**Further Information about Mayfield Road, Sutton, Surrey**

**Independence Homes**

**Focus of Facility:**

* Mayfield Road is set in the heart of the community and takes a person centred approach to support all service users. The systems, procedures and paper work in place are all person centred and the core aim of the service and company is to enable individuals to lead independent and outstanding lives. Mayfield is a residential intensive support service which consists of 12 bedrooms.

**Ethos:**

* To deliver quality, person centred 24 hour waking care and support to individuals who have complex needs and to enable them to live outstanding lives.

**Costs (per week):**

* Cost is provided after an assessment of needs is carried out and is dependent on individual need.

**Clientele:**

* Mayfield Road provides care and support for individuals aged 18 years and over with needs such as Acquired Brain Injury, Epilepsy, mental health difficulties, challenging behaviours and physical disabilities.

**Location:**

* Mayfield Road is located in Sutton, Surrey. The service has excellent transport links with Sutton station having rail links into London, and is near to the main high street. The service also has two company vehicles and a driver Monday-Friday 9-5 to support service users to access the community.

**Family Accommodation:**

* There is no family accommodation on site so families would need to stay at a nearby bed and breakfast/ hotel. Families are able to visit whenever they choose to, though they are recommended to call first to ensure their family member is free.

**Family Dining Facilities:**

* Family members are invited to share communal meals at lunch and dinner time. They are also free to use the communal kitchen to make drinks.

**Range of Cares Provided:**

* Mayfield Road provides a range of care and support including completion of personal care, administration of medication, emotional support, and support in the community and to appointments. Mayfield Road can offer a therapeutic re-enablement approach for those with Acquired Brain Injury, using our suite of private therapists and implementing GAS Goals that are monitored in-service by our trained staff.

**Service User Involvement:**

* Mayfield Road and Independence Homes respects and values the opinions and feedback of all service users. Individuals are invited to complete the annual service user survey where they can voice their opinion on what is going well and what needs to be improved.
* A bi-monthly observation is carried out by managers within IHL which looks at how service users are being interacted with, the cleanliness of service users and building and activities on offer that day. There is also opportunity for service users to tell the observer how they are feeling. The company also operates a quarterly service user forum held at Head Office to listen to the views of the clients.
* All individuals are provided with a key worker upon moving in to Mayfield Road and have the opportunity to engage in one to one sessions to discuss any successes, concerns or goals that they may have.
* Individuals are encouraged to take an active role in the selection / recruitment process and are asked to put forward questions to potential candidates.
* Individuals are encouraged to have input into their person centred plan and their daily and monthly delivery plan, this is to ensure that the care and support they are receiving is individualised and tailored to meet their needs.

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

* Mayfield Road works closely with a wide range of therapists and outside professionals including Neurologists, Occupational Therapists, Physiotherapists, Clinical Psychologists, Speech and Language Therapists and GPs. Individuals are supported to attend these appointments in the community or host therapies in-service. Therapists may also produce guidelines or exercises for staff to work with.
* Activities of daily living are of great importance in order to promote independence. Budgeting skills and domestic skills (including shopping, cookery and laundry) are also included and incorporated in each individual's daily plan with staff support and input as required.
* A wide range of social activities are offered including cinema trips, outings and accessing services in the community.
* Individuals are also encouraged to explore adult education opportunities offered by local colleges, ranging from supported learning courses such as drama, art and cookery to studying more formal subjects such as GCSEs, as appropriate.
* Individuals are also encouraged to participate in FOCUS sessions (the company activity sessions), which are held at various locations such as other services, gyms, and in the community. These give them the opportunity to participate in activities such as sports, drama, music, art, cookery and many more. Individuals are also given the opportunity to participate in the annual service user pantomime be that on stage acting or back stage set designing, prop making etc. Asdan courses can also be worked on using these sessions.

**Clothing and Laundry:**

* Staff support and encourage individuals to complete all parts of the task that they are able to do whilst working towards independence in other areas.

**Mealtimes:**

* Staff support and encourage individuals to complete all parts of the task that they are able to do whilst working towards independence in other areas.
* Individuals are able to choose what time they would like their meals. All individuals are encouraged to participate in weekly menu planning as well as specifying when they would like a different meal choice to the one on offer.

**Diet and Choice:**

* Mayfield Road ensures that all individuals have a choice in what they eat and when. Some have a menu plan to follow due to medical needs; staff ensure that this menu plan is followed. Other people may need some support in healthy eating. This is taken into account when encouraging service users to participate in menu planning.

**Bedrooms:**

* 12 bedrooms within the service all with ensuite toilet and sink.
* Individuals are encouraged to personalise their bedrooms. Service users are also encouraged to make choices regarding the communal areas such as wall colour, pictures etc.

**Access:**

* The service is fully wheelchair accessible, there is currently wheelchair tracking in the majority of bedrooms ready for hoists to be fitted as and when required by the individuals.
* A lift is available to allow wheelchair users access to the upper floors.
* There is an accessible bathroom on each floor including a sensory bathroom.

**GP / Medical Cover**:

* Each individual is registered at the local GPs and dentists to allow easy access for appointments and repeat prescriptions for their daily medications. Staff will support with medications and appointments, as needed.

**Staff Training:**

* All staff receive initial 2 weeks' intensive induction training and regular training refreshers throughout their time working for IHL. Training is also completed in the service as needed.
* The Company believes that a planned programme for the training and development of staff is essential to ensure good practice and the provision of a quality service. This is supported by a full introduction to the Company and the training systems.
* Induction training is the initial training given to new members of staff to orientate them to the job and the workplace, to enable them to fulfil their role and to ensure that they are working safely.
* The company believes in ensuring, wherever possible, that all employees are developed throughout their employment both in terms of technical knowledge. All members of staff have a personal development plan in place which support them in their development; this is discussed every 2 months during supervisions.
* Training includes Epilepsy, Acquired Brain Injury, GAS Goals, first aid, manual handling, safeguarding, report writing, communication, medication and side effects, MCA DoLS, MAPA (Management of Actual and Potential Aggression). All training is delivered according to service user need so IH will often carry out new training to meet specific health/social needs such as Diabetes.
* All new staff are also required to complete the care certificate before passing probation to ensure they are knowledgeable on current legislation, policy and what the job entails.

**Fire Safety and Evacuation Planning:**

* There is a fire evacuation plan in place. Several staff members are trained Fire Marshalls. All service users are supported out of the building in the event of a fire.
* Fire drills are completed every 3 months and there is a fire alarm check weekly to ensure the system is working and all fire doors close properly.
* Fire extinguishers and emergency lighting are checked regularly by the external fire contractor.

**Management Team:**

* Mayfield Road is led by an experienced Registered Manager, who has worked for the company for 11 years and has been working in the social care field for over 15 years. The Manager also has a BA Hons degree in Health and Social Care. There is also support from a Deputy Manager and 4 Team Supervisors who have all worked for the company for several years. There is also an Operations Management Team that support the management team at Mayfield Road. The Operations Manager in charge of residential services has a monthly meeting with the manager and deputy manager to discuss any issues/concerns and look at what actions are needed.
* Independence Homes has a specialist Clinical Team to review the health needs of service users on a monthly basis. They will regularly visit our services and deliver training, host health workshops for service users, provide input on medication management and liaise with external health professionals. There is a monthly Clinical meeting between the management team of Mayfield Road and assigned member of the Clinical Team to discuss all current health issues and look at what actions are needed.
* The Clinical Team and Operations Management Team are both on-call 24 hours a day, 7 days a week.

**Service User Contact Details:**

* Contact details for service users are stored confidentially and updated, as appropriate.

**Transport:**

* The service is a 10-15 minute walk away from the local train station. There is a bus stop at the end of the road that takes you to Sutton town or towards Wallington where other bus routes can be accessed. Sutton town has a train station that links to the South East and London. Individuals are also supported to use taxis, if they wish to. The service has two company vehicles and a driver which can be used to access the community.