

Headway Approved Provider Appendix

Ingleton Rd, Paradise Independent Living, Edmonton,

Focus of Facility

- Ingleton Road is a 24-hour staffed supported living scheme, offering community rehabilitation in a homely environment.
- The scheme provides high quality self-contained studio accommodation and shared communal facilities for 6 people being discharged from rehabilitation wards.
- The care and support service are registered with the Care Quality Commission.
- The aim is to harness service user's potential to take fuller control of their lives, as is possible; thereby enabling them to feel more fulfilled in life through the range of opportunities and choices offered to them.
- Empowering people with an acquired brain injury to redevelop their daily living skills.
- Ensuring service users, develop their own individualised rehabilitation programme in full consultation with family, friends, and health care professionals.
- Enabling vulnerable adults to develop their confidence and maintain their dignity, by involving them in all aspects of monitoring and revising their care and support needs.

Ethos

- The philosophy of care is based on the principle of "treating others, the same as one would like to be treated", whilst recognising that all are individuals with differing needs.
- The service is built around individuals' needs and aspirations and is adaptable to changes in their circumstances and wishes.

Costs

- The weekly base fee starts at £1600pw.
- Additional 1:2:1 support is available, if necessary.

Clientele

The service specialises in working with mobile males age 18+ with an acquired brain injury. Their support needs may include:

- Interventions to manage and improve cognitive impairment
- Supervision with medication compliance
- Requires personal care and support services
- Management of challenging behaviour and complex needs
- Assistance with building and sustaining daily living and social skills
- Assistance to participate in community activities
- Vulnerable to exploitation from others

Location

- The scheme is based in the North London Borough of Enfield.
- It is set in a residential road and blends in with the rest of the houses on the street.
- It is within walking distance of the main shopping area with a wide variety of shops.
- Banks, post office, restaurants and coffee shops are also in walking distance.
- It has excellent access to transport links including buses, and 2 over ground train stations and an underground station are nearby.

Family Accommodation

- The service does not have facilities for family members to sleep overnight, but family members are welcome to visit and details of local hotels and guest houses can be provided, as needed.

Family dining

- Family members can enjoy meals and refreshments with their relative when they visit.

Range of Care Provided

- Assistance with personal care.
- Access to psychological and physiotherapy therapies.
- Access to primary care services, GPs, Dentist, and Opticians etc.
- Arranging prescriptions and medication collection from chemist.
- Monitoring and supervising the administration of medication.
- Accessing professional help & liaison with other agencies.
- Managing behaviour that challenges.
- Prompting and supervision with personal hygiene.
- Assistance to prepare meals.
- Help with understanding nutrition.
- Assistance with preparing shopping list, escorting for shopping.
- Assistance to access welfare benefits.
- Assistance with bills/completing forms.
- Ensuring rent and other bills, debts etc., are paid.
- Assistance with budgeting for food, bills, clothing, recreation etc.
- Escorting to appointments, outings, and holidays.
- Access to recreational facilities.
- Access to training, education & employment opportunities & social events.
- Help with cleaning home and making bed.
- Assistance with laundering clothing and bedding

- Assistance with maintaining contact with family and friends.
- Assisting with religious and cultural observances.

Service User Involvement

- Service users participate in the interviewing and selection of staff.
- Service users are also consulted to gain feedback regarding staff performance and appraisals.
- Monthly house meetings are held for service users to have their say in the running of the scheme.
- All service users are actively involved in planning and reviewing their rehabilitation programme.

Rehabilitation Schedule, social Activities of Daily Living

- Each service user has an individually structured support plan, which sets out the rehabilitation programme which they agree to.
- The service user draws up the support plan with the aid of their key worker and in consultation with other relevant professionals and carers, if appropriate.
- Goals, interventions, timescales and outcomes are clearly identified and agreed.
- Although a home for life is offered, if appropriate service users that successfully improve in their daily living skills and their ability to do more for themselves, are offered the opportunity to move-on to step down accommodation with outreach support from staff.
- Some previous service users have achieved this, after co-operating with the care and support they received.
- Some have been helped to move into their own flat or step down to receive lower levels of support in semi-independent accommodation.

Key working

- All service users have an identifiable key worker who is responsible for monitoring the support plan. Key workers meet with the service user on a monthly basis to determine the progress of the placement.
- The key worker is also responsible for assisting with monitoring the implementation of the support plan by the rest of the team.

Reviews

- Each service user has their support plan reviewed at least every six months, but service users can request a review at any time.

- Service users are encouraged to actively advocate for themselves and to have an input at all stages of the review.
- The aim is to gradually reduce the level of staff interventions and support over a period of time, as the service user takes increasing control over their lives.

Clothing and Laundry

- There are laundry facilities for people to wash and dry their personal items of clothing and bedding.
- Each service user has a laundry day when they are trained and or assisted to use the laundry facilities to wash their personal items.
- Staff undertake all aspects of laundering for people who are unable to participate in this activity.
- Service users can use the laundry facilities, whenever necessary.
- The service does not combine the washing of several peoples clothing and bedding together. Each wash load belongs to one person alone.

Mealtimes

- Meals are eaten at a time that is decided upon by the service users.
- Service users are trained and assisted to become involved in their meal preparation, as appropriate.
- Staff prepare meals for any service users that require support with this.
- Meals can be eaten in the service user's own room or in the dining area.

Diet and Choice

- All service users are assisted to prepare their shopping list each week.
- Whenever possible, service users go to do their shopping with a member of staff.
- All meals are planned and cooked individually for each service user.
- Service users decide on what they want to eat and drink throughout the day.
- All religious and cultural preferences are catered for.

Bedrooms

- All studio rooms are fully furnished.
- All studio rooms have ensuite shower and toilet facilities.
- Rooms can be personalised by being redecorated to suit an individual's taste.
- Personal items of furnishing can be brought in, if preferred.

Access

- 2 studio rooms are on the ground floor.
- All service users must be able to either stand unaided or with a mobility aid.

- The house is wheelchair accessible downstairs.

GP/Medical Cover

- All service users are registered with a local GP.
- Referrals are made to local medical services for treatment, as required.

Staff training

- Headway's ABI training is undertaken by all staff.
- All staff are trained in managing behaviour that challenges, when working with people with an ABI.
- New staff undertake comprehensive induction training within the first 3 months of employment.
- Individual staff members have an annual training and development plan setting out their training needs.
- Regular refresher training is also undertaken annually.

Fire Safety & Evacuation Planning

- The building maintenance personnel undertakes a weekly fire test
- Senior staff monitor the alarm panel on a daily basis for faults.
- Fire drills with evacuation are undertaken on a regular basis.
- Service users and staff are trained in fire safety awareness.
- The scheme has a fire risk assessment which is reviewed annually or, as and when required

Management Team

- The scheme is owned by Paradise Independent Living Ltd, who has been in operation for over 23 years.
- The company manages 2 other units.
- All members of senior management have a combined experience of 70 years working in the health and social care sector.
- The Director of Care Services has previous clinical experience in a rehabilitation team and as a board member of a various health and social care bodies.
- The registered manager has gained the qualification in ABI run by Headway in partnership with Northampton University. The manager also has extensive management qualifications.
- All managers attend a range of annual training courses to keep up to date with current legislation and to gain further knowledge to improve working practice.

Service user contact details

- Details of service users are kept on file after admission and are subject to the data protection act.
- Personal details are kept confidentially and are not passed to third parties without permission.

Transport

- Service users have access to a nine-seater minibus and a driver for organised group outings and holidays.
- The service is close to excellent public transport. A frequent bus and train service are nearby. Taxis are also available locally for private hire.

Contact details:

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