

Welcome to 100 Pennine Crescent A guide for residents and their families



100 Pennine Crescent
Salendine Nook
Huddersfield
HD3 3TP
01484 348961

What we believe in

Our vision is of a world where people with a learning disability are valued Equally, listened to and included.

Our mission is to:

- Support people with a disability across Kirklees, to fulfil their potential and lead happy, healthy and purposeful lives
- Involve people and their families, staff and other stakeholders in every aspect of the services and activities we provide.
- Campaign for change & improvement in the lives of people with a learning disability
- Build on our high-quality services and be responsive to changing needs
- Run an effective & well managed organisation which provides excellent value for money.

All practices will be based on these principles and will continually seek to improve them.

We will only recruit staff who share our values and who can demonstrate their commitment to providing outstanding care and support.

We will provide opportunities for staff members to develop their knowledge through supervision, training and support.

All our support workers hold or are working towards a Level 2 Diploma in Health and Social Care. Our Team Leaders all hold, or are working towards Level 3 Diploma in Health & Social Care.

Staff complete training in the following subjects and this is updated regularly.

Dementia Awareness	Diabetes Awareness	Dignity & respect
Positive behaviour	Epilepsy	Equality & diversity
Fluids & nutrition	First Aid	Fire safety
Food hygiene	Health & safety	Infection control
Information security	Learning disability awareness	Mental capacity
Medication	Managing money	Moving & handling
Oral hygiene	Pressure care	Safeguarding
Writing in care records		

1. About 100 Pennine Crescent

This is the home of eight adults with learning disabilities. Six people live in the main house with another two maintaining their independence in an adjoining bungalow.

The residents are proud of their allotment where they grow their own vegetables. Social outings occur regularly, and residents all keep up with their own interests and hobbies. Everyone enjoys going on holiday together once a year, and they have a house buddy who visits often to go for walks, visiting town, cafes and shops.

The staff support residents to be as independent as possible, keep in touch with friends and family and do as much as possible for themselves. Some activities the residents enjoy are themed evenings, karaoke, discos and outings.



The home also has a pet tortoise called Murgatroyd.

There are 3 bathrooms and 3 toilets that are shared. The home does not have en-suite bathrooms or a lift to the first floor.

The people who live at 100 Pennine Crescent are encouraged to maintain their independence with as much support as they need.

Where possible, residents are able to maintain their relationship with their GP, dentist, optician, chiropodist etc. Where this is not possible we will put them in touch with appropriate professionals in the local area.

Transport

100 Pennine Crescent has an eight-seater minibus for the use of the residents for which a small charge is made.

It is situated within easy reach of local amenities and there is a regular bus service to Huddersfield.

Where public transport or the minibus is not appropriate or available 100 Pennine Crescent will fund a taxi.

Smoking

Smoking is not permitted anywhere inside the building, including bedrooms.

A smoking shelter would be made available is necessary

Visitors

Visitors are welcome at 100 Pennine Crescent at any time and are encouraged to join in any activities or events that happen throughout the year.

Meals

All meals are provided as well as snacks and hot and cold drinks at any time. The main meal is at lunchtime and residents can choose from at least two options at each meal. All dietary requirements are catered for including vegetarian, gluten free, diabetic, dysphagia textured diets, low sugar/salt. 100 Pennine Crescent holds 4 stars for hygiene as it is awaiting a refurbishment of the kitchen by Kirklees Council.

Drugs and alcohol

There is no restriction on social drinking for residents but illegal or non-prescription recreational drugs are not permitted.

Nominated representative

We will ask for a nominated representative that we can contact about your care and support.

Fees

The weekly charge to stay at 100 Pennine Crescent is £750 as at 1st April 2020. This includes heating, lighting and food. Some people need additional support which costs more, and this would be agreed in advance by a social worker. Kirklees Council will explain how the fees will be met and how much the person will have to pay from their benefits.

CQC rating

The Care Quality Commission rated 100 Pennine Crescent as 'GOOD' at their last inspection in January 2019. A copy of their report is available in the home or on the CQC website www.cqc.org.uk

2. Your care & support

Before you move into 100 Pennine Crescent the Home Manager will visit you to see whether 100 Pennine Crescent is able to meet your needs. This is called a **pre-admission assessment**.



If the Home Manager feels your needs can be met they will arrange for you to visit the home as many times as you need before making the final move. This could include an overnight stay.

If you choose to live at 100 Pennine Crescent we will work with you to agree the best way in which we can support you. We look at all the following areas:

Behaviour	Continence	Daily living	Food & drink
Future decisions	Health & wellbeing	Medication	Mobility
Money	Personal care	Senses & communication	Skin care
Sleep	Social & spiritual	Working & learning	Smoking

We record the support you need in a **care plan** and we keep this in your **care file** in the office. Your care file includes other important information about you such as:

- Personal emergency evacuation plan
- Basic information about you
- Information you would need to take with you to hospital
- Daily notes written by the staff who have supported you each day
- Financial information
- Deprivation of Liberty application where required.

You or your nominated representative can ask to see your care file at any time as long as you say it is OK.

We will review your care plan regularly to make sure it always meets your needs. Every twelve months we will hold a formal review of your care and will invite your nominated representative and other professionals involved in your care if you agree.

A support worker or team leader will be appointed as your **key worker**. This means they will be more involved in your support by:

- Helping to keep your room tidy
- Shopping for Christmas or birthday presents with you
- Making sure you have enough toiletries and other personal items
- Arranging the annual review of your care plan and inviting anyone you want to be there.
- Making sure you have some one to one time to do the things you enjoy.
- Supporting you to choose where you'd like to go on holiday

Your key worker will make a list of everything you bring into 100 Pennine Crescent with you, including clothes, and will make sure everything has your name on it. We call this list an **inventory**. Your key worker will give your nominated person a copy of your inventory and make sure it is kept up to date.

Your stay is subject to a six month trial to make sure both parties are happy. If either party is unhappy with the placement it can be ended with four weeks notice from either party. We hope you will be happy at 100 Pennine Crescent

and for the benefit of everyone who lives and works at the home we ask that you:

- Pay your contribution to the cost of your placement
- Take care of your room and the furniture and fittings in the home
- Do not intentionally cause nuisance or distress to other residents.

3. How to make a complaint

If you are not happy about something, please tell us so we can put it right. You can do this by speaking to:

Barbara Matula		Home Manager	01484 348961
		Barbara.matula@mencapinkirklees.org.uk	
Any of the 100 Pennine Crescent staff		Please ask to speak to a member of staff in confidence.	
Dawn Wood		Operations manager	07923 254007
		Dawn.wood@mencapinkirklees.org.uk	
Carol Haigh		Chief Executive	07816 981 955
		Carol.haigh@mencapinkirklees.org.uk	
Linda Wrigley		Chair of Trustees	01484 340811
		Linda.wrigley@mencapinkirklees.org.uk	
Kirklees Council		Gateway to care	01484 414933
Care Quality Commission		Reporting a concern	03000 616 161

4. If something goes wrong

If anything goes wrong whilst you are living at 100 Pennine Crescent, we will do everything we can to put it right and to make sure it doesn't happen again. This might be a fall, an error with your medication or any other kind of accident or incident. If you give us your permission we will also tell your nominated representative. This is called our **duty of candour**.

5. Quality

We use different ways to check that the service we provide is as good as it can be. This includes:

- Inspection by the Care Quality Commission (CQC)
- Checks by Kirklees Council to make sure we are meeting the requirements of our contract
- Infection control audits by Kirklees and Wakefield council Infection team
- Fire risk assessments
- Food hygiene inspections by Kirklees council
- Health and safety inspections
- Engagement visits by people with a learning disability who talk to the residents about what it's like to live at 100 Pennine Crescent
- Surveys
- Residents meetings
- Carers meetings
- Monitoring complaints and compliments
- Staff forum
- Staff meetings

Mencap in Kirklees has been awarded **ISO 9001** which is an externally assessed quality mark and **CHAS** which is for compliance with the Contractors Health & Safety Scheme. We also achieved the Quality for Health award at Level 2 for evidencing how our services meet quality criteria in nine areas.

Our staff team

			Barbara Matula Home Manager
			Amanda Booth Team Leader
	Donna Rainbird Support worker		Alison Moules Support worker
	Garry Leathwood Support worker		Lauren Geraghty Support worker
	Angela Sura Support worker		Amanda Buck Support worker
	Teresa Parsons Night support worker		Faisal Sarwari Night support worker
	Jane Lock Night support worker		

What people say about 100 Pennine Crescent

In November 2020 we asked the residents the following questions:

Are the staff kind?	100% said 'yes' or 'definitely yes'
Do you feel safe	100% said 'yes' or 'definitely yes'
Do you have someone to talk to if you're not happy?	100% said 'yes' or 'definitely yes'
Do you have enough to eat and drink?	100% said 'yes' or 'definitely yes'
Do you get to do the things you want to do?	7 residents said 'yes' or definitely yes'; 1 resident didn't respond
Do you have support to meet family & friends?	100% said 'yes' or 'definitely yes'
Is there anything else you want to tell us?	<ul style="list-style-type: none"> • There's a virus! • Tell you a story • I like all the staff • I like living here, see Mummy; enough (to eat & drink); safe; nice • It's alright living here, I like all the staff • I like doing my art • All the time, I am so grateful all the time. • It's cool!

We also asked family and carers what they thought.

<p>Do you feel that your loved one is happy being supported by our staff?</p>	<ul style="list-style-type: none"> • We know XX is very happy where he is because he is always talking about the staff and that makes us happy too • XX is very happy and feels like he is part of a family • Staff doing their utmost best under these unusual times and show great patience • Yes • Absolutely yes
<p>Are you involved with your loved ones support as much as you would like? This includes your views being sought on changes to the service; being invited to reviews etc</p>	<ul style="list-style-type: none"> • We are involved as much as we can with their support. If we have any problems or concerns we know that we can talk to somebody at the other end of the phone • YES • I feel totally involved regarding their health & support • Yes • Enough yes
<p>What do you think the support staff do really well?</p>	<ul style="list-style-type: none"> • Support staff are doing a brilliant job in these difficult times • Everything – can think of nothing to comment on because XX is so comfortable to 100 • They all show great support & care • Everything • All aspects
<p>What could support staff do better?</p>	<ul style="list-style-type: none"> • Support staff do an excellent job, we can't think of anything else • See above question • Happy with everything they do • Nothing, keep up the good work
<p>What do the management team do well?</p>	<ul style="list-style-type: none"> • The management team always keeping us up to date • I am kept informed on details, they are so positive • Great communication, requests always taken on board • Everything • Manage

<p>What could the management team do better?</p>	<ul style="list-style-type: none"> • As in question 4 • See 3 & 4 • Happy & very pleased with management procedures • Nothing, keep up the good work
<p>Is there anything else you want to tell us?</p>	<ul style="list-style-type: none"> • We can only say you're all doing excellent work, keep up and stay safe in these difficult times. Hope to see you soon. • This past year has been a challenge for everyone. We have tried and been helped by staff to keep weekly in person contact. This has been of benefit to us and XX • Very grateful for all their hard work and support during these trying times. The team are extremely dedicated and patient!