

## **Further Information about Woodland Court, Independence Homes Ltd**

### **Focus of Facility:**

- Woodland Court is based in the heart of Caterham. The Service is community based and supports service users to access all the local amenities and engage in the community. All Service users are supported in a person centred way which includes their individual daily and monthly delivery plans as well as Person centred Plans. Woodland Court opened in July 2017 and consists of 24 flats (12 shared and 12 single bedrooms) to support up to 36 service users.

### **Ethos:**

- To deliver quality, person centred 24 hour waking care and support to individuals with complex needs, supporting them to live outstanding lives.

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

- Cost is provided following an assessment of needs which is carried out by a Manager within Independence Homes. The cost is bespoke to each individual based on need.

### **Clientele:**

- Woodland Court provides care and support for individuals age 17 and over whose needs may include Brain Injury, Epilepsy, Mental Health difficulties, Autism and physical disabilities among others.

### **Location:**

- Woodland Court is located in Caterham. Woodland Court has great transport links enabling Service users to access London and the wider community with ease.

### **Family Accommodation:**

- Family members are able to stay in their relative's flat when they visit. Alternatively there are hotels and bed and breakfast's nearby.

### **Family Dining Facilities:**

- Each flat has its own kitchen facilities that family members are welcome to use.

### **Range of Cares Provided:**

- The staff team at Woodland Court provide a broad range of care and support depending on individual need, including personal care, administration of medication, emotional and behavioural support, support to access the community and local amenities, support to medical and other appointments, rehabilitation support following therapist guidelines, amongst others. Woodland Court staff are trained to support those with Brain Injury supported through the use of GAS Goals, we also have access to a wide range of therapists.

### **Service user Involvement:**

- Independence Homes promote service user involvement throughout everything they do. The opinions and feedback of all service users is respected. There are monthly Tenants meetings, to which everyone is invited to give and express their opinions and views. Independence Homes also operates a quarterly Service User Forum, and Service User Quality Checkers.

- All service users are allocated a Key Worker and have a minimum of monthly meetings with them, during these meetings they have the opportunity to discuss progress towards current goals, setting of new goals and any concerns that they may have.
- Service users are invited to be part of the staff recruitment process and will meet new inductees as part of this process.
- Service users are encouraged to input into their Daily Delivery Plans and Person Centred Plans, to ensure that the support they receive is truly individualised and tailored to meet their needs and wants.

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

- Woodland Court works closely with a wide range of therapists and other outside professionals including; Neurologists, Occupational Therapists, Physiotherapists, Speech and Language therapists and GPs. Service users are supported to attend their therapies and appointments either in the community or at home.
- Both social and domestic activities are at the heart of Woodland Court, these promote independence as well as supporting service users to be engaged. Skills such as budgeting and other daily living skills (such as housework, shopping, cooking and laundry) are incorporated into support plans with staff support when required.
- There are a wide range of activities both within Woodland Court and within the community including the Independence Homes FOCUS activities programme, going to the cinema, theatre, swimming, art and drama projects, and much more.

#### **Clothing and Laundry:**

- Staff support and encourage all service users to complete any tasks they are able to do themselves, whatever the degree, whilst working with them to achieve independence in other areas, whatever this may look like for each individual.

#### **Mealtimes:**

- Staff support and encourage all service users to follow a healthy and balanced diet. All Service users are encouraged to engage in preparing their own meals in whatever way they can, working towards achieving any goals they may have in this area.
- The staff team support service users to put in place a meal plan, where needed.

#### **Diet and Choice:**

- Woodland Court encourages all service users to eat a healthy and balanced diet, choice is promoted for every meal. Menu plans are used where needed.

#### **Bedrooms:**

- Woodland Court consists of 24 flats, 12 one bedroom and 12 two bedrooms. Each two bedroom flat has a shared living room and kitchen.
- All service users have a tenancy on their own flat and are encouraged to make it their own.

#### **Access:**

- Woodland Court is fully accessible for wheelchairs with large corridors and wide doors.
- Flats are available with hoist tracking and fitted with automatic doors where needed.
- There is a lift which gives access to all four floors.

#### **GP / Medical Cover:**

- All service users are registered with local GP's and Dentists to allow for easy access to appointments. It also allows for medication to be ordered and collected quickly.

- Staff support service users to attend appointments and complete medical feedback forms which are then passed on to the Independence Homes medical team.

**Staff Training:**

- All staff attend a two week induction followed by regular refresher training.
- Additional in house training for specific needs.
- All staff have a Personal Development Plan in place and this is reviewed by line managers and discussed in supervisions.
- The training programme includes; Epilepsy, Brain Injury, GAS goals, report writing, communication, manual handling, MAPA (management of actual and potential aggression), among others.

**Fire Safety and Evacuation Planning:**

- A bespoke fire plan and risk assessment is in place for Woodland Court. There are staff who are trained Fire Marshals and all service users are supported to follow the fire plan during regular drills.
- Fire drills are completed every three months and additional checks around fire extinguishers and fire doors are completed on a regular basis.

**Management Team:**

- The Woodland Court Management team consists of a Service Manager, two Deputy Managers, 3 Team Supervisors and a team of day and night Support Workers. In addition, an experienced Operations Management Team oversee the service.
- Independence Homes have a specialist Medical team who review and coordinate the health needs of all service users. The Medical team visit services as well as deliver training, meet with service users and liaise with external professionals. The Medical Team and Operations Management Team are on call 24 hours a day, 7 days a week.

**Service user Contact Details:**

- Woodland Court keep all service user details safe as per legal and best practice guidelines.

**Transport:**

- Woodland Court is only a 10 minute walk away from a busy town with easy access to several bus routes and a mainline train station. These provide links into Redhill, Oxted, Croydon and directly into London.
- Woodland Court also has a dedicated wheelchair accessible vehicle which can be used to support Service users to medical appointments when needed.