



Paradise House

A Residential Community for Adults with Learning Disabilities

Service User Guide

August 2009

(In Compliance with Regulation 5 (1) and Schedule 4 (2) – Care Homes for Adults (18-65) Regulations 2001, Care Standards Act 2000)

Registered Provider: **Novalis Trust**



Registered Manager:
Alison Hurlock
Dipsw RSW



Responsible Individual:
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Welcome to Paradise House

We will provide you with the assistance you need as detailed in your Care Plan. This has been drawn up and agreed with you, following an assessment of your needs by the Manager of Meadowbank. This guide gives you information about what you can expect and what to do if you are unhappy about the care you are receiving.

The Aims of Paradise House

- Paradise House aims to provide you with long term residential care in a community setting based on principles of care and educational values of Rudolf Steiner. Our hope is for you to lead a fulfilling and interesting life and assist you to live as independently as possible and encourage you to achieve your full potential.
- You will be given the opportunity to develop your existing interests and to develop new interests and skills; to join in local events, visit shops, and other interesting places in the nearby towns and cities. A strong sense of being part of the community is encouraged for everyone living at Paradise House
- We will recruit and train suitable Care Workers to help you do things you may find difficult or are unable to do for yourself.
- We will ask you for your views on life at Paradise House and consult with you about any changes being considered.
- We encourage each resident individually to contribute their views and wishes to their annual care plan review.

Where You will Live

- Meadowbank is a large house that is set within the beautiful Cotswold countryside. You will have your own bedroom that is decorated how you would like it. You will share a house with 4 other residents. Care staff sleep-in at night.
- We want you to treat Meadowbank as your home, you will have access to all areas of the house, apart from other people's bedrooms. The kitchen, laundry, living room, garden, and main lounge are all shared areas that you can use. The quality of the toilets and bathrooms are excellent. We want the house to feel homely and comfortable, so we like to hear from you any ideas you have about the home.
- Following an assessment of suitability by the Registered Manager, Individual residents may provide their own TV (requiring satellite reception) and DVD/video player to keep in their bedroom (subject to their assessed needs and their agreed care plan).
- There is a computer and printer for you to use. You may like to email your family and friends, or look for things on the World Wide Web. A staff member can help you with this if you like.

Residents at Paradise House

Paradise House puts the needs of its residents first in all the living and care arrangements and the activities. We will support your choice of hobbies and interests. We will help you to be as independent as possible and work with you to achieve the objectives set out in your service user plan.

Residents are encouraged to take part in shared household tasks, and share responsibility for keeping their home and their own rooms clean, tidy and homely. You are welcome to get involved in the day-to-day running of the home, including cooking, cleaning, laundry and gardening.

Residents often visit local towns and cities, they do this with friends or staff or on their own. This year, there are 3 residents doing courses at Stroud College.

Residents have the option to participate in group sessions. These weekly sessions focus on education and development skills, including personal safety, health and well-being, citizenship, life-skills, educational and occupational opportunities and community links.

Residents are encouraged to share their knowledge and experiences, during group sessions and there are opportunities for the Residents to lead some group sessions and direct how they are run, according to preferences and learning needs. We encourage active involvement during the sessions and also in the planning for future group work.

Day Services at Paradise House Community

Residents are able to participate in education and daytime activities provided by the Paradise House Community. Residents are encouraged to participate in the life of their community; this includes attending workshops that provide the opportunity to learn skills and develop personal interests such as domestic skills and self-care weaving, gardening, arts and craft work, use of computers, photography, literacy and numeracy, cooking, dancing and singing, horse riding, swimming, household maintenance. New craft workshops are ready to use for pottery and stained glass work. Each resident has a daily programme for their individual activities either within the Paradise Community or in the wider community.

- Workshops are available each day, after the morning community gathering at 9:10 in the main hall, from 9.30 to 12:30, and in the afternoon from 2:00 until 4:00.
- Residents are asked which workshop they would like to attend. We help our residents to find and keep appropriate 'work', continue their education and training and to take part in valued and fulfilling activities.
- Several of our residents are involved in regularly attending work experience placements including working in a local kindergarten, or working as a catering assistant in a local school.
- The opportunity is given for residents to develop their education. An actively planned programme for Literacy and Numeracy is provided. Individual Education Programmes are created for each resident so that every one can work at their own pace.
- We encourage our residents to participate in work tasks needed in our community. This may be working in the garden, harvesting the vegetables, communicating with the different house groups to distribute the produce. It also includes laying and setting the table in preparation for the next meal.
- The AQA programme of Unit Awards has been introduced to acknowledge residents' achievements. When specified criteria have been achieved, residents are able to gain certificates of competence in their areas of knowledge and skill.
- Residents at Paradise House and Meadowbank are encouraged to socialise with one another (i.e visits and activities).

How New Residents Join Paradise House

The Paradise Manager will meet with you and perhaps your family or Care Manager and talk with you about the things you are interested in, the things you like to do, the things you can do for yourself and the things you need help to do. They will then think about how you might fit in at Meadowbank and how Meadowbank can help you to have a happy and enjoyable life, whilst meeting your assessed needs

You will be invited to visit Meadowbank so that you can meet some of the residents and staff and have a look around the house and the workshops at Paradise House Community. You may want to bring your Care Manager or a family member or friend with you when you first visit us.

If the visit goes well you will be invited to stay for about a week so that you can get a feel for what it would be like to live in the community. This is a great chance for you to meet the other residents and staff members as well experience the different activities and events happening at Meadowbank and the Paradise Community. In some cases it may be appropriate for you to stay on at the end of your assessment period.

At the end of the visit you will meet with staff and discuss how you feel about living here. This is a good time to ask questions and have your say! After this a decision will be reached by everyone involved (including you) as to whether or not you wish to join Meadowbank.

Some examples of how we will help you

Personal care includes assistance with:

- Washing
- Shaving
- Mouth and teeth care
- Dressing
- Toileting
- Continence care
- Mealtimes
- Medicines
- Getting up or going to bed.
- Maintaining personal hygiene.

Practical tasks and skills include:

- Making or changing your bed.
- Shopping for and with other residents.
- Assistance with personal laundry which can include ironing.
- Preparing your own meals.
- Vacuum cleaning.
- Light domestic tasks – washing dishes, dusting, cleaning toilets and bathrooms etc.
- Learning to live more independently.
- Using public transport.

The Care Quality Commission

Inspectors visit all care homes to check whether they are safe for the residents. During their visits they may want to talk to you about what you do, the things you like about Meadowbank and any concerns you have. They will need to find out how the home looks after you. They will also talk to the Manager and the staff, your Key Worker and most importantly the other residents living at Meadowbank. The inspectors work for an organisation called the Care Quality Commission (CQC). This is completely separate from Social Services departments or any of the organisations that run care homes.

The inspectors do a very important job, which helps us to continue to improve and explore new ideas. They will visit Meadowbank at least once a year. After each visit they write a report about their visit to us. Anyone at Meadowbank, including the residents and staff, can read this report if they want to. Please ask your Key Worker if you want to read the inspection report.

You can contact the Inspectors at the CQC by telephoning: 03000 616161

Contact Details of the Manager

The name and contact number of the Manager who will be responsible for your care is:

Alison Hurlock

Telephone: 01452 813276

Email: alison.hurlock@paradise-house.org.uk

You can talk to or contact Alison if you have any queries or concerns about the care we provide for you.



Below is a list of contacts which you may find useful should you need to talk to anyone or have any concerns about your care.

- Alison Hurlock (The Registered Manager who is responsible for your care - Tel: 01452 813276)
- Kelly Lawson (The Manager at Meadowbank - Tel: 01452 813647)
- Care Staff in any of the Housegroups
- Chas Earley (Day Time Activities Manager)
- Elaine Payne (Care Manager - Staff)
- Dan Skelton (Care Manager - Residents)
- Anne Mansfield (The Education Manager)
- Jake Lukas (Responsible Person, 01453 837550)
- Gordon Cole (Regulation 26 Visits Meadowbank once a month)
- Your Doctor
- Your Social Worker
- A Parent, Guardian, Family Member or Friend
- CLDT (Community Learning Disability Team)

Paradise House • Complaint Form

Complaint Form for Residents

Your complaint form should go to Alison Hurlock who will then ensure that it is looked into for you. You can also choose to send your complaint to your parent, your Care Manager or a friend. If your complaint concerns the manager, please contact Jake Lukas. You can also make a complaint to an inspector from the **Care Quality Commission (CQC) • Colston 33, 33 Colston Ave, Bristol, BS1 4UA • Telephone 03000 616161**

My Name is:

Please write the name of the person who you would like to look into the complaint for you:

Name of the person who is helping you to complete this form

My complaint is:

Signed:

(Resident)

Signed:

Person acting on behalf of resident

Date:

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