

“Skilled” “Creative” “Talented” “Inspiring”



Service User Guide



Providing inclusive quality support for adults with learning disabilities and complex needs, ensuring they are involved in every step of their personal pathway.....

Dignity and Respect

To make sure dignity and respect is part of everything we do.

Providing support based on Ivy Cares Values

'Individuality, Choice, Independence, Rights and Privacy'

Individuality:

Providing support based on your needs, wishes, choices, beliefs and values

Choice:

Give you information in a way that you understand to help you make decisions.

Independence:

Help you do things for yourself. This means not leaving you to cope alone but agreeing the support you need and want.

Rights:

You have the right to speak your mind and to be kept safe from harm, as well as the right to respect, dignity and equality. Respect the rights of other people too.

Privacy:

You have the right to private space and time when you need it. This includes where we support you and only discussing private information with those who have permission to know.

Consent

You (or someone who legally acts on your behalf) must give consent to the support we give you.

Things your support plan might include:

Support with personal care:

This might include help with washing, bathing and shaving.

Support to use the toilet or dress and Undress



Support with money:

This might include help going to the bank and putting a budget plan together.

Help with shopping



Support to keep healthy and safe:

This might include help with cooking and domestic tasks.

Taking exercise.

Developing risk assessments with you so you know what the risk are and how you can manage them.



Support with Activities

This might include meeting and making new friends. Keeping in touch with family. Hobbies and activities or going on trips and holidays.



Support with education and employment:

This might include help finding out about courses or training. Going to college placements. Going to work placements.



Please ask our staff for more information about local amenities and public transport, they will be happy to help you.

Safety

Ivy Care will assess the risks to your health and safety at all times and make sure you are not put at risk of harm that could be avoided.

Ivy Care services have a locked door policy.

The doors have electronic locks on them, staff on duty have fobs to get in and out of the doors.

An assessment will be completed so you are free to leave the building in line with your needs to ensure your safety and well being at all times.



Ivy Care have a NO SMOKING policy.

This means you must only smoke in the designated smoking areas outside of the building.



All staff have the following training to help support you:

Health and Safety

Moving and Handling

Fire Training

First Aid

COSHH

Infection Control

Food Hygiene



If you are would like to complete a training course staff will support you to do this in a way you can manage.

Keeping you safe from Abuse



Abuse is when someone does something to you which hurts you or makes you feel upset or frightened.



Someone can abuse you by:

Hitting you or hurting you.



Touching you in a way you don't like.



Shouting at you or calling you names.



You should always tell someone if you think you have been abused.



It will be kept private and we will only tell people who need to know to keep you safe.



You can tell your support staff, a manager or anyone else who works for Ivy Care.



The Care and Development Director is Claire Lee

Contact details:

Ivy Cottage, Ackton Lane, North Featherstone,
Pontefract, WF7 6HP

Tel: 01977 701370



You can also tell someone from your social work team. Please ask staff for the contact details if you don't already have these.



You can tell the Care Quality Commission who inspect our services and make sure we are doing our job well.

The number is 03000 616161 or you can e-mail them on enquiries@cqc.org.uk



You can also tell the police by phoning 999 or 111 (*non-emergencies*).



We will listen to you and make sure you are safe straight away.



A social worker or the police will help us to find out what happened.



Then we will all make a plan to keep you safe and stop it happening again.

If you aren't sure about something that has happened

Report it—Straight Away!

Food and Drink

We will support you to have enough to eat and drink and keep you in good health.

This will include:

- Finding out about what food and drink you like and dislike.
- Helping you to learn about how to stay healthy and what food and drink will help you do this.
- Support you to shop, cook and eat your own food in line with your individual needs.
- Train staff on nutrition.
- Keep a record of the food we provide.



Premises and equipment

We will make sure that the place where you live is kept clean and safe.



Premises and equipment continued

This will include looking after furniture and equipment. Any electric appliance will be tested once a year to make sure it is safe to use.

If you buy an electric appliance or device that does not come with a 12 month guarantee this must be checked before you use it.

Always check with staff if you aren't sure.

This will include providing you with safe lockable storage in your own room for your personal items and a medication Safe if you need one.

This also includes having insurance for your personal items in your room. Your personal property is insured up to the value of £1000.

Ivy Care offer everyone the following:

- Single Bed (we may need check what type of bed you need before one is in place, to make sure we get it right)

If you would prefer a double bed, we will provide the allowance for a single bed towards the cost.

- Double wardrobe
- Bedside drawers
- Lamp
- Chair

You are welcome to bring your own furniture but need to check this fits and is safe.



Complaints

Please ask staff for a copy of our full Complaints policy.

If you feel that something is not quite right or you have a complaint and you want to talk about this with somebody, the staff will always make time for you.

Staff will discuss any problems or concerns that you may have and will always try to find a way to make things better for you.

If you feel that your concerns have not been listened to and you want to talk about the problem or concern with somebody else you should firstly speak to the Service Manager of the service.

If you remain unhappy with the outcome you should then make the complaint to the Care and Development Director



The Care and Development Director is Claire Lee

Contact details:

Ivy Cottage, Ackton Lane, North Featherstone,
Pontefract, WF7 6HP

Tel: 01977 701370

If you have any further concerns or feel your complaint was not handled correctly you can ask to speak with the Executive Chairman.



The Executive Chairman is Richard Slingsby

Contact Details:

Ivy Mead, Littleworth Lane, Lundwood, Barnsley,
South Yorkshire, S71 5RG.

Email: Richardslingsby@ivycarehomes.co.uk

If you feel the problem is serious and has still not been resolved you can contact the Care Quality Commission, we will help you to do this or you can contact them yourself:

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

Good Governance



Regular checks called audits are completed and include; environment, finances, medication and health and safety.

This list is not exhaustive and audits can be carried out to ensure safety and quality in any aspect of support Ivy Care provide.

We will also gather feedback from anyone involved in Ivy Care, this will include you, relatives, care managers, commissioners and other professionals who may be involved in your care and support.

Getting feedback about the support we provide is important to understand if we are getting things right.

You will be invited to attend a service user meeting every month.

You will be invited to discuss your support every month with staff.

Please ask a member of staff for more details.



We will also send out questionnaires to seek feedback, so that we understand what is working and what is not working as part of the support that we provide.



Staffing



We will provide professional and committed staff who have experience and qualifications so that they can support you well.

Staff have regular meetings with their line managers to make sure they are doing their job well and are given the following training:

- Safeguarding of Vulnerable Adults
- Medication
- Mental Capacity Awareness
- Deprivation of Liberty
- Managing of Actual and Potential Aggression (MAPA)
- Food Hygiene
- First Aid
- Fire Safety
- Health and Safety
- Infection Control
- Moving and Handling
- Epilepsy
- Diabetes
- Challenging Behaviour
- Autism Awareness
- Equality and Diversity
- Values

Fit and Proper Staff

All staff will have relevant checks before they work for Ivy Care.

This includes:

An interview with those who use the service.

An interview with a manager.

Checking the work history of each staff member

Carrying out a Disclosure and Barring check.

If you would like to get involved with recruitment please speak with the manager.

Duty of candour

Ivy Care's aim is to provide Inclusive Quality Care.

Inclusive - empowering the people we support to exercise choice, find their voice and enable them to express themselves and achieve their goals.

Quality - ensure we provide a safe, effective, caring, responsive, well-led service and evidence this in the outcomes for people who use our services.

Care - provide care based on Ivy Care's Values, the basic guiding principles of everything we do.

'Individuality, Choice, Independence, Rights and Privacy'

To do this we need to be open and transparent with you about your support.

If something goes wrong we will tell you, explain the reasons why, ensure things are put in place to make sure it doesn't happen again and apologise.

If you are not satisfied with how we do this please see the complaints Procedure.

CQC Ratings

The Care Quality Commission check that we are providing a good service, you are welcome to read a copy of the report they complete about our service.

Please ask a member of staff to show you the most recent inspection report.



Head Office: Ivy Mead, Littleworth Lane, Lundwood,
Barnsley, South Yorkshire, S71 5RG

Tel:01226 288277