



Prestwood Residential Homes Ltd

**Therapeutic Placements
for Adults with Learning Difficulties
and Mental Disorders**

About us 



RESPONSIBLE BODY

Prestwood Residential Homes Ltd (Company No: 04129564) are registered with the **National Assembly for Wales, Care Standards Inspectorate for Wales**, as independently owned small homes. They are owned and managed by Mrs Lynda Hall who lives in the Llandudno area.

Homes registered office address is:

Prestwood Residential Homes Ltd
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Where the Homes are...

Llandudno

There are two homes in the town centre of Llandudno, a Victorian seaside resort boasting many facilities including a sports centre, bowling alley, ski slope, toboggan run, equestrian centre, cinema, theatre, library and swimming pool as well as an excellent local further education college.

The properties are convenient for the island of Anglesey, the Snowdonia Mountains (Snowdonia National Park) and the picturesque area of the Lyn Peninsula.

Trinity Avenue



The house itself consists of two stories and is registered for up to five residents. The accommodation comprises of five bedrooms, one being in the form of a self contained flat, two bathrooms/toilets, one additional toilet, a lounge with satellite TV, a conservatory/dining room and a utility room all of which are centrally heated. The home benefits from a well-kept established lawned garden to the front of the house and a paved court yard/patio at the rear.



Trinity
Avenue



Ty Llawen, Craig y Don

Ty Llawen is a home registered for four people, situated outside Llandudno town, in the sea-view village of Craig y Don. A three storey late Victorian house that is divided into four self contained flats. Each flat consists of a living area, en-suite bathroom and kitchen. Each service user has their own support worker during the day and in the evening there are sleep-in staff.



Ty Llawen

Dinorwici Marina, Y Felinheli



The three homes in Y Felinheli are on the Dinorwic Marina a residential complex set in a beautiful part of North Wales, overlooking the Menai Straits and Anglesey. The Marina is situated six miles from the university and cathedral city of Bangor, and six miles from the walled town of Caernarfon with its 13th century castle. The area is convenient for the Island of Anglesey, the Llyn Peninsula and the Snowdonia Mountain Range.

The three homes are:

Ffordd Garnedd, Y Felinheli, Gwynedd

Both self-contained flats consist of an open plan kitchen/dining/living area, one bathroom/shower and toilet, and two double bedrooms. Each flat is registered for two people.

Ffordd Siabod, Y Felinheli, Gwynedd

This modern three bedroomed, centrally heated house comprises of a large lounge/dining area, kitchen, three bedrooms and a bathroom with shower. This home is registered for two people.



The Marina



Llanfairfechan

Sefton House is situated in the centre of Llanfairfechan, close to the A55, the railway station, the beautiful beach and nature reserve. It is close to the sea front and can easily access the local facilities.



The house is a large Victorian terraced house. All the bedrooms are en-suite and there is a lovely sunny communal room in the centre of the house.

There is also a games room in the cellar with a snooker table and variety of games.



Sefton House



Caernarfon



Y Gilwen is situated on the outskirts of the town of Caernarfon. There is a full range of shops in the town, all within easy walking distance. Caernarfon is an historic town with the beautiful castle, built by King Edward 1st, standing at the mouth of the Seiont River. There are many fine places to eat and drink, plenty of shops to walk around and it's within easy reach of the Snowdonia mountain range for walking and climbing.

Y Gilwen is currently registered for four people. There are plans to increase this number by adding two single self-contained units to accommodate clients for re-ablement.

The house is set inside a large walled garden area with plenty of space for relaxing and barbeques and a patio/stage area for shows and karaoke evenings.

Inside the spacious house there is a large well-equipped kitchen, a pleasant dining room, lounge with plenty of space for watching TV, reading and socialising. There is a downstairs bedroom with en-suite facilities and also a downstairs toilet.

Upstairs there are en-suite facilities in two of the three bedrooms and a bathroom with a shower, all have been refurbished to a high standard and accommodate all the needs of modern living, such as SKY TV and music players.



Y Gilwen



Benllech, Anglesey



Lynvor is a modern dormer bungalow situated in a seaside village on Anglesey. It is convenient for the Snowdonia Mountains (Snowdonia National Park) and the picturesque area of the Lyn Peninsula and the Holyhead Ferry port, which provides quick and easy travel over to Ireland.

The house itself consists of two stories and provides accommodation for four service users. The accommodation comprises of four separate bedrooms, three of which are en-suite, one with a bathroom opposite. Two of these bedrooms are situated downstairs, so service users who have limited physical capacity can be easily and comfortably accommodated. The house also comprises of a lounge with satellite TV, a kitchen, a dining room and a utility room all of which are centrally heated. The home benefits from a well-kept and established lawned garden at the front of the house and a paved surround, which provides plenty of parking.



Benllech

We have full access to all organisations in the areas working with people with mental health disorders and learning difficulties.

All the homes are registered with the Care Standards Inspectorate for Wales.

The Chalet

Prestwood Homes own a two bedroom Chalet located on a beautiful mountainside park near the historic town of Caernarfon.

The Chalet is available to residents and staff alike and is a perfect place to get away for some piece and quiet, or to take advantage of the enviable location and numerous outdoor activities available near by. From canoeing and sailing to hill walking, parachuting and go-karting, there is enough to keep even the most active person busy.

Activities

A wealth of leisure pursuits are on offer for evenings and weekends, from theatre and restaurant visits to white water rafting and climbing, aiming to provide new and exciting situations, open up choices and provide opportunities to meet others not involved in providing a service.

An annual holiday will be planned of the service user's own choice, whether they would like to sail on The Nile or a camp out in Cornwall.





Staffing

Manager:

Lynda Hall Person in Control Community Care Cert
Senior Company Director CRUSE Counsellor

Operational Directors:

Amy Hughes NVQ Level 4 Registered Managers Award
BA Hons (Politics)
Post Graduate Certificate In Management

Kirsty Holland NEBS Management Certificate in Supervisory
Management

Trainer/Therapist

Frankie Edwards RMN, MA Counselling

Psychologist

Genevieve Singabrayen BSc, Msc, Mphil Clinical
Psychology

HR Manager

Natalie Hart NVQ Level 4 Registered Managers Award

Administration

Andrew Moreland Office Manager
Pam Allison Senior Administrator
Charlie Pritchard Financial Officer
Beryl Jones Financial Assistant
Sue Conway Receptionist/Administrator
Rita Owen Projects Coordinator

Registered Managers

Lorraine Carragher
Natalie Hart
Glenys Mills
Sandra Parry
Hayley Doyle
Jane Gibson

Trainee Managers

Carina Jones
Darren Nhangha

All Registered Managers are qualified to NVQ Level 4 Registered Managers Award and Trainee Managers are working towards this.

Staff Training

Prestwood Support Workers are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references checked thoroughly. All staff are required to be Criminal Records Bureau (CRB) checked.

During the initial six-month probationary period, all staff are expected to have been through the company induction pack, the Social Induction Framework (SIF) and the following subjects:

- **N.V.Q. 2 or 3 in Care**
- **First Aid**
- **Basic Food Hygiene**
- **Prevention of Abuse of Vulnerable Adults**
- **Health and Safety**
- **Behavioural Management**
- **Normalisation**
- **Understanding Self Harm**
- **Challenging Behaviour**
- **Role of The Support Worker**
- **Mental Health Issues**
- **Schizophrenia**
- **Working With Adult Survivors of Sexual Abuse**
- **Non Violent Crisis Intervention**
- **Communication Skills**
- **Stress Management**

The staff are also taking external courses in nationally recognised qualifications and these are ongoing. All staff are encouraged to keep abreast of up to date issues and developments within the field of mental health.

The company trainer will research and provide courses for specific disorders if requested and their training allows e.g. Bi Polar Disorder.

Staff receive regular supervision on both a formal and ad hoc basis, and staff meetings are held on a regular basis.



CODE OF PRACTICE

OUR AIMS AND OBJECTIVES ARE TO PROMOTE QUALITY OF LIFE.

The wishes and expectations of each individual with learning disabilities and/or mental health problems should have first consideration. In particular users of services should:

- ↪ be treated with respect and dignity as a valued member of society
- ↪ be encouraged to be independent and to act independently
- ↪ be able to enjoy comfort, physical security and privacy
- ↪ have informed choices in everyday decisions and be able to take reasonable risks
- ↪ have equal opportunities to participate in day to day activities
- ↪ have as many opportunities as possible to meet and form relationships with people who are not providing (paid or voluntary) services to them

Mission Statement

To ensure that the residents of Prestwood Residential Homes Ltd have access to high quality, value for money social care services appropriate to their needs, and that service users and their carers or representatives are fully involved in the decisions which affect their lives.

Guiding principles:

That we recognise our resident's individuality, respect their independence, and treat them with fairness and courtesy.

That we work in partnership with our residents and listen to their views.

That we focus on the needs of the individual, and these needs are assessed and met wherever possible within the resources available.

That we ensure our residents are treated with courtesy and dignity and that whilst respecting their right of self-determination and privacy, their safety is also of paramount importance.

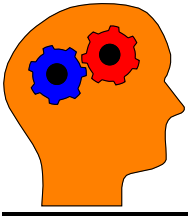
That the views of our residents, facilitated by users' advocates, support workers, life sharers, or other representatives, be listened to and acted upon.

That we communicate and consult in an open way, both with individuals concerning their own care and with the wider community, on our overall strategies and policies.

That we ensure the provision of our service is of high quality and offers value for money and that we monitor the provision to ensure we are meeting the highest standards.

That we work with our residents to maximise the choices open to them to realise their aspirations and their potential to live their lives to the full.

That we respect the rights of our residents to comment or complain.



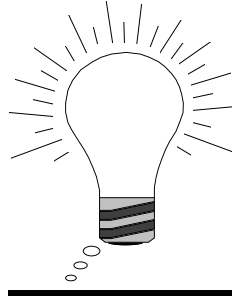
Philosophy

We base our philosophy on working towards success whilst accepting the need to be flexible.

A non-aversive, interactional approach is used, with the emphasis on building positive relationships. Residents are not judged by their behaviours, they are encouraged to develop self-esteem and negative sanctions are not used.

Our aim is to enable our residents to overcome the difficulties that have caused them to lose their place in society, and to attain the highest level of functioning they are capable of. The service users have the right to an ordinary life is upheld at all times.

We can provide a place of safety in a caring home environment at short notice.



OUR TECHNIQUE

Our therapy programmes are designed around the specific needs of the individual. We set out to provide appropriate guidance and opportunity for change. This means that, if necessary, for 13 weeks we will provide a Support Worker to work on a one to one basis for 24 hours a day. We look for the individual to develop a sense of self, with that in mind we design programmes around a weekly timetable which involves voluntary work, drop in centres, college courses, etc. The weekends are left free for the individual to do with what they want, but their Support Worker will suggest various untried activities, once again helping them gain self-confidence in themselves. These programmes provide a change in place, environment, living conditions, responsibilities, personal requirements and response sufficiently extensive to require the learning new patterns of behaviour.

If the resident does not require a one to one Support Worker we then provide a befriender who is with the resident five days a week when he/she gets home from college, work, etc., and they will stay with them until the evening. On the weekends a befriender will be with the resident to help them make the most of their leisure time.



The Two Phases of Therapeutic Treatment at *Prestwood Residential* **Homes Ltd**

- Stage 1 - Breaking Destructive Cycles of Behaviour
- Stage 2 - Nurturing and Building

PHASE 1 Destructive Cycles of Behaviour

Individuals who come to Prestwood display a variety of behaviours both functional and dysfunctional which are products of their previous experiences. These range from self-abusive and aggressive/anti-social to chronic depression, schizophrenia etc. These behaviours were the best survival strategies they were able to come up with at a particular time, given their life experience and available resources. We offer a different life experience with the aim of helping the individual recognise their dysfunction and the need for change. This takes approximately one year, during which time there is much testing out and apparent regressive behaviour.

The introductory three months of the first year of treatment are based around an intense individual therapeutic programme, which is constructed on a model of one to one work. Each programme is designed specifically to meet individual needs. Locations, activities and environments will all vary according to treatment needs.

Towards the end of the first 12 month period we expect to have dealt with initial presenting problems and to have provided a solid and constant foundation on which to base subsequent deeper work which is done in Phase 2.

Phase 2 Nurturing and Building

Every individual has their own issues to work on, however a number of common strands are recognisable, family and peer groups, personal identity, guilt, anger, loss, fear and grief are fundamental. At this stage individuals will finally begin to own the new concepts they have been imbibed with and ultimately reject, or let go of, old values and dysfunctional patterns of thought and behaviour. Close monitoring is crucial as is the increased involvement of the individual in taking responsibility for any changes to their plan and the possible outcome of such changes. Some planned risk taking is a normal part of the process, however, it is also vital that risks are not taken in such a way that the individual is set up to repeat familiar patterns of failure. Achievements, which have been made in increasing self-worth, can easily be shattered at this point in the process. Realistically we need a minimum of one year in which to tackle this phase. Careful monitoring, communication, education, and negotiation is required to ensure the individual is able to cope with their new life-skills.

Due to the nature of some of our client's diagnoses they remain with us for their lifetime, alternatively some clients are on short term placements for the duration of their therapy.

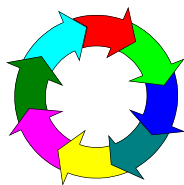


The Persons Rights

Every person with a learning disability or mental health problem has:

- ↪ The right to be treated with dignity, regardless of his/her ability or disability, age, sex, or creed.
- ↪ The right to expect his/her cultural, religious, sexual, and emotional needs to be accepted and respected.
- ↪ The right to be addressed in the way he/she chooses and prefers.
- ↪ The right to be regarded as an individual, and supported to develop his/her own friendships, lifestyle, habits and interests.
- ↪ The right to make choices and express preferences whenever possible, and to be fully involved in regular reviews of his/her care and support needs.
- ↪ The right to be independent and take risks - make decisions and take responsibility for his/her actions, without asking another person.
- ↪ The right to personal privacy, and confidentiality regarding her affairs.
- ↪ The right to expect his/her needs and wishes to be responded to within reason, and regardless of his/her ability or disability, age, sex, or creed.
- ↪ The right to complain, and be given access to a recognised complaints procedure.
- ↪ The right to an advocate, friend, or advisor, to represent, or express his/her views if he/she so wishes, or if he/she is unable to represent themselves.

The right to say no!



Five Accomplishments

People with mental health problems or learning disabilities will not develop behaviours, which we all value unless we offer them the experiences and opportunities we value. Would we be satisfied with living in a group setting with no choice about whom we lived with? Would we want to go out as a group with others whose stigmatising features drew negative attention to us? In the past this has been their lot!

We work on John O'Brien's Five Accomplishments, (see <http://soeweb.syr.edu/thechp/whatsw.pdf>) these are practical approaches to normalisation:

1. CHOICE - supported by the information needed to understand the risks, the consequences, and the responsibilities, attached to the choices made.
2. DIGNITY - acquired through personal development and personal expression.
3. COMPETENCE - supported through the development of abilities and skills.
4. COMMUNITY PRESENCE - achieved by receiving the support needed to 'be there' in the community.
5. COMMUNITY PARTICIPATION - which grows with the development of new relationships.

Policies and Procedures within *Prestwood*

Code of Confidentiality: Subject to the requirements of legislation, including the Data Protection Act, information obtained about the resident is confidential unless otherwise agreed in advance. Staff members who are put under pressure to disclose confidential information should draw this point to those exerting such pressure. Residents have the right to expect any information they or others provide will be treated confidentially, and in the event confidentiality cannot be guaranteed the client must be warned of this in advance. All information on residents will be kept secure and out of reach of unauthorised persons.

Risk Taking: All residents' rights are respected, and *Prestwood* is a non-punitive environment. There is a separate policy and procedures document for self-harmers. If any resident goes missing then the police, registration, residents social worker, and any other interested parties, will be contacted immediately. All residents' carry a card with them at all times with their name and address on, or wear an S.O.S. bracelet with relevant details on.

Complaints: A formal procedure exists for dealing with complaints and on admission to *Prestwood* each person will be given an explanatory leaflet.

On receipt of a formal complaint management is required to notify the responsible care authority, the registration authority, and the responsible body for *Prestwood*.

House meetings are scheduled weekly, providing the resident with the opportunity to meet as a group with the staff on duty to raise any general matters concerning life at *Prestwood*. This is also the forum to help residents to plan their week. Minutes of these meetings are maintained.

Equal Opportunities: We will provide the highest standard of care for all residents irrespective of their sexual orientation, marital status, disability, age, gender, social class, race, ethnic origin, nationality or religion.

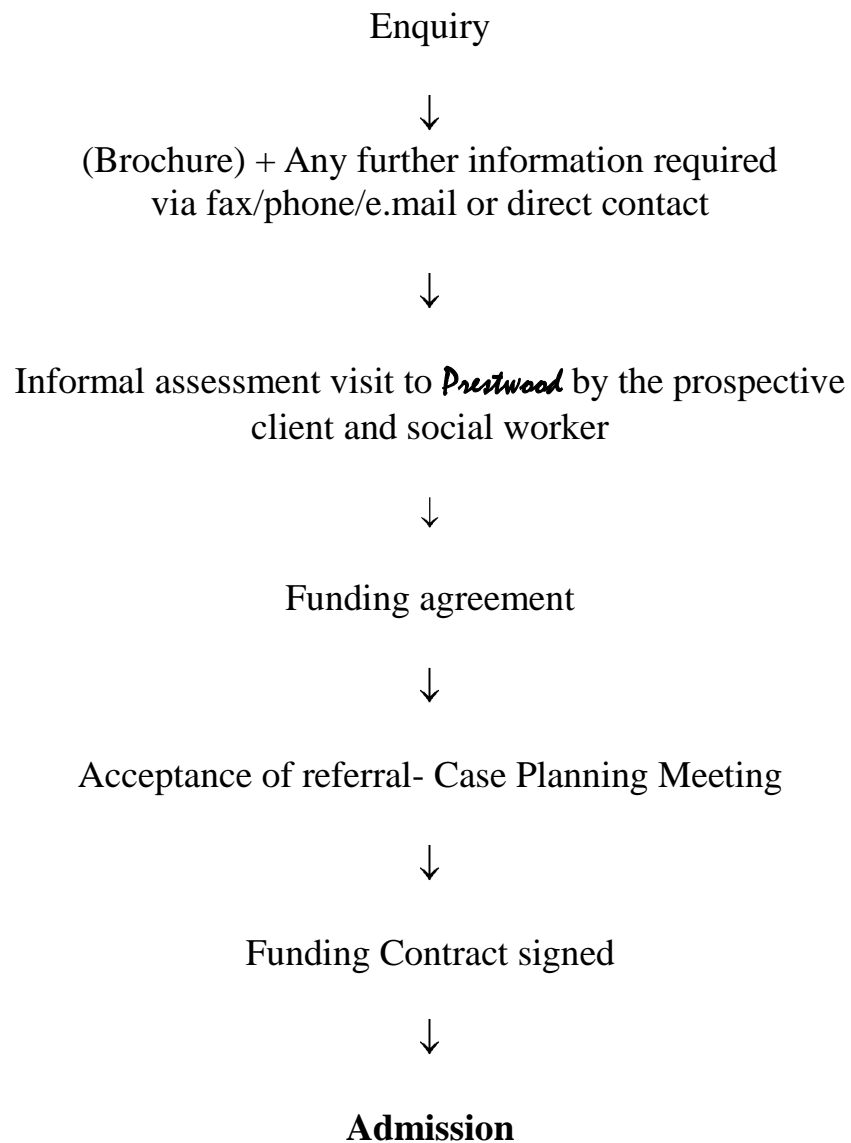
Prestwood complies fully with the requirements of the Race Relations Act 1976, the Sex Discrimination Act 1975 (as amended) and the Disabled Persons Acts 1944/1958, and seek to ensure that in all aspects of our activities individuals are not unfairly disadvantaged.

Property: Residents are asked to respect property belonging to *Prestwood* and other residents and will be asked to sign a declaration stating that if they cause wilful damage to any property of *Prestwood* they will pay to either repair or replace the damaged item/s.

If it is believed that the resident does not have the capacity to understand their actions then the funding authority will be asked to take responsibility for any damage caused.

Referral/Admissions Procedure

All placements are planned and normally take a considerable amount of planning and time. The following flow chart shows the referral process:





Prestwood Fees

The fee level for each client is determined individually after consideration of personal requirements. Once the fee is set there are no extras unless professional services are commissioned. This would only be done in agreement with the placing authority after full consultation.