

HEATH LODGE

Service user guide

PADGATE, WARRINGTON



2020

Proprietor Mr & Mrs Farragher T/A Potensial Ltd

Registered Provider

Mr & Mrs Farragher T/A POTENSIAL LTD
68 Grange Road West
Birkenhead
Wirral
CH41 4DB

Tel 0151 651 1716

Registered Manager

Mrs Lorraine Walker
34, Green Lane
Padgate
Warrington
Cheshire
WA1-4JA

Mob: 07792118909
Tel: 01925 816702

Organisational Structure

Management

-
- Proprietor Mr & Mrs Farragher T/A POTENSIAL LTD
 - Area Manager Ms Joanne Crosby
 - Site Manager Mrs Lorraine Walker

Senior support worker

- Lorraine Scott

Support workers

- Perry Yeboah
- Courtney Howarth
- Karen Darcy
- Barbara Duggen
- Julie Allan
- Sam Lowe
- Daniel Fisher

Site Manager

Name	Commencement of Employment	Qualifications/Experience
Mrs Lorraine Walker	November 2018	<ul style="list-style-type: none">• Diploma in Health & Social Care Level 5• NVQ3 Health & Social Care• NVQ2 Health & Social Care• Education and Training level 4• City & Guilds in retail & distribution foundation course• RSA CLAIT• LADAF• IOSH training• Client risk assessment• administration of medication & controlled drugs• physical intervention• finance training• cognitive-neuro rehabilitation training• safeguarding in adults• safeguarding with children• person-centred ways of working• epilepsy care training• midazolam administration training• train the trainer-manual handling and challenging behaviour• sepsis awareness• Mental Health Awareness• Mental Health First Aid• Mental health level 2• dementia care level 2• Emergency First Aid• Basic Food Hygiene• Fire Safety• Health & Safety• Infection Control• Recruitment & selection• Moving & Handling

		<ul style="list-style-type: none"> • Challenging behaviour • COSHH • Mental Capacity Act • Adult Abuse Training • Drugs & alcohol awareness Training • Team building, Coaching • Deprivation of liberty safe guarding. • GDPR • Personality disorders • Alcohol Information and Brief Advice • Acquired Brain Injury Awareness • Chronic obstructive pulmonary disease (COPD) Awareness
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Full Time Senior Staff

Name	Commencement of Employment	Qualifications/Experience
Lorraine Scott	March 2019	<ul style="list-style-type: none"> • NVQ3 Health & Social Care • administration of medication • physical intervention • finance training • safeguarding in adults • safeguarding with children • person-centred ways of working • epilepsy care training • Mental health level 2 • Emergency First Aid • Basic Food Hygiene • Fire Safety • Health & Safety • Infection Control • Mental Health Awareness • Moving & Handling • Challenging behaviour • COSHH • Mental Capacity Act • Adult Abuse Training • Acquired Brain Injury Awareness

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| | | <ul style="list-style-type: none">• Chronic obstructive pulmonary disease (COPD) Awareness |
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INTRODUCTION

HeathLodge Community Home is an 8 bedded registered care home for male and female adult's age range 18+ whom experience poor mental health, acquired brain injuries or/and Learning disabilities

There are 8 single rooms, which conform to regulation size and standard. With 2 rooms on the ground floor and 3 on the top floor which comprises of its own door and ensuite bathrooms which can be used for a more independence of your own space etc, we also have 3 annexe buildings within the garden area, which are all self-contained.

HeathLodge is a Victorian house well furnished and in good decorative order.

We operate a no smoking policy.

There is a secluded rear garden with a rural aspect. The house is on a quite road close to all amenities. It is in walking distance of two local pubs and a public park, a bus route to town centre and a train station.



Outside rear

Admissions Procedure

Prospective Service Users and their family / Social Worker or appropriate other are invited to the home on an introductory visit prior to moving.

The second visit should be for at least half a day and to include a meal, giving the prospective Service User the opportunity to

- Meet other Service Users (without staff or carers if appropriate.)
- Meet Staff
- View the room they would have and the communal areas and grounds.
- Discuss how the home can meet the person's requirements
- See the kind of records kept about Service Users
- See last inspection report

Any subsequent visits will be arranged to suite all concerned.

There should be a minimum settling in period of three months. At the end of three months a review should be held to include all interested parties. This is to ascertain that the prospective new

Service user is compatible with other Service users and that the home can satisfy the needs of the service user.

Aims and Objectives for HeathLodge Community Home

HEATHLODGE community home was established in 1997 and is now part of the Potensial Ltd Company. Its aim is to provide people with mental health difficulties, acquired brain injury and/or learning disabilities the opportunity to live in a small group home.

To help achieve this objective we:

- Have made their surroundings as homely as possible while adhering to legislation.
- Have monthly service user meetings that involve the individual in the decision-making process encouraging Service user choice & 1:1 meetings with each service user.
- Ensure that new staff are aware of their role i.e. they are employed to support the service users in their own home.
- Ensure that staff follow and carry out daily implementation of care plans.
- Have nominated members of staff to act as key worker for individuals.
- Ensure that the aims and objectives of individual care plans are as far as possible the aims and objective of the individual, using SMART objectives.
- Develop peoples independence to lead a full and happy life.
- Ensure opportunities are given to develop independence skills.
- Maintain a positive relationship with the local community.

- Strive to improve and continue to develop the service in line with peoples changing needs

Philosophy of the home

To emulate as far as possible within the boundaries of risk management and according to each persons individual needs an environment that mirrors family life and allows each Service user the support to achieve their full potential.

Staff Ratio

The staff ratio will be dependent on the number and assessed needs of the service users residing in the home.

Fee Structure

Fees are primarily based on the care needs and requirements of the individual. This is based on an assessment of the individual and discussions with the purchaser or representative. The costing provided will be for the basic costs of providing a service at the home.

The base line cost of care is £800.00. Any additional costs i.e. for 1:1 support will be charged at a base line cost of £14.10 per hour, dependant on an individual needs assessment.

Family Support

The home encourages and supports service users to keep all links with family and friends.

Service users have access to the computer to talk via web cam and e mail to family and friends world wide.

Family members will be involved and informed of all decisions relating to the needs of their relative if the decision has been made by the service user to involve them.

Social Scene

The Home seeks to ensure that service users continue to have unrestricted access to all community support services, including health, social services, leisure and education and should facilitate such access wherever possible.

The home arranges at least one holiday per year.

The type of holiday and destination is arrived at with the full discussion of the service users during the 2 monthly service user meetings.

A wide range of opportunities for creative and leisure pursuits is available:-

- Bingo
- Ten pin bowling
- Shopping trips both locally and further afield
- Local pub
- College courses
- fishing
- Work Placements
- Church
- Swimming
- Theatre
- Cinema
- Places of interest
- Activities for individuals and groups
- Visits to family/friends

Holidays will be funded by Potensial Ltd at an agreed amount any additional costs will be the responsibility of the service user.

Outings are completely funded by service users.

Ethnicity, Religion and Spiritual Needs

HeathLodge ensures the needs and wishes of all service users are respected and met wherever possible particularly bearing in mind ethnic, religious and cultural factors.

Arrangements are made for Service Users to attend religious services of their choice.

The Service Users meeting

This meeting is a monthly event to discuss: -

- Menus
- Forth coming events such as birthdays and how each individual wishes to spend theirs
- Outings
- Holidays
- Any changes they feel should be made
- Care plans
- The service provided

We also hold 1:1 service user meetings to discuss personal issues/problems, complaints/compliments or any issues with the staff team.

Catering

The homes policy is to provide substantial cooked well balanced meals, catering for all dietary and religious requirements.

Menus are devised by service users at their monthly meetings.

An alternative menu is always available upon request.

If required the home will provide a packed lunch for when service users attend day care. If this is not satisfactory to the service user then the home will not be financially responsible for the cost of cooked lunches. Service users have the ability to have meals outside normal range of mealtimes.

Reviews

These are held at least 6 monthly. Service users; family, day care

Staff, home staff, Advocates and Social Workers are invited to take part.

Support plans are reviewed every 90 days or when changes occur.

Health

Regular periodic access to:

- Chiropody
- Opticians

- Dentist
- G.P.
- Hairdressing

Quality Assurance

Effective quality assurance and monitoring systems are in place. Service users and family member's views are sought via questionnaires, surveys, planned inspections, group meetings etc which are published and made available to all.

All policy and procedures are regularly reviewed in light of changing legislation.

Managers cross check each other's services with quality audits on a monthly basis.

Who Monitors The Service?

The Care Quality Commission (CQC)

CQC Northwest Region

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel 03000 616161

General enquires: www.cqc.org.uk

The Inspector for HeathLodge at present is: **Diane Sharrock**

Link to CQC report

<https://www.cqc.org.uk/location/1-132341235?referer=widget3>

Link to website/brochure

<http://potens-uk.com/location/heath-lodge/>

Terms and conditions of Residence

- An assessment of the service users needs will be carried out to determine level of care required and subsequent cost and as to whether the home can meet the prospective service user's needs.
- The package will consist of no less than the minimum fee rising annually in line with inflation. The package may need reviewing if there is a change in needs.
- Accommodation provided – Single bedroom- ensuite with shared lounge, kitchen and conservatory/dining area.
- All service users are expected to comply with house rules when taking up residence. These are discussed and agreed at residents meetings.
- Service users are liable for the weekly fee if they are away from the home:
 - In hospital
 - On holiday
 - Or visiting family
- No specialist services or therapeutic intervention are included in the standard contract and if any are required they will have to be arranged and paid for separately and the cost will be the responsibility of the service user.
- All service users are issued with an individual service user agreement.
- There will be an annual review of the service user needs and progress and an annual update of the plan available on request.
- Any transport costs are to be provided by the service user at the Inland Revenue recommended rate.
- A month's notice to be given by both sides. Persons leaving before that months notice is up are liable to pay one month's fee.
- All service users have the right of appeal if they believe that there has been a miscarriage of justice.
- Each service user has the right of representation legal or otherwise.

Facilities

The home consists of:

Ground floor

- Communal lounge
- Bedroom 1 -12.8sqm
- Bedroom 2-12.8sqm
- Ground floor Toilet
- Kitchen
- Conservatory/dining area
- Secluded gardens back and front



Communal kitchen



Conservatory/communal dining area



Spacious communal lounge

First floor

- Bedroom 4-12.8sqm
- **Bedroom 5-13.3sqm-Vacant**
- Bedroom 6-13sqm
- Office
- Staff room

Outside

- Annex 1
- Annex 2
- **Annex 3-vacant**



Vacant room 5

Thank you for reading about our service.
You can ring to arrange a visit to see our facilities and vacant rooms
01925 816702 /07792118909
email Lorraine.walker@potens-uk.com

Lorraine Walker

Registered Manager