice of food and drink will be made available.
- Your room will be prepared to your taste prior to arrival.
- You may wish to bring some of your own personal items
- Your room will be lockable and your privacy will be respected.
- We will provide assistance to help you settle into your new surroundings.
- Safekeeping facilities will be made available for small amounts of money.

Assessments and Reviews

People who live at Special Needs Care find that an Essential Lifestyle Plan is a useful way of letting the staff who will be supporting them, know how best to meet their needs. It helps when you are new or if the staff members are getting to know you.

An 'ELP' is a series of information about you; it tells the reader how you like to be supported. For example you may like to support your local cricket team every Sunday, and we can make arrangements for you to do this by arranging staffing, transport etc.

You may have a preference for taking showers or baths, you may have a certain routine with your personal care, and you might have to have your food cut up! All this information can be shared in a safe way through your ELP, with the people who can help you.

Through the ELP you can tell US what it is YOU want. Don't worry if you haven't got an ELP, we can help you to make one, its a fun way of getting your point across, and as things change for you, then this information can be reflected in your ELP, so the key people in your life will know how best to support you.

From your ELP, information is used at your review. Reviews take place at least once yearly, but when you first come to stay, there will be a follow up review after 6 weeks. This review is to check that everything is going ok and that you are happy.

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Your Key worker will sit with you at least every three months to check you are ok; they will update your ELP and record the information directly onto your ELP. This is like a mini review, but it's just for you and your key worker, we think this is a good way for you to share your feelings and thoughts.

You can have this mini review wherever it suits you, you may choose a quiet area like your room or the lounge, or you may want to go out socially with your key worker and do it in the pub! It doesn't matter as long as you feel comfortable.

Personal Care

A support plan around your personal care needs will form part of your ELP.

Assistance with meals/diet will be provided if it is required. You can have the foods you enjoy and you will be supported to make informed choices, taking account of healthy lifestyles and diet. If you have any specialist dietary requirements, for example vegan or Coeliac, don't worry, we can help with that too.

We will assist you with support in your choice of local hairdresser. Going out to local services is a good way to meet other people.

We will arrange visits to or from your own Doctor or District Nurse if required. We will arrange for home visits as necessary. We will also support you to access Chiropractic, Dentist, Optician, and Speech Therapist, hospital appointments, well woman or well man clinics.

We can help you with your medication if you do not administer your own, and if you do administer your own we can support you to understand why you are taking the medication and the safest way to do this. We can arrange regular medication reviews to ensure you are taking the right medication for you and to ensure you have the opportunity to discuss any concerns you may have about your medication with the most appropriate person.

Medication is stored within a locked cupboard with only trained members of staff having access.

We have clear recording procedures to ensure you and others living with you, are kept safe.

There are full laundry facilities within the house and you will be supported to wash your clothes and return them to your room. There are staff on hand to help with this.



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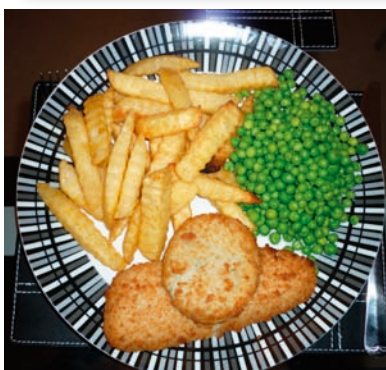


Meals

Taking food and drink together is a way of communicating and socialising, with this in mind, the main meal is served at the dining room table where Staff and Users usually eat together. We understand that some people prefer to keep to regular mealtimes, and that some prefer to eat when they feel like it. Staff are available to support you with your choices.

You can take your meals in the kitchen, at the lounge table or in your room if you prefer. You can invite your friends or family to take a meal with you, but this would have to be done in consultation with the other people who you live with.

You and your house mates will be involved in the planning of menus and shopping for provisions in accordance with your support plan.



Individual's special dietary requirements are taken into consideration for example you may need to have your meals finely cut and this can be done for you. If you have any religious observances with regard your food or its handling then this can be accommodated too.

Healthy eating will be promoted, with the emphasis on fresh cooked nutritious foods including fruit and vegetables.

Access to refreshments is always available with support as required. You can be supported to offer visitors to the house a hot drink.



Staff can assist you to prepare your own food and you will be actively encouraged to become involved in all aspects of your own food preparation, table laying and clearing up.

Social Activities

You will be encouraged and supported to participate in activities of your choice and to try out and develop new hobbies and interests if you wish. Staff can support you to maintain your existing choices. Staff have a variety of hobbies and skills and are keen to share these with you, and also there is a host of different activities within the local community that you can try.

The local community is seen as a wealth of opportunity in which people can become involved. Nearby there are an abundance of pubs. There is a library, shops, cinema, bowling, and swimming, all within easy reach.

The properties are very close to Chester Train station and a local bus route is nearby. This makes it easy to get around and about.

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Some people have attended night school or local daytime colleges. You can be supported to investigate this if you choose. There are also opportunities to become involved in volunteer work if you choose to do so.

In the house we can provide T.V, music, videos, reading materials, Staff are also able to offer hand massages, manicures and support to our users who like to use the spa bath.

Communication with your families

There will be meetings arranged for friends and family. These meetings are informal and will give them the opportunity to discuss any issues or concerns directly with Michelle the Registered Manager. It also gives Michelle the opportunity to update them on developments within the house and possible things that can affect you. If your family member is unable to attend the minutes of these meetings would be circulated.



Every year there is a survey sent to friends and family to complete either with you or on your behalf. The survey results are used to improve our service to you and form part of our commitment to providing you with a Quality Service.

Users may choose to have formal meetings, but also the time spent at meal times is utilised to involve everyone in what is happening and what changes may affect them. Some people like to have regular 'House Meetings' where the people who live together meet and discuss issues affecting them and the house arrangements. The meetings are usually facilitated by at least one member of staff.

Everyone's wishes and rights are respected, and everyone is asked to consider each other and behave respectfully toward them.

Staffing

Each person who comes to live at Special Needs Care will be introduced to their 'Key Worker'. This staff member will take an extra personal interest in you and your well being, getting to know you and your family better. They will support you to keep in touch with your friends and family.

There will usually be a senior staff member on duty and there can be up to two staff available in addition to this, dependent upon Service Users needs. The Solicitor/Director lives close by and is on call as is the Registered Manager in case of emergencies.

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How we communicate with you

As well as your 3 monthly ELP review, you will be encouraged to participate in discussions and plans that will affect you. Your chosen methods of communicating will be respected and recorded on your ELP. Your link worker and the staff on duty will keep you up to date with developments within the house and about things that will affect you. Issues can be discussed at the monthly house meeting, and here comments will be recorded and acted upon.

Smoking

All Special Needs Care Establishments operate a 'no smoking policy' which has to be adhered to by staff and Service Users alike, even when out in the community. For those Service Users who choose to smoke this should be shared with your Key Worker who will bring it to the attention of the Registered Manager in order for them to review arrangements for you.

Spiritual needs

Each individual's spiritual needs are addressed according to their wishes. For example staff can support you to access local churches, or if you choose, arrangements can be made for lay people to visit you at home.

Things we don't provide (but can help you to access if you wish)

You will have to buy your own newspapers, magazines and toiletries and pay for hairdressing and dry cleaning. You will be expected to contribute to Utilities bills, personal TV Licenses, fuel for use of Company vehicle, staff public transport costs when escorting you to your chosen activity, all of which will be detailed in the tenancy agreement.

Gifts to Staff

Staff are not allowed to accept personal gifts or money. If families or individuals wish to give gifts, for example at Christmas then this is only acceptable if given as a token gesture to the staff group as a whole, for example a tin of biscuits. Staff are aware of and understand this policy. Your family will also be informed of the policy so everyone understands.



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Terms and conditions/Tenancy agreement

There is a separate terms and conditions document that each individual or their representative needs to complete upon admission.

Finance

Users will be encouraged to manage their own finances. There is a clear recording system that is used by staff to track expenditure and ensure compliance with audit requirements.

Personal property

Individuals are encouraged to personalise their rooms and living space.

It is advisable for individuals to hold their own personal belongings insurance as Special Needs Care insurance cover does not extend to individuals personal belongings. Any item of great personal significance or financial value should be brought to the attention of the Registered Manager.

Termination of stay

It is envisaged you will live at Special Needs Care until your assessed needs change or you choose to live elsewhere. Each person is encouraged to be respectful of others living there and to take pride in their home.

Everyone will be encouraged to get involved in the general day to day business of the household and it will be decided via Users meetings where the responsibilities for each person and their Key Worker lies.

Independent reports

The Care Quality Commission will complete a series of Inspections of the business address at 1 Abbey Square, covering all aspects of the running of the Company, and to ensure that the fundamental functions are being carried out. These reports can be seen upon request to the Registered Manager.

Complaints

It is hoped that living within Special Needs Care will be a positive experience however; there may be times when you are unhappy about something. We want to know if things are not right for you so we can put it right. If you or your representative are unhappy about something, it is best

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to speak to the person you feel most comfortable with. This could be a staff member on duty.

Everyone is issued with a copy of Special Needs Care Complaints procedure, which is a useful guide about how to make a complaint or compliment.

The **Registered Manager Ruth Ailt** is available Monday to Friday from 9.30am to 5.00pm.

Tel Office 01244 329977 **Mobile** 07766 11 66 65

Between these times a message can be left and she will contact you as soon as possible.

Alternatively the Company Director **Barnabas Borbely** is available on **+44 7733 11 22 24**

You can also contact the Care Quality Commission at any time. The office is open from 8.30am-5.30pm and the telephone number is 03000616161 or you can email enquiries@cqc.org.uk

The address is
Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

We hope you found the information contained within this booklet useful. If you have any comments or suggestions on how to make this information better please speak to a member of staff. This information is also available in audio format upon request.

Reviewed November 09

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