



Prestwood Residential Homes Ltd

**Therapeutic Placement for Adults with Learning
Difficulties and/or Mental Health Disorders**



Responsible Body

Prestwood Residential Homes Ltd (Company No: 04129564) are registered with:

**National Assembly for Wales,
Care Standards Inspectorate,
Sarn Mynach
Llandudno Junction
LL31 9RZ
Tel: 0300 062 5034**

Our Homes are registered independently as small homes. They are owned by CareTech.

The Homes registered office address is:

Prestwood Residential Homes Ltd
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LL29 7AW
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Web Site: www.prestwoodhomes.com**

Where the Homes are:

Llandudno

There are two homes in the Town Centre of Llandudno. Llandudno is a Victorian seaside resort boasting many facilities including a sports centre, cinema, 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 Isle of Anglesey, the Snowdonia Mountains and the picturesque area of the Llyn Peninsula.

Trinity Avenue House



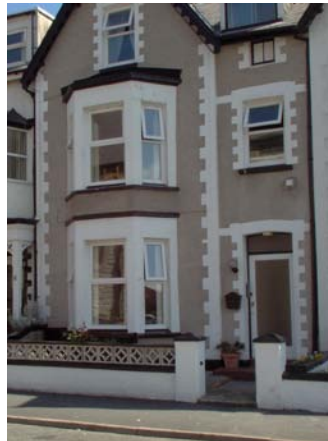
The House itself consist of two stories and is registered for up to five Service Users. The accommodation comprises of five bedrooms, one being in the form of a self contained flat, two bathrooms/toilets, one additional toilet, a lounge with satellite TV, a conservatory/dining room and a utility room,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



Ty Llawen, Craig Y Don

Ty Llawen is a home registered for four people, situated outside Llandudno town, the sea-view village of Craig Y Don. Ty Llawen is 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 there are sleep in staff.

Ty Llawen, Clarence Road



Rear of the property



Craig Y Don



[Port Dinorwic, Y Felinheli](#)



We have three homes in Felinheli. They are situated on the Port Dinorwic Marina 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 Isle 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 2 people.

[Ffordd Siabod, Y Felinheli, Gwynedd](#)



This modern 2 bedroomed, centrally heated house compromises of a large lounge/dining area, kitchen, 2 bedrooms and a bathroom with shower. This home is registered for 2 Service Users.

[Sefton House, 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 seafront and can easily access the local facilities.



The house is a large Victorian terraced house. Two bedrooms are en-suite and there is a lovely communal living room and separate dining room. There is also a large kitchen in the heart of the house and a utility room.

There is also a wonderful relaxation room where Service Users can go for some peaceful quiet time.



[Lynfor, Benllech, Anglesey](#)



Lynfor is a modern dormer bungalow situated in a seaside village on Anglesey. It is convenient for the Snowdonia Mountains, the picturesque area of the Llyn Peninsula and the Holyhead Ferry Port which provides quick and easy travel over to Ireland.

The House itself consists of two storeys and provides accommodation for four Service Users, three of which are en suite; one has a bathroom opposite the bedroom. Two of the 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, dining room/conservatory and a utility room all of which are centrally heated. The home benefits from a well kept and established lawned area at the front of the house and a paved surround which provides plenty of parking.

[Red Wharf Bay at Benllech](#)



[Y Gilwen, Caernarfon](#)



Caernarfon is predominantly a Welsh market town; the people's first language is Welsh. It attracts a lot of visitors throughout the year and the people of Caernarfon offer them a warm welcome.

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.

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

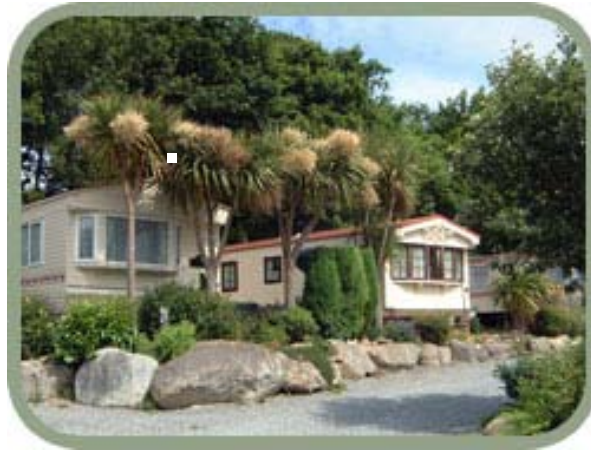
Inside the spacious house there is a large well-equipped communal kitchen, a pleasant communal dining room, communal lounge with plenty of space for watching TV, reading and socialising. There is also a bedroom with en-suite facilities and a downstairs toilet.

[Lounge area of Y Gilwen](#)



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.

[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 Service Users and staff alike and is a perfect place to get away for some peace and quiet, or to take advantage of the enviable location and numerous outdoor activities available nearby. 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



Operations Manager & H.R Manager

Natalie Toner

Psychologist

Genevieve Singabrayen BSc, Msc, Mphil Clinical Psychology

Administration

Pam Allison – HR Assistant / Senior Administrator

Beryl Jones – Financial Assistant

Sue Conwy – Receptionist / Administrator

Service Development Manager

Kirsty Owen

Quality & Performance Manager

Amy Livesey

Supported Living Manager

Carina Williams

Registered Managers

Lorraine Carragher

Glenys Owens

Hayley Doyle

Paul Hart (Trainee Manager)

Adrian Wilson (Trainee Manager)

All Registered Managers are qualified to NVO Level 4 Registered Managers Award

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) and POVA checked (Protection of Vulnerable Adults).

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 Health & Social Care**
- **First Aid**
- **Basic Food Hygiene**
- **Fire Training**
- **Health and Safety**
- **Role of the Support Worker (Induction)**
- **Communication Skills (Induction and Ongoing)**

The following are provided to the Support Worker via our Psychologist or by an external body based on the individual issues of the Service User.

- **Prevention of Abuse of Vulnerable Adults**
- **Behavioural Management**
- **Normalisation**
- **Understanding Self Harm**
- **Challenging Behaviour**
- **Mental Health Issues**
- **Schizophrenia**
- **Working with Adult Survivors of Sexual Abuse**
- **Non Violent Crisis Intervention**
- **Stress Management**
- **Deprivation of Liberty (D.O.L.S)**

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.

Staff receives 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 Difficulties 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 Service Users 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 Service User's individuality, respect their independence, and treat them with fairness and courtesy.
- That we work in partnership with our Service Users 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 Service User, 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 Service Users 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 Service Users to comment or complain.

Therapeutic Treatment at Prestwood Residential Homes Ltd

Phase 1 – Breaking the Destructive Cycle of Behaviour

Phase 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 schizophrenia, self-abusive and aggressive/anti-social to chronic depression 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, loss, anger, fear and grief are fundamental. At this stage individuals will finally begin to own new concepts and ultimately reject, or let 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 behaviour.

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.

Philosophy of Care

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. Service Users 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 Service Users 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 and this is upheld at all times.

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

We are registered as Residential Homes and therefore do not offer nursing care.

Our Technique

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.

We will focus on your current lifestyle and will aim to maintain links to this established model for as long as possible. In addition, we aim to offer different experiences that may no longer be available to you without support.

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 and personal requirements. If the Service User 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 Service User to help them make the most of their leisure time.

The Persons Rights

**Every person with Learning Difficulties and/or Mental Health Problems
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 Difficulties 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?

We work on **John O'Brien's Five Accomplishments**, 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 Service User 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. Service Users 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 Service Users will be kept secure and out of reach of unauthorised persons.

Risk Taking

All Service Users' rights are respected, and Prestwood is a non-punitive environment. If any Service User goes missing then the Police, Registration, Service User's Social Worker, Family and/or any other interested parties, will be contacted immediately. All Service Users 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 Service User 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 Service Users to plan their week. Minutes of these meetings are maintained within the Managers office.

Equal Opportunities

We will provide the highest standard of care for all Service Users 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

Service Users are asked to respect property belonging to Prestwood and other Service Users 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.

The capacity to understand the implication of damaging Prestwood's property will be discussed in an individual basis.

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:

Enquiry

□

(Brochure) + Any further information required

via fax/phone/e.mail or direct contact

□

Informal assessment visit to Prestwood by the prospective

Service User and Social Worker

□

Funding agreement

□

Acceptance of referral - Case Planning Meeting

□

Funding Contract signed

□

Admission