

Nos Nom

Service User Guide



Clubworthy House
Clubworthy
Launceston
Cornwall
PL15 8NZ

01566 785435

Welcome to Nos Nom

We have produced this guide to our home to help people who are thinking of applying to come to our home, and for those who already live in the home, to know what to expect from us and the services we provide. We would like you to read carefully the information you find in this guide.

Please do not hesitate to ask staff members or the home manager if you need to help to read or understand any parts of the guide. If there are any changes made to the home we will also change the information in the guide so that you are fully kept up to date with what is happening.

If you have any questions feel free to contact either Mike or Penny on 01566 785435 or mikeandpenny@nosnom.co.uk.

This document can be reproduced in a larger type size if you wish.
Please ask if you would find this helpful

Nos Nom is a partnership, owned by Michael William Hodgetts (Mike) and Penelope Jane Baxter (Penny). Mike and Penny bought Clubworthy House in 2008 in order to open a two placement residential care home for adults who have a learning disability. Mike is the registered manager. We do not provide nursing care.



Mike Hodgetts



Penny Baxter

Values and principles of Nos Nom

The following statements reflect the values, principles and general aims of our services.

- To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.
- To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our aims and purposes. We welcome feedback from our service users, their friends and relatives and other professionals.
- To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences.

We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the service user's maximum participation in the community.

- To meet assessed needs. Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the service provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.
- To provide quality services. We are fully committed to providing high quality services and to continuous improvement in the level of the care we offer.
- To employ a quality workforce.

Admissions

Under government regulations, potential residents must have their needs thoroughly assessed before entering a home; this is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care home management process, but we also need to assure ourselves and the service user that this particular home is suitable for them.

For potential residents who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the service user's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Care Quality Commission guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we provide.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and move in on a trial basis. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

What we provide

Clubworthy House is a care home registered by the Care Quality Commission. It is a two storey house on split levels which makes it unsuitable for people who need to use a wheelchair or who have limited mobility. The house offers a large communal lounge, large kitchen/dining room, separate utility/laundry and office. Service users have single occupancy bedrooms which are furnished to suit individual choice; service users are able to bring their own furniture subject to meeting fire and safety requirements. Each service user has their own en-suite comprising of toilet and hand basin. There is also a shared shower room for the two service users.

We have three acres of grounds including a decked area, patio area and a garden area. Beyond this are the paddocks, barn, animal enclosures, polytunnel and vegetable garden. We are ideally placed for those seeking a home in a rural location. We have three acres of land that are safe and accessible for ambulant people.

The home offers a wide range of activities both on and off site. On site there are animals to care for such as horses, goats, ducks, rabbits, guinea pigs, hamsters, cats and a dog. There is a vegetable garden where we grow a wide range of our own produce. Off-site individuals are supported to use local community

facilities. This may include using the local shops, leisure centres, social clubs, public houses and accessing college courses. We will support people to find and maintain suitable employment whether it is on a voluntary or paid basis.

For off-site activities, such as leisure centres, clubs and shops, we are fifteen to twenty minutes by car, from Launceston, Holsworthy or Bude. Our nearest beach is about fifteen minutes away by car. Due to the rural setting Nos Nom will provide transport as necessary.

Who we can provide for

The home provides single accommodation for a maximum of two residents within the age range, 18-65, of either sex with a learning disability.

Nos Nom specialises in providing 1:1 support for able bodied individuals with a learning disability who may have associated health and welfare needs. This may include behaviour that challenges staff and may lead to safe holding to prevent self-harm and harm to other people. We cannot provide placements for people who need full physical restraint.

Health and social care

Support will be uniquely tailored to the individual and provide the opportunity to gain confidence, self-worth and independence. Care plans, life plans and risk assessments will be exclusive to the individual. Residents will have a named key worker.

Support will be given in a way that is age appropriate and pitched at the right level of understanding for each individual. Advice will be sought from the individual themselves, family members, other support staff and other healthcare professionals which gives a multi-disciplinary/agency approach.

Living together

We feel that equality is important for everyone. Living and sharing together gives a real chance for everyone to feel valued as an equal member within the house. Individuals are encouraged to take an active part in household duties, cooking, cleaning, gardening, decoration and the general feel of the home.

Mealtimes are flexible and arranged around individuals, their daily activities and personal choice. We prefer to prepare food together and to eat as a group where we can take our time to enjoy a good diet of healthy food and discuss the current day's events and take time to relax.

Visitors and family communication

Nos Nom welcomes visitors at any time; however we do expect consideration to be made for everyone living in the home. A cordless telephone is available and space can be provided within the home for private meetings. Residents are supported by their key worker to maintain contact with family and friends, including remembering birthdays and special occasions. A computer is available to access email, social media and skype.

Charges and personal money

The agreed fee includes all care and accommodation costs, food and drink, heating and lighting, laundry done on the premises and all staff support. Agreed fees do not cover the costs of newspapers and periodicals, hairdressing, dry cleaning, chiropody, treatment by dentists or opticians, the purchase of clothing and personal effects, or other items which are purchased entirely at the discretion of the resident.

Similarly the cost of personally chosen activities, such as college courses, theatre, cinema, holidays and other outings must be paid by the individual.

The actual cost of accommodation at Clubworthy House is based on individual need, but will generally range from £1250-1500 per week depending on the level of staff support needed. Resident contributions are agreed through a care plan and normally their contract through Social Services.

Residents can be supported to manage their finances independently and to have their own bank accounts. Where help is needed any decisions taken will be for the benefit of the individual. All valuables should be reported and appropriate arrangements for adequate insurance against loss or damage.

Contract

The residents, guardians, staff and other professionals, will enter into an agreement which will be deemed to be in the resident's best interests, and will form the basis of the Care Plan. This includes identification of how the prospective resident's needs would be met at Nos Nom. This will include details relating to admission, occupancy and termination of the contract.

Termination

In the event that either the management of the home finds that the home is no longer able to accommodate the resident appropriately or the resident wishes to leave for any reason, either side will normally give four weeks' notice of termination of residence. A shorter period of notice will be applicable only in situations involving emergencies.

Smoking

Nos Nom has a no smoking policy within the house and all company vehicles' smoking is permitted outside in a designated area.

Concerns and complaints

The home has a written policy in place for dealing with any complaint and all residents are given a copy. All complaints are dealt with informally if possible, although a formal process may be necessary in some cases. All complaints are recorded. A copy of the Complaints Policy is attached.

Quality assurance

To ensure good quality within the home:

- We try to involve the residents and their relatives in the development of the home by consulting them and keeping them fully informed of changes.
- We regularly seek their opinions on the quality of the services we offer so that we can keep on improving them.
- The managers keep a close eye on what is happening in the home.
- Staff attend regular supervision and training.
- All complaints are taken seriously and acted upon as necessary.
- All residents and relatives know about their right to make a formal complaint and how the complaints procedure works.

In 2012 we achieved a Gold Standard Award from Cornwall People First Quality Checkers. The full report is available on our website.

Staffing

Mike and Penny are the owners/managers of Nos Nom at Clubworthy House. They both hold NVQ level 4 in Health and Social Care and level 4 Registered Managers Award. Mike and Penny have both completed the Provider Manager Safeguarding Adult training organised by Cornwall Adult Social Care. Additional training includes courses related to the Mental Capacity Act, Autism, Challenging Needs, Total Communication, Mental Health and Learning Disability, Care Planning, Person Centred Planning, Risk Assessments, Fire Warden and First Aid at Work.

Mike started working in the care sector in 1999. He has experience of working with adults who have had physical disabilities, mental health issues and/or a learning disability. Penny started working in the care sector in 2000. She has worked with children with emotional and behavioural problems, adults with physical disabilities, mental health issues and/or a learning disability. Penny and Mike have worked professionally together and specialising in providing 1:1 support since 2003. Mike and Penny will live together with the residents and support them to live a fulfilling life.

We employ a small team of competent and qualified staff as necessary. All staff are subject to the relevant Criminal Records Bureau (CRB) or Disclosure and Barring Service (DBS) check. All staff receive induction training and have an individual training and development assessment and profile. Staff have clear and specific job descriptions, roles and responsibilities which benefit our service users.

Care Quality Commission

A copy of our most recent inspection report is attached. CQC can be contacted at: CQC, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA telephone 03000 616161

User surveys and views of the home

An important part of our approach to quality assurance is to obtain the views of everyone connected with the home, particularly the views of the residents' their relatives and their representatives. We do this by implementing questionnaires about the services we provide, and on more general matters, through separate meetings with residents and relatives.

Important contact details

Cornwall Council, Adult Social Care and Support 0300 1234 131

Cornwall Advocacy 01872 242478 www.cornwalladvocacy.org

Further information

Further information about the home can be found by reading our Statement of Purpose; this is on our website www.nosnom.co.uk, if you would like a printed copy please ask.

05/02/2013