



# *Prestwood Residential Homes*

## **Service User Guide**

For Service Users and their Relatives

**Lynfor  
Bangor Road  
Benllech  
Angelsey  
LL74 8PY**



**March 2009**

## **Welcome to Prestwood!**

### **About us.....**

This guide is intended to give you an idea of what it is like at Prestwood Homes. At the end of each section, there is a part where you can make some notes, ask questions or state opinions. You can bring these to your Manager, staff or ask someone at your current placement to ask the questions on your behalf.

Prestwood Residential Homes offers a comprehensive range of support services to young adults with Mental Health Problems and/or Learning Difficulties and Young Onset Dementia between the ages of 18-65. We enable you to continue living independently and safely in accordance with your own lifestyle and with the respect accorded to you.

### **Our Aims and Objectives**

The aim of Prestwood is to promote independence through the provision of personal and social support.

We aim to support vulnerable people and acknowledge their personal lifestyle.

The key objective of Prestwood is to enhance the quality of life and to relieve the stresses experienced by Service Users who have care or support needs as the result of Mental Health Problems and/or Learning Difficulties or Young Onset Dementia.

More specific help you may need will be identified during an assessment.

## **Meet the Team!**

**This is Lynda Hall.**

She is the founder of Prestwood Homes and is the Senior Director.



**This is Kirsty Holland (left) and Amy Hughes (right).**  
They are the Operational Directors of Prestwood Homes  
and you will likely see them from time to time.



You will see Lynda, Kirsty & Amy at the social events  
that Prestwood have.

**Here are the details of your House:**

Lynvor  
Benllech  
Isle of Anglesey  
LL74 8PY  
Tel: 01248 851263

**Home Owners:** Prestwood Residential Homes Ltd

**Senior Director/Company Owner:** Lynda Hall

**Operational Directors:** Amy Hughes and Kirsty Holland

**Registered Manager:** Darren Nhang



**Lynvor**



**Darren Nhang**

Mr Nhang is an experienced Manager with particular skills in supporting and managing people with learning disabilities, mental health problems, challenging behaviours and complex needs.

Mr Nhang is a Registered Manager with NVQ Level 4.

Lynvor is a shared house in its own grounds situated in the heart of the village. It is close to all local amenities and situated near to the beautiful beachfront.

## **Useful Information**

The address and telephone number of Prestwood's Head Office is:

Prestwood Residential Homes Ltd  
49 Conwy Road  
Colwyn Bay  
Conwy  
LL29 7AW

Tel: 01492 535297

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Care and Social Services Inspectorate for Wales (CSSIW) are contactable on:

Conwy: 01492 542580  
Gwynedd 01286 662300

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Telephone number and Name of your Social Worker:

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Copies of this guide can be translated into any other suitable format for you if you require.

Support Staff will be happy to go through this guide with you and explain anything you may find difficult to understand.

## How Support will be provided for you



As you have agreed to be supported by Prestwood, you have agreed to make changes to your life and any support you may need to achieve this will be available to you

You will be with us for an initial 13 week assessment period in order for both of us to ensure that the placement/support is right for you. During this time, we would advise that you keep any previous tenancy agreement in a previous property (if you have one) until you are sure you wish to remain at Prestwood.

If you have furniture you would like to bring, then this is fine.

### Your Care Plan

We will devise a Care Plan for you and this will provide the basis on which your support is delivered.

Your Care Plan will be reviewed annually with yourself and your social worker and review meetings will be arranged with you usually every 6 months.

### Your Risk Assessment

A full Risk Assessment will also be completed so we can ensure you can access activities and community facilities without harm to you or anyone else.

### Notes / Questions:



## Money and Finances

Your placing authority will pay for your:

- Accommodation (where you live)
- Bills

Prestwood will make sure there is always money for your:

- Travel
- Laundry
- Clothes
- Furniture
- Some Activities

If you are entitled to benefits:

- These will be paid weekly to you if you are able to look after your own monies. We will of course support you with this.
- If needed, your money will be paid to you through an appointee system.

Once you have a full weekly programme of activities as mentioned next, you may also have the opportunity to earn extra money daily. This will be according to your Care Plan.

Notes / Questions



## Monday to Friday

During your 13 week assessment, you will start to work on your weekly programme of activities.

We will work with you to make sure you have a busy ‘working week’. The weekdays generally run from Monday to Friday and are from 9am until 5pm.

This is a usual list of activities that you may like to try to fill your week:

- College
- Going to work – paid or unpaid (voluntary)
- Physical activities
- Group activities (Art Group or Group Walks)
- A good mix of social, educational and physical activities

Support from staff is always provided to make sure you get the best out of your week.

Remember, it may take a couple of times trying new things to realise you enjoy them, so keep at it. You will be amazed at all the new skills you can achieve.

Notes / Questions

## Having your Say



### **Housemeetings**

These are held once a week and are a great opportunity for you and your staff to get together and discuss the previous week and the coming week. Most importantly, this is an opportunity for you to say if anything is on your mind, if the support you receive is adequate, if you are happy or unhappy with any aspect of your life with Prestwood. It is important that you attend these meetings if you can as you will be able to sort out any worries you have.

### Notes / Questions



## Therapeutic Services

Having a weekly programme of activities will give you some routine which in turn will make you feel more energetic and it will have a good therapeutic benefit on you and the way you feel.

You may find that you need some time with our Psychologist.



Her name is Genevieve Singabrayen

She will meet with you as you require to talk over any issues or problems you may have. This will not work by just talking to Genevieve, she may need to help you share some of the information you tell her to your Team so they can understand you better. This may be difficult to understand in the beginning, but you will soon see how this can help you and the people working to support you better.

Genevieve will help you by deciding how often your sessions should be and what issues to work on during your time with her.

Our common goal is to enable you to live in the community ultimately without support. But it is important that you know where to find help in the support in the local area. Some Service Users use groups such as Narcotics/Alcoholics Anonymous (N.A or A.A), Self-Harm Groups, Hearing Voices Groups or any other groups that may be supportive.

We will show you how to access these groups and any other facility that you feel may benefit you.



## Leisure Activities

We live in a beautiful part of the world and in your spare time, you might like to explore your surroundings further. There are numerous activities that you might enjoy. It is always exciting and fun trying something new!

You could visit one of the gorgeous beaches around here or track up the mountains or just take time out to visit the surrounding countryside. There are many National Trust sites around North Wales that are wonderful to visit.

We will support you to attend the Gym and Leisure Centres, the Cinema or a nice dinner in one of the many restaurants in the area, or a night out in a Club or the Theatre

We can help you to find these activities and will support you in whichever one you choose.

You will be invited to choose a holiday either in this country or overseas along with support to the destination of your choice.

### Notes / Questions



## **Household Chores**

It is expected that you will take responsibility for the cleanliness of your own environment, cooking and laundry. However, if you should need support with any of these tasks, then of course we will be here to support you.

Each flat or house is well equipped with all the modern equipment like washing machines, tumble dryers and microwaves.

### **Notes / Questions**



## Telephone

The house phone is for you to receive in coming calls and to make outgoing calls following an agreement with your Manager.

You will probably already have a mobile phone, but if you don't then we can support you in buying one if you would like one and we will show you how to budget so you can buy 'Top-Up' credit for it.

Notes / Questions



## Smoking

For the health & well being of other Service Users, smoking is restricted to your bedroom and there is an outside area where smoking is permitted that you can use.

It is polite to make sure that you do not smoke in the communal areas of the house. **So that means no smoking in:**

- The Lounge
- The Kitchen
- The Hallways
- The Stairs
- The Bathroom
- The Dining Room

Only in your own bedroom with the door closed or outside in the smoking area.

Notes / Questions



## Drugs & Alcohol

At Prestwood, we do not allow Service Users who take medication to mix these with alcohol, unless we have written consent from the Doctor or Psychologist.

If you are allowed to have an alcoholic beverage, we ask that you do so in moderation and at the discretion of each individual support worker, as NO drunken behaviour will be tolerated in any of our homes.

Any person who brings of is suspected of bringing illegal drugs or substances into Prestwood will be subject to legal action and will jeopardise their placement with us.

Random drug and alcohol tests are the norm if you are suspected of consuming either substance.

Notes / Questions



## Meals

There is no set menu and if you have any special diets or food you like or dislike, then we will of course work with you to accommodate your choice.

Mealtimes are not set; they fit in with you and what you are doing that day.

We will also support you to do your weekly shopping, help you to budget and to fill your cupboards and your fridge with great food!

**Notes / Questions**



## Visitors

Prestwood encourages visitors and welcomes your relatives and friends. But we do ask that visits from professionals (social Workers) and families be arranged with your Manager so they can help you and the staff arrange the best time and day.

Remember it is good manners to tell your housemates that you have a visitor coming.

It is your right to have a partner (boyfriend/girlfriend/husband/wife) to stay overnight with you so long as you are open and honest and that the risks of this are managed so everyone remains safe and secure. You are entitled of course to entertain in the privacy of your own room so long as we have all agreed to a plan to ensure your safety and security.

If it is appropriate, we will support you in visiting your family and your friends.

Notes / Questions



## Valuables

Any valuable items that you have can be kept securely for you at Head Office.

You will receive a lockable cash box for keeping your money safe and also to keep small items safe and secure.



## Property

You are asked to respect property belonging to Prestwood and to other Service Users. If appropriate, you will be asked to sign a declaration that says if you cause damage on purpose to any property at Prestwood Homes then you will either have to repair or replace the damaged item/items.

If it is believed that you do not have the capacity to understand your own actions then your funding authority will be asked to take responsibility for any damage caused.

Notes / Questions



### **Religion and Worship**

We will support in your chosen religion, whatever it may be. If you need us to, we will also support you to find local places of Worship in your area and to attend any groups or meetings.



### **Pets**

Pets are welcome at the Manager's discretion. Consideration will be given to issues like Health & Safety and your ability to provide on going and responsible care for your animal.

### **Notes / Questions**



## **Your Care Plan**

As mentioned earlier in this guide, you will have a Care Plan based on your individual needs. This is based on John O'Brien and C.L O'Brien's Framework for Accomplishments 1989.

This covers the following areas:

### **Sharing Places and Activities**

Everyone should be able to lead as full a life as anyone else, sharing the same facilities as others at the same time as others.

### **Making Choices**

People should be encouraged to be responsible for their own choices and to understand the outcome of their decisions. Everyone needs to be aware of risk and that choices may not always be in line with other people's values. People may need guidance to aid realistic choices

### **Respect**

A person's social skills and image need to be such that each person is accepted by others and seen as valued. People should be encouraged to associate with valued images and people.

### **Making Contributions**

A person should be encouraged to play a two-way role (i.e. giving and receiving). People should not only be encouraged to reach their goals but also help others achieve theirs. Those goals may be associated with (paid and /or voluntary work), leisure, supporting/assisting others.

### **Relationships**

People should be encouraged to feel comfortable with and around others and to express themselves in acceptable ways. People should be provided with opportunities to develop social skills.

## **Education**

A person should be encouraged to realise their full academic potential. This will not only enhance their lives but also help them to value themselves more.

**Notes / Questions**

## What you should expect from our Service



As a Service User at Prestwood Homes, you will;

- Be addressed according to your wishes
- Be supported in accessing all activities for your weekly programme and in finding you activities you enjoy and trying new ones.
- Have involvement in your own care and support and you will be able to complain about any aspect of the support you receive at Prestwood.
- Be supported to maintain your relationships with family and friends and to help you develop new ones.
- Have the privacy and respect you deserve.
- Be encouraged to fulfil and meet your full potential
- Be supported to contribute to meal planning and cooking
- Be safeguarded from discrimination on any grounds, such as age, race, religion, sex, gender or language.
- Be able to make your own choices in what you want to wear and how you wish to look.
- Be supported in making choices in all areas of your life with as little risk to yourself or anyone else as much as possible.
- Be supported to use a G.P (Doctor) or your choice and to have full access to all Healthcare Facilities.
- Have your care reviewed at regular intervals with the Multi-Disciplinary Team involved in your care.
- Be supported by appropriately trained and qualified staff.

- Have the right to consult an advocate, solicitor or representative of your own choice and to be supported in doing so.
- Be provided with a safe and homely environment.
- Have full involvement in the Local Community
- Have any religious beliefs identified and recorded and be assisted in accessing any services.
- Have your privacy respected at all times and be able and encouraged to entertain guests in your own home.
- Have the right to see information held about you. Please ask a member of staff who will arrange a time to sit down and do this with you.
- Have the right to access your own financial information.
- Have the right to receive a consistently high standard of care.

## **Notes / Questions**

## Staff Training



Our Training is provided both 'in-house' and by external training people.

All of our staff are required to hold First Aid, Health & Safety and Manual Handling Training which is provided by Prestwood.

Staff also have the opportunity to attend other training courses relevant to their job.

Prestwood also provides Staff with Non-Violent Crisis Intervention Training at the beginning of their employment with us.

All Staff go through a very in-depth induction at the beginning of their employment with us and they all have to complete a Social Induction Framework which needs to be completed in their first 3 months.

All staff are trained in the following areas:

- Non Violent Crisis Intervention
- Care Planning
- P.O.V.A Training (Protection of Vulnerable Adults)
- First Aid
- Basic Food Hygiene
- Medication Management
- Health & Safety Training
- Fire Safety Training

## N.V.Q

All Support Workers at Prestwood are qualified in or are working towards N.V.Q 2 or 3 in Promoting Independence.

Registered Managers are qualified in or are working towards N.V.Q 4 in Health and Social Care and the Registered Managers Award.

Training and Personnel Development is very important to us at Prestwood and this is constantly on-going for our staff. It ensures that we can provide the highest quality of support for you.

**If you have any specialised needs, arrangements will be made for staff to have special training to help to meet your needs.**

**Notes / Questions**

## What will we support you with?



- Getting up and/or going to bed
- Assistance with personal hygiene
- Shopping, bill paying and banking
- Prescription collection
- Escorting – whether to shops, banks, Doctors, Hospitals etc...
- A Sit in Service so you can have company & interaction if you require
- Sleep in or waking night service
- Supervision when you are taking your medication. We **cannot** administer it for you.

**Notes / Questions**

## How these Services will be provided



Services can be provided for up to 7 days a week and are available 24 hours per day; this includes Bank Holidays and Weekends.

When you start the service, the Manager will visit you in order to establish a plan as to how you would like the service to be provided. A Risk Assessment and Health and Safety check will also be made.

The plan will be discussed with you and if you are happy with the service then you will be asked to sign the agreement.

There will be regular reviews of your needs and the Care Plan can be changed either temporarily or permanently as your circumstances change.

Any changes will be negotiated and agreed with yourself and your Team.

### **Notes / Questions**

## Your Contract



We will talk to you and your Social Worker, Care Manager/CPA Coordinator to agree how we will visit and what support we will offer.

When we have agreed on a plan, we will write this down, sign it and all keep a copy of the contract.

Sometimes you may want to do different things. You can tell your Support Worker and discuss drawing up a new contract.

At agreed times, you can meet with your Support Worker and Care Manager to agree how well your support is going and whether you want to make any changes. Your Support Worker will help you to prepare and you can bring along a friend or relative too if you like.

***A copy of the full contract is available for you to see. This is available in any format you may like which may help you to understand it better.***

**Notes / Questions**

## Challenging Behaviour



Prestwood's Support Workers will not tolerate any instances of verbal or physical abuse. You must be aware that any incidences of abuse will be dealt with seriously and this could result in your contract with Prestwood being terminated and it could also lead to Police involvement, depending on the seriousness of the incident. If there is something troubling you, we would rather you took the time to talk to your support worker rather than becoming angry or frustrated.

**Notes / Questions**

## Concerns and Complaints



Prestwood wish to know of any concerns or complaints you may have about the service. You have every right to voice your views and we will always listen and take your points seriously.

Any concerns or complaints you may have will not affect your placement with us. We always welcome new ideas and if we are not getting something right then we will not know how to fix it unless you tell us that there is a problem.

### Principles:

1. Your Manager will make sure that your complaint will be heard, recorded and treated seriously.
2. Your complaint will never be forgotten about, we will always investigate thoroughly.
3. Complaints will be dealt with quickly and effectively and we will keep you informed every step of the way.
4. Any problems will be fixed to the best of our abilities and as quickly as we can.
5. You will be able to bring your complaint or concern to us without being worried that you may upset or hurt people. Nothing bad will happen as a result.
6. If you are not satisfied with how we have handled your concern or complaint, then we will support you to contact your Social Worker or the Care Standards Inspectorate for Wales (CSSIW) so you may take the matter further.

## The Scope of the Concerns and Complaints Policy:

Your Manager will deal with all complaints or concerns that you may have. Maybe someone in your family or an advocate may have a concern, or it could be a member of the Public or it could even be a Support Worker. You will be supported to decide whether it is a concern you wish to raise or whether it is a complaint. There is a difference.

We will endeavour your solve your concern by the next house meeting, thereby ensuring a quick solution.

## How to Complain:

If you do have a complaint, we would ask you to speak to your Manager or your support worker. If you feel that you cannot talk to them about it, then you will be supported to write it down in a letter, which you may find easier.

The complaint that you have will be investigated by your Manager in depth and it will be resolved in 14 days for you. (2 weeks). It takes this long because we will have to look into every detail and possibly talk to a lot of people to make sure we have solved your complaint properly.

If your complaint is very serious, then it may take longer to resolve but we will let you know what we are doing so you always know what is happening.

## Handling your Complaint:

If you do have a complaint, then your Manager will tell you that you have the right to complain directly to your Social Worker or to the Care and Social Services Inspectorate for Wales (CSSIW).

You will also be told that an advocate will be made available for you if you need more support.

We will make arrangements for meetings with your social worker, CSSIW, your advocate and yourself so we can solve your complaint, but only if you agree with us doing this. We will keep you involved and updated at all times.

We will keep a written record of your complaint, how we investigated it and what the outcome was. We will also keep a record of whether you were happy with the outcome and of any new ideas you may have to make sure the problem does not occur again.

When your complaint is resolved, then your Manager will write to you. The letter will contain the details of how the complaint was solved and if you were satisfied.

We will also let your Social Worker and CSSIW know that your complaint has been resolved.

This is a lot to read but it is very important, as we want to feel comfortable in expressing yourself if you have any issues.

***There is more to this policy, if you wish, we will give you a complete copy of it and we will support you to go through it so you know your rights in detail.***

Notes / Questions

## Some Questions you may have

There is a lot of information in this guide so we have written down some of our most commonly asked questions and their answers. Please feel free to ask more if you need to!

### Can I have my own things in my room? Photos, TV and Furniture?

Yes, you are welcome to bring your own things but we cannot allow candles in your room for Health & Safety Reasons.

### Can I go out on my own?

This will depend on your Care Plan. It is something to work towards in time.

### Can I smoke in the house?

Smoking is not allowed in the communal areas of the house but you can smoke in your own bedroom or at an allocated smoking area outside. A risk assessment will need to be written up to make sure you and the house are safe.

### Can I drink alcohol?

Details on drinking alcohol are available in this guide.

### Can I bring my pet?

Pets are welcome at the Managers discretion and so long as your housemates are happy with the new addition.

### Do I have a choice about what food I eat and when?

There is no set menu. You will plan with your staff what the main meals will be. You will be encouraged and supported to assist with the cooking of meals. Meal times are not set, they fit in with you and what you are doing that day.

### Are there set times to go to bed at night and get up in the morning?

During the week it is good for your routine if you go to bed by 11pm (this is when the house closes down for the evening) and awake at 7am ready for your day. Some circumstances may make this difficult.

### Can I practice my religion?

Yes. Staff are happy to support you in worshipping at any place of your choice.

### Will I be involved in the running of the house?

Yes. House meetings are held weekly to ensure the house is run well.  
You are encouraged to voice any ideas you may have.

**Can I make a complaint?**

Yes. Full details are available to you.

**Notes / Questions**