



**LARWOOD HOUSE:**  
1 EDISON STREET  
NOTTINGHAM - NG17 9EP



-  Registered Residential Care Home for up to 9 adults with a learning disability and complex needs.
-  Fully accessible bungalow design with gardens and patio area in Kirkby in Ashfield.
-  Taking a person centred approach, support is organised to focus on agreed outcomes.
-  Well trained and value driven staff team that support an effective communication system and purposeful pathway.
-  Individual packages of support facilitating access to, and inclusion within their community.



The service offers people with high support needs an individualised package of care and support in a stable environment, to build confidence, develop daily living skills and support to achieve outcomes.

Support is delivered by a skilled staff team with a minimum of NVQ level 2; learning disability & positive behavioural support accreditation; and training & guidance from our Behavioural Support & Therapy team.

Contracted to work with Nottingham City Council, Derbyshire County Council and Derby City Council.

# WHAT PEOPLE SAY ABOUT US...

- “I love it here. The staff are nice to me” - **Service User**.
- “Staff took the time to understand needs and preferences and supported them to take part in activities of their choosing” - **Social Worker**
- He has more choice here. They are fantastic. Very Caring” - **Family Member**



“Staff are very professional and efficient in all aspects of their work.” - **Social Worker**



# WHAT OUR CQC REPORT SAYS



Good

## SAFE

People were protected from the risk of abuse or harm. Staff understood their responsibilities to protect people from abuse or harm and there were policies in place to support this, including a whistleblowing policy. Staff told us they knew how to report any concerns they had and how to escalate them if necessary.

## CARING

People were cared for by staff who were kind and compassionate. People told us they enjoyed living at Larwood House. One person said, "I love it here" and another said, "The staff are nice to me". We saw positive and respectful interactions between staff and people, we saw them chatting and laughing together.

## EFFECTIVE

The provider had an induction process in place for new staff as part of the development of their caring role. This was aligned to the Care Certificate. This showed the provider recognised the need to ensure staff had the necessary training and skills to meet people's needs.

## RESPONSIVE

Staff promoted people's rights and adapted support to make sure everyone had a voice and was treated equally. One staff member told us "We treat people as individuals, they have rights and their own opinions, and it's important that they contribute to discussions about things that affect them."

## WELL-LED

We received positive feedback from external services and practitioners. For example, a social worker told us that staff worked with them to plan a smooth transfer for a person moving to Larwood House. They also commented on the positive communication they had with staff.

# About Potens

Potens provides a range of services for adults and children with learning disabilities, mental ill health, physical disabilities, autistic spectrum condition, acquired brain injury and other complex health needs.

Service types include residential care homes; single and multiple occupancy supported living; domiciliary care services, respite and short-breaks and day opportunities nationally.

Our service are regulated by the Care Quality Commission (CQC; the Care and Social Services Inspectorate for Wales (CSSIW); the Regulation and Quality Improvement Agency (RQIA) in Northern Ireland or Ofsted.

Regulators carry out inspections to ensure we comply with their regulations and provide high quality care and support to each person.



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