

## **Headway Approved Provider Appendix:**

### **Willowbrook, Voyage Care, Leicester**

#### **Focus of Facility:**

- Willowbrook 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. However, some Service Users may require a home for life, as long as the Service Users' needs can be met.

#### **Ethos:**

- Willowbrook 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:**

- Willowbrook 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:**

- Willowbrook is situated in a residential area in Leicester and has ready access to local healthcare services, shops, banks and churches.

- Surrounding countryside and nearby towns are easily accessed by road and motorway network.

#### **Family Accommodation:**

- Willowbrook does not have any formal accommodation for family, although all efforts to accommodate family would be made.
- There is a local information pamphlet available detailing hotels, leisure facilities and social recreation within the area etc., which is available directly from Willowbrook.

#### **Family Dining Facilities:**

- Family members are welcome to take meals at Willowbrook and the home has a communal dining area and kitchen along with a therapy kitchen.

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

- This is specified in each Service Users' person centred care plan and includes in house access to a Neuropsychologist, Occupational Therapist, Behavioural Therapist, Speech and Language Therapist, and Physiotherapist as required from external professionals.
- Access to the Chiropodist, Dietician, 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 review their care and support needs, along with discussing activities, issues, ideas and health appointments with the service users, on a monthly basis.
- 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. They will be supported in activities both externally and internally, e.g., with support preparing a shopping list in order to cook a meal, go shopping and help in the training kitchen.
- External activities are encouraged and supported throughout the service.

- Willowbrook has a structured daily plan which has to be flexible in order to accommodate the needs of the Service User and fulfil his/her goals.

### **Clothing and Laundry:**

- Service Users wear their own clothing and key workers ensure that 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.

### **Mealtimes:**

- Willowbrook operates a weekly menu plan with meal choices provided by service user. There is also a choice of alternative meals, 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 dietary 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:**

- Willowbrook is fully adapted to meet very specific individual needs.
- The building is single storey therefore all rooms are at ground floor level and all areas are wheelchair accessible.

- 2 rooms have ceiling tracking hoists and there is the option to install this in other rooms, if required.
- A ceiling tracking hoist is also available in the assisted bathroom.
- There is a communal lounge and dining/kitchen area. The training kitchen is well equipped and wheelchair accessible.
- The lounge has a quiet corner to spend time relaxing or reading books.
- The service also has a games room equipped with pool table, football table, dart board and CD player - this was suggested by the service users and has been created by working alongside them following service user meetings.

### **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.
- Willowbrook also uses NHS Direct out of hours.

### **Staff Training:**

- All staff appointed are required to undertake mandatory induction training.
- Core ABI training is carried out in house accessing further face to face ABI modules via Voyage Care.
- Staff at Willowbrook are required to undertake Mental Capacity Act Awareness training and have a Mental Capacity Act and Deprivation of Liberty Safeguards workbook which they are required to complete within 6 months of employment.

### **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.
- Willowbrook 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.
- Willowbrook has a phased evacuation in the event of a fire.
- The fabric of the building has internal structural protection producing effective separation between the two main sections of the building.

- All Service Users are risk assessed for fire evacuation and have their own individual personal emergency evacuation plans.

**Management team:**

- Willowbrook is managed by Voyage Care, a well-established national provider, with over 20 years' experience in providing care and support for people with Learning Disabilities and Acquired Brain Injury, as well as other disabilities and disorders.
- A Registered Manager is in place and is supported by a Deputy and Senior Support Workers.

**Service User Contact Details:**

- These are recorded on admission to Willowbrook and updated at 3 monthly intervals along with all other information regarding the Service User.

**Transport:**

- Willowbrook 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 can be utilised where appropriate.