

## **Appendix: Further Information about Oakwood, Leonard Cheshire Disability**

**Focus of Facility:** Personal support is provided for service users, whose primary needs are as a result of an Acquired Brain Injury or enduring Neurological Conditions:

- To provide personal support and step down rehabilitation service
- To address the continuing specialised needs for people following a brain injury, primarily between 18 – over 65 years of age.
- To provide or continue an individual programme designed to restore the injured person to the highest level of physical, cognitive, social and behavioural function, with particular emphasis on social re-integration, return to education or exploration of activities, leisure or pre-vocational training. Each programme aims to address both the individual and family needs.
- To maximise the choices and opportunities to service users which minimise disability and reduce economic and social costs throughout a person's life following a brain injury

### **Ethos:**

- Leonard Cheshire Disability works for a society in which every person is equally valued, and as an organisation believes that disabled people should have the freedom to live their lives the way they choose - with the opportunity and support to live independently, to contribute economically, and to participate fully in society.

### **Costs (per week):**

- Range from £1,998 per week, this includes some in built core therapy and one to one support.
- Additional support care and therapeutic input may also be required, following an initial assessment visit, subsequent MDT discussion and proposal.

### **Clientele:**

- Service users whose primary needs are as a result of an Acquired Brain Injury or enduring Neurological Conditions, and who require a period of non hospital / nursing step down rehabilitation support to relearn and regain skills.

### **Location:**

- Residential area within Offerton, Stockport, Cheshire, SK2 5DL

### **Family Accommodation:**

- One room with single bed and bathroom is available for use if required, by prior arrangement with the Service Manager.
- Alternative B & B and hotel accommodation can be recommended in the local area as requested.

### **Family Dining Facilities:**

- On special occasions (Birthdays, Christmas) meals can be provided for family and friends who are visiting service users.

**Range of Care Provided:**

- Working with the service users, their families, colleagues and outside agencies, ensuring service users' needs are met.
- Staff and service users working jointly to participate in any therapy programme as advised by the Physiotherapist / Occupational Therapist / Speech & Language Therapist / Psychologist / Neuro Psychologist.
- Supporting service users with socially disabling behaviour in accordance with the agreed therapeutic programme.
- Encouragement and support for service users to follow intervention programmes and goals independently and or with staff assistance.
- Escorting and assisting service users, as required, to access and to obtain community services as part of the therapy programme.
- Maintaining service users maximum independence, taking into account their physical cognitive and emotional condition and maximise participation in the running of their rehabilitation programmes.
- Assistance for service users to effectively communicate using aids as required and to access additional funding and support where appropriate using LCD's U Communicate Advisors and SLT input.
- Provision and participation in scheduled day and group activities with service users in accordance with the rehabilitation programme, actively ensuring that service users are involved in normal living activities in the home and community.

**Service User Involvement:**

- Service user meetings are held every 6 weeks to discuss issues of service user importance.
- Service users are invited to attend fortnightly Multidisciplinary Meetings to discuss current progress, goals and interventions and any changes that are being proposed the their rehabilitation programme.
- Reviews are conducted on a 12 weekly basis and Service User attendance and feedback is required.
- Open door policy in the main office to discuss issues as they arise: with the service manager, team leader, therapy team and key workers.
- Key workers provide day to day support to the service users and determine areas where the service user may need support i.e. planning and generating ideas for activities, community based access, attendance at health appointments, maintaining links with family and friends.

**Rehabilitation Schedules, Social Activities, and Activities of Daily Living:**

- Service users have specific individualised person centred care plans and therapeutic programmes to incorporate individual need
- The Unit supports in house group activities, theme nights, therapeutic timetabled sessions, hobbies, community access, and external social groups.
- Service users are actively encouraged to work with the MDT, key workers and family members to achieve the best from their rehabilitation programmes and promote consistent ways of working within which the service user is the main focus.

**Clothing and Laundry:**

- The Oakwood Service has facilities to launder personal clothing which is included in the weekly fee.
- Washing and drying facilities are available to Service Users where undertaking personal laundry forms part of their rehabilitation programme.

**Mealtimes:**

- Mealtimes are flexible and provided to service users on an individually specific basis as determined within the rehabilitation programme and timetable.
- Snacks are provided in accordance with individual dietary guidelines and requirements.
- The majority of service users prepare their own meals independently or with support, at times to fit into their own preferred routines.

**Diet and Choice:**

- Service users are involved in weekly menu planning, generating ideas of the meals, cooking independently or with support.
- Some service users plan and cook all their own meals using a weekly budget as provided by the service.
- Healthy eating options are considered in the foods that are purchased and service users are encouraged to eat a varied diet consisting of protein, carbohydrates & vegetables.

**Bedrooms:**

- Within the unit there are 13 bedrooms.
- 8 bedrooms have en-suite wet room shower areas and a shared communal lounge area.
- 5 rooms are semi-independent living flats with larger wet room shower areas, bedroom, lounge and kitchen space.

**Access:**

- Service users have access to the unit via the main entrance which is key code access.
- Service users need to request staff assistance to enter and leave the unit. This level of monitoring is required to maintain service user safety due to the often complex needs of the service user group re: behaviour, memory, low risk awareness, vulnerability when accessing the community.
- The unit is not a secure unit, all rooms have external doors leading out onto garden pathways some of which lead to outside the ground of the building.
- Consideration is given when placing service users in certain rooms, whether they have capacity or place themselves at risk of injury if they attempt to leave the unit unescorted.
- Doors are alarmed to chime if external doors are opened to alert staff that service users may be attempting to leave the unit.

**GP / Medical Cover:**

- Local GP registration is completed on admission as a temporary patient basis.
- Service Users can remain with their own GP if they are a local resident and do not wish to transfer to a new GP.
- Additional neurological medical support is sourced via GP referral for consultancy support in neuropsychiatry, neuro rehabilitation medicine, mental health services etc as required.

**Staff Training:**

- Staff are provided a comprehensive induction and on-going training package. Comprising core elements:
  - moving and handling theory and practical,
  - basic first aid,
  - food hygiene
  - fire marshal

- individual service planning
  - keyworking, Acquired Brain Injury training modules
  - in house updates regarding behaviour management, safeguarding, medication,
  - NVQ 2 and 3,
  - Mental Capacity and Deprivation of Liberty training.
- A rolling programme of support and updates are offered to staff and additional training options incorporated into training provision as required.

**Fire Safety and Evacuation Planning:**

- Each service user is provided with a PEEP – Personal Emergency Evacuation Plan, detailing the location of the service user's room within the building, any mobility, sensory and equipment requirements and what staff will be required to do in event of an emergency which requires the service user to be evacuated.
- A full and comprehensive emergency planning file of relevant contact details and directions is available to staff and emergency services.

**Management Team:**

- Oakwood comprises Service Manager, Team Leader, Senior Support staff.

**Transport:**

- Mini bus transport is available within the service for attendance at medical appointments, social activities, family visits.
- Additionally service users are also expected to access public transport independently or with support to maintain social inclusion and independence.