**Appendix: 52 Carville Road, Organisation Voyage**

**Focus of Facility:** To provide a specialised service for those with an acquired brain injury through tailored support to regain independent living skills

**Ethos:** The service takes a holistic approach to care and all individuals and aim to maximise the potential of all the individual’s at the unit. Staff promote independence to give all a fulfilling and positive future and regain ownership of their lives.

**Clientele:** Individuals with an acquired brain injury with the aim of increasing their independence with possible ongoing therapeutic intervention. There is a varied age range and mixture of males and females.

**Location:** 52 Carville Road is located in Wallsend in Newcastle Upon Tyne. It is within walking distance for Wallsend shopping centre and a short metro/ bus ride from Newcastle City centre.

**Family Accommodation:** There are no facilities for family members to stay overnight within the service, however there are local transport services that can lead to nearby accommodation.

**Family Dining Facilities:** There is an annex attached to the building, this has cooking and dining facilities and families are welcome to use this space to make meals and dine in private.

**Range of Cares Provided:** There is 24 hour care support provided. This includes support with all aspects of personal care, support with medication administration, support with daily living tasks such as cleaning bedrooms/ bathrooms and cooking, support to access the community or activities they enjoy and emotional support/ reassurance whenever it is needed. Where appropriate staff are able to work alongside external therapists to ensure all individuals get the most out of the services provided.

**Service User Involvement:**

**Rehabilitation Schedules:** All individuals will be involved in the development of their own rehabilitation schedule. The service works in partnership with Neural pathways, Neural pathways provide therapies such as occupational therapy, physiotherapy and SALT. Therapists will initially assess each individual and will provide the support they feel is beneficial. Within the basic package individuals will receive 1 hour per week of Physiotherapy/Occupational Therapy. (Speech and Language Therapy will be charged at a different rate)

**Social Activities:** Staff are able to support individuals to partake of a range of social activities both within and out of the service. These activities entirely depend on each individual’s preferences. Some activities may include sports (football, cycling, archery, swimming), reading groups, knitting groups, trips to the theatre and computer learning. Staff also support individuals to maintain contact with family and friends by accompanying them on visits or writing letters, as required.

**Activities of Daily Living:** Depending on each individual’s abilities, they will be encouraged to take part is as many daily living tasks as possible and staffing support will vary from person to person. Staff offer support to assist with a wide range of tasks including personal care needs, cleaning, cooking, laundry, budgeting and managing money, organisation of appointments, activity planning and time management.

**Clothing and Laundry:** There is a clothes washer and tumble dryer available for all individuals to use, staff will provide as much support as necessary whilst ensuring that they promote individuals independence at all times.

**Mealtimes:** There is a core meal time set within the service to help those who require firm structure to their day. However, for those who do not require this level of structure staff will encourage choice and will accommodate their preferences. Some may choose to eat as part of a group, others may prefer to dine alone. Families are encouraged to join the service on special occasions such as birthdays/ anniversaries.

**Diet and Choice:** Each week staff will discuss what meal choices individuals would like and if there is anything in particular they would/ wouldn’t like. Individuals who are working to increase their independence are encourage to become involved in the preparation of a meal from making a shopping list and shopping for ingredients to working off a recipe to cook the meal with staff support. If any individual has any special dietary requirements staff will work alongside relevant persons to ensure the needs of the individual are met. There is always an alternative to what is on offer at each meal.

**Bedrooms:** The home has 12 bedrooms, all of which have their own en-suite. There are bedrooms available with overhead tracking hoist if needed. There are also 2 self-contained flats with cooking facilities and en-suite’s.

**Access:**

**GP / Medical Cover**: The service works closely with the local GP surgery which is Portugal Place Health Centre.

**Staff Training:** All staff undergo regular training. There is face to face safeguarding, moving and handling, fire drills, MCA/ DoL’s and MAPPA as well as el-box based training on a range of topics such as first aid, equality and diversity, food safety and infection control. Any other specific training needed could be discussed with the service training department. All staff take part in supervisions and appraisals to ensure that they are working to the best of their ability and provide the highest level of care. Staff are given the opportunity to complete NVQ 2 in health and social care and are encouraged to attend conferences or workshops when available.

**Fire Safety and Evacuation Planning:** The service is equipped with smoke detectors, automatic fire doors and a sprinkler system. The service has an emergency box to take in the event of a fire with all information needed regarding staff and service users. The whole service takes part in regular fire drills, all are encouraged to fully engage to ensure everyone responds appropriately in an emergency. Each individual will have a ‘personal evacuation and emergency plan’. This is a tailor made plan which outlines the level of support each individual would need in the event of a fire and how staff would support them in such an event.

**Management Team:** The service is managed by an operations manager, placements manager, home manager, a deputy manager, senior support staff and support workers.

**Transport:** The service has a fully accessible mini-bus that is available for activities and appointments. The service is also very near public transport links.