

# Welcome to

## 1 Victoria Road

### A guide for residents and their families



**1 Victoria Road  
Lockwood  
Huddersfield  
HD1 3TF**

**Tel: 01484 340833**

## 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
Distraction techniques	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 Victoria Road

Victoria Road is a six bed residential home for adults with a learning disability. There is one bedroom on the ground floor, four bedrooms upstairs and a self-contained flat. 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.

There is 1 bathroom, 1 shower room and 3 toilets.

The home has a secure and spacious garden with an outdoor seating area.

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.



The people who live at Victoria Road are encouraged to remain as independent as possible.

### Transport

Victoria Road 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 in Lockwood and Huddersfield town centre.

Where public transport or the minibus is not appropriate or available Victoria Road will fund a taxi.

### Smoking

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

## Visitors

Visitors are welcome at Victoria Road 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 in the evening and residents choose the menu on a weekly basis. All dietary requirements are catered for including vegetarian, gluten free, diabetic, dysphagia textured diets, low sugar/salt. Victoria Road 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 Victoria Road is £750.00 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 Victoria Road as 'GOOD' in all five areas of inspection. A copy of their report is available in the home or on the CQC website. [www.cqc.org.uk](http://www.cqc.org.uk)

## 2. Your care & support

Before you move into Victoria Road the Home Manager will visit you to see whether Victoria Road 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 Victoria Road we will work with you to agree the best way in which we can support you. We look at all the following areas:

Communication	Personal hygiene	Continence	Health & wellbeing
Food & drink	Skin care	Mobility	Daily living
Behaviour	Social & spiritual	Sleep	Future decisions
Education/employment			

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
- Consent forms
- 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 to choose where you'd like to go on holiday

Your key worker will make a list of everything you bring into Victoria Road 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 Victoria Road 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:

Theresa Kelly		Home Manager	01484 340833
		<a href="mailto:Theresa.kelly@mencapinkirklees.org.uk">Theresa.kelly@mencapinkirklees.org.uk</a>	
Any of the Victoria Road 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 Victoria Road, 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 Victoria Road
- Surveys
- Residents meetings
- Carers meetings
- Monitoring complaints and compliments
- Staff suggestion boxes
- 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

<p><b>Registered manager</b> <b>Theresa Kelly</b></p>		<p><b>Team leader</b> <b>Richard Mellor</b></p>	
<p><b>Support worker</b> <b>Jessica Dagg</b></p>		<p><b>Support worker</b> <b>Shaun Holbrook</b></p>	
<p><b>Support worker</b> <b>Noreena Nawaz</b></p>		<p><b>Support worker</b> <b>Janine Smith</b></p>	
<p><b>Support worker</b> <b>Yasmin Khan</b></p>		<p><b>Support worker</b> <b>Sian Silcock</b></p>	

## What people who live at Victoria Road told us

Are the staff kind?	<ul style="list-style-type: none"><li>• Everyone said 'yes' or 'definitely yes'.</li></ul>
Do you feel safe	<ul style="list-style-type: none"><li>• Everyone said 'yes' or 'definitely yes'.</li></ul>
Do you have someone to talk to if you're not happy?	<ul style="list-style-type: none"><li>• Five people said 'yes' or 'definitely yes' and one person said 'sometimes</li></ul>
Do you have enough to eat and drink?	<ul style="list-style-type: none"><li>• Everyone said 'yes'</li></ul>
Do you get to do the things you want to do?	<ul style="list-style-type: none"><li>• Everyone said 'yes' or 'definitely yes'.</li></ul>
Do you have support to meet family & friends?	<ul style="list-style-type: none"><li>• Three people said 'yes' and three said 'no' (due to Covid)</li></ul>
Is there anything else you want to tell us?	<ul style="list-style-type: none"><li>• I'm a bit worried about work and church and getting money to spend</li><li>• Due to Covid not meeting people but have set up video calling</li></ul>

**We also asked the families and cares of the people who live at Victoria Road for their views but no-one responded.**