

Welcome to  
Castle Hall Residential Home  
A guide for residents and their families



33 Lee Road  
Ravensthorpe  
Dewsbury WF13 3BE  
01924 520270

## 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 healthy, happy 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 Castle Hall

Castle Hall is a sixteen bed residential home for adults with a learning disability and other age-related conditions. The home has bedrooms on the ground and first floor and there is a lift as well as two sets of stairs. All the rooms contain a single bed, chair, wardrobe, chest of drawers and a television. Curtains, bedding and towels are provided by the home but people can choose to change these at their own expense. People are encouraged to personalise their rooms with pictures, photographs and other items.

The people who live at Castle Hall are encouraged to be as independent as possible with as much support as they need.

There are 3 bathrooms 2 shower rooms and 2 toilets and these are accessible by using either tracking or mobile hoists where assistance is required.

The home has a spacious garden with an outdoor seating area, raised beds and a poly tunnel where the residents can join in the gardening group. There is varied programme of activities and a mobile 'shop'

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

Castle Hall has a sixteen-seater minibus for the use of the residents for which a small charge is made.

Castle Hall is situated within easy reach of local amenities and there is a regular bus service to Huddersfield, Dewsbury and Leeds.

Where public transport or the minibus is not appropriate or available Castle Hall will fund a taxi.

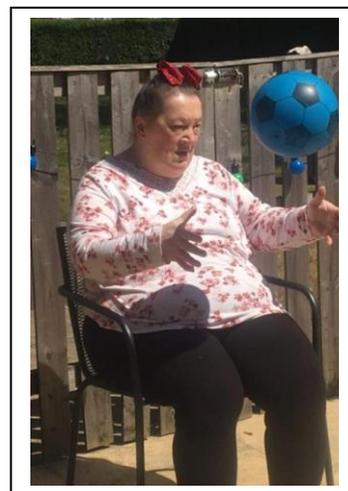
## Smoking

Smoking is not permitted anywhere inside the building, including bedrooms. A smoking shelter is provided in the garden.

## Visitors



Visitors are welcome at Castle Hall 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. Castle Hall holds 5 stars for hygiene.

## 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 Castle Hall is £1264.00 as at 1<sup>st</sup> 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 Castle Hall as 'REQUIRES IMPROVEMENT' at their last inspection in September 2020. A copy of their report is available in the home or on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

## 2. Your care & support

Before you move into Castle Hall the Home Manager will visit you to see whether Castle Hall 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 Castle Hall 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 someone 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 Castle Hall 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.

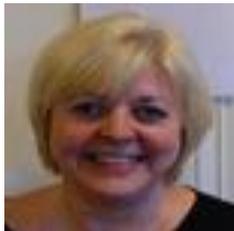
Your stay is subject to a six-month trial to make sure both parties are happy. If either party is unhappy with the placement it can be ended with four weeks' notice from either party. We hope you will be happy at Castle Hall and for the benefit of everyone who lives and works at the home we ask that 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:

Rachel Stephenson		Home Manager	01924 520270
		<a href="mailto:Rachel.stephenson@mencapinkirklees.org.uk">Rachel.stephenson@mencapinkirklees.org.uk</a>	
Any of the Castle Hall staff		Please ask to speak to a member of staff in confidence.	
Dawn Wood		Operations manager	07923 254007
		<a href="mailto:Dawn.wood@mencapinkirklees.org.uk">Dawn.wood@mencapinkirklees.org.uk</a>	
Carol Haigh		Chief Executive	07816 981 955
		<a href="mailto:Carol.haigh@mencapinkirklees.org.uk">Carol.haigh@mencapinkirklees.org.uk</a>	
Linda Wrigley		Chair of Trustees	01484 340811
		<a href="mailto:Linda.wrigley@mencapinkirklees.org.uk">Linda.wrigley@mencapinkirklees.org.uk</a>	
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 Castle Hall, 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 Castle Hall
- 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

	Rachel Stephenson Home Manager
	Elizabeth (Lizi) Crawshaw Team Leader
	Krystyna Lodge Team Leader
	Nilam Tahir Team Leader

We also employ another thirty members of staff that include support workers, kitchen and domestic staff and an activity worker.

In November 2020 we asked the residents what they thought about living at Castle Hall. We usually ask our Engagement Champions to do this but this hasn't been possible because of the COVID-19 pandemic

Are the staff kind?	Everyone said 'yes' or 'definitely yes'
Do you feel safe	One person said 'sometimes' and everyone else said 'yes'
Do you have someone to talk to if you're not happy?	Two people said 'sometimes' and everyone else said 'yes' or 'definitely yes'
Do you have enough to eat and drink?	Everyone said 'yes' or 'definitely yes'
Do you get to do the things you want to do?	One person said 'sometimes' and everyone else said 'yes' or 'definitely yes'
Do you have support to meet family & friends?	One person said 'sometimes' and everyone else said 'yes' or 'definitely yes'
Is there anything else you want to tell us?	No-one answered this question

We also asked resident's family and friends what they thought.

Do you feel that your loved one is happy being supported by our staff?	•
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	•
What do you think the support staff do really well?	•
What could support staff do better?	•
What do the management team do well?	•
What could the management team do better?	•
Is there anything else you want to tell us?	•