Headway Approved Provider Appendix:

46 London Road, Voyage Care, Gloucester

Focus of Facility:

* 46 London Road is considered to be both a home for life or residential service that provides rehabilitation dependant on the individual Service Users needs.
* The unit endeavours, where possible, to support Service Users back into the community with adequate and appropriate ongoing care and support. Some Service Users, however, may require a home for life, as long as the Service Users’ needs can be met.

Ethos:

* 46 London Road states its aim as providing high quality, good value services which are responsive to the needs and aspirations of the people who use them.
* Service Users are encouraged to achieve their maximum potential in social skills and daily living skills so they may live as independent a life as possible.
* Physical, emotional, vocational, educational, spiritual, safety and social needs are supported through Person Centred Planning.

Costs (per week):

* The weekly cost is individual based on need agreed upon assessment.
* Costs are inclusive of shared care and 1:1 support where needed along with therapy input.
* Reviews are held regularly to ensure that the package of care, support and enablement is still fit for purpose.

Clientele:

* 46 London Road accepts adults over the age of 18 years the upper limit being 65 years; of mixed gender.
* The focus is on people with acquired brain injuries who may also have a physical disability, sensory impairment and/or a mental disorder as a result of an acquired brain injury.

Location:

* 46 London Road is situated in a residential area in Gloucester and has ready access to local healthcare services, shops, banks and churches.
* Surrounding countryside and nearby towns and villages are easily accessed by road and motorway networks.

Family Accommodation:

* 46 London Road does not have any formal accommodation for family, although all efforts to accommodate family would be made.
* Local information is available detailing hotels, leisure facilities and social recreation within the area etc.

Family Dining Facilities:

* Family members are welcome to take meals at 46 London Road and the home has a communal dining area and kitchen along with a therapy kitchen and dining area.

Range of Cares Provided:

* This is specified in each Service Users’ person centred care plan and includes on site access to a Neuropsychologist, Occupational Therapist, Behavioural Therapist, Speech and Language Therapist, Physiotherapist, and Dietician.
* Access to Chiropodist, Optician, Dentist and Hairdresser, is available in the local community.
* Some of these community based services are accessed through the local GP Practice.

Service User Involvement: Rehabilitation Schedules, Social Activities, and Activities of Daily Living:

* All Service Users are allocated a Key Worker on admission, who is supported by senior staff as necessary. The Key Workers support service users to complete monthly meetings about their care and support along with discussing activities, issues, ideas and health appointments with the service users.
* The Service User is encouraged to participate in meaningful and new activities. The role of the Key Worker is not exclusive to the nominated member of staff, but is one in which all staff have responsibility to all Service Users.
* Service Users’ are supported in all activities dependant on their personal goals. These include activities both externally and internally, e.g., support with planning, budgeting, shopping and preparing a meal within the therapy/training kitchen.
* External activities are encouraged and supported throughout the service.
* A daily plan of activities is in place, however this flexible in order to accommodate the needs of the Service User and fulfilment of personal goals.

Clothing and Laundry:

* Service Users wear their own clothing and Key Workers enable the service user to recognise that their clothing is presentable, in a good state of repair, fits properly and is discreetly labelled if required. Key Workers also assist the Service  
  User to choose and purchase clothing.
* Laundry is done on site by the staff or Service User with support. There is an excellent system in place to ensure that Service Users’ laundry is clearly identified and laundered separately.
* All attempts are made to support independence around laundering of clothes and linen (bedding and towels).

Mealtimes:

* 46 London Road operates a menu planning session which also gives Service Users’ a choice of alternative meal, if required.
* Service Users can also be supported in preparing their own meals or make meals independently, if appropriate.
* Snacks and drinks are available between set meal times.

Diet and choice:

* Service Users have access to a dietician if required, enabling them to choose healthy eating or a weight reducing diet.
* Service users are weighed monthly and where an individual is supervised by a dietician, weights are recorded weekly. In addition, the BMI calculator is also utilised along with a MUST score to monitor and review weight loss/gain, should this be required.
* Modified diets can be catered for as can religious/cultural needs (Halal etc).

Bedrooms:

* Service Users have their own en-suite bedroom which they are encouraged to decorate to their own choice, e.g., posters, personal choice of bed linen, pictures, photographs etc.

Access:

* 46 London Road is fully adapted to meet very specific individual needs.
* The building covers two floors with the upper floor accessed via a lift.
* Where required rooms are adapted to meet the needs of the service users.
* Assisted bathroom provides a bath for those who prefer this to a shower.
* There is a communal lounge and dining/kitchen area. The training kitchen is well equipped and wheelchair accessible.
* A lounge can be found on the 2nd floor which is ideal for entertaining visitors and is also used as a quiet room to spend time relaxing or reading books.

GP / Medical Cover:

* Registration is made with all relevant health care professions prior to admission.
* There is a local GP and all Service Users are registered with the practice.
* There is an excellent pro-active relationship with the local GP.
* 46 London Road also uses NHS Direct out of hours.

Staff Training:

* All staff appointed are required to undertake mandatory induction training.
* Core ABI training is also a mandatory requirement of the home.
* Staff are encouraged to undertake additional continuing professional training in the form of diplomas within health and social care.

Fire Safety and Evacuation Planning:

* Fire safety inspections are carried out by the local fire brigade who liaise with the service manager with any information and updates.
* 46 London Road has smoke detectors in all rooms and hallways apart from the kitchen which has heat detectors. Detectors are connected to an alarm system near to the main entrance.
* All staff have comprehensive training about the fire system, equipment and what to do in the event of a fire. All staff and Service Users undertake a monthly fire drill.
* Alarms and fire fighting equipment are tested weekly.
* 46 London Road has a phased evacuation in the event of a fire.
* All Service Users are risk assessed for fire evacuation and individual emergency evacuation plans highlight key egress support areas.
* Equipment to aid swift ease of egress is provided, as per the need of the service user e.g. evacuation mats.

Management team:

* 46 London Road is managed by Voyage Care, a well-established national provider, with over 20 years’ experience in providing care and support for people with Acquired Brain Injury and Learning Disabilities, as well as other disabilities and disorders.
* A Registered Manager is in place and is supported by Team Leaders and Support Workers.
* The Registered Manager has a Diploma in Management and Leadership within Social Care.

Service User Contact Details:

* These are recorded on admission to 46 London Road and updated at 3 monthly intervals along with all other information regarding the Service User.

Transport:

* 46 London Road has a vehicle for transporting Service Users.
* The use of the vehicle is for health care appointments and day to day living tasks such as shopping. Those being supported contribute to other use of the vehicle such as family visits, activities out, holidays and day trips.
* Local transport options are available and are encouraged especially if the service user is working on being more independent.