



SERVICE USER'S GUIDE (DOMICILIARY)

Reviewed January 2014



A Summary of the Statement of Purpose



Lucy Glyn Support Services is here to give you all the care you need in your own home.



Lucy Glyn Support Services is a specialist service with staff who have many skills.



Lucy Glyn Support Services will ensure we are person centred.



SERVICE PEN PICTURE

Lucy Glyn Support Services Ltd provides residential & supported living (24hr staff support) within your home. A smaller package of support (varying days and hours) is available based on assessment.

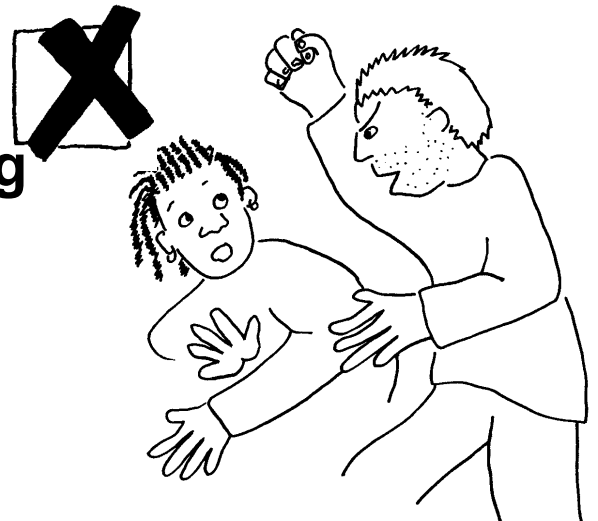


Lucy Glyn Support Services Principles



Lucy Glyn Support Services is a person centred service that will help you with all your needs and aspirations.

Your safety and wellbeing is paramount and we will ensure that you are protected.



We work in partnership with Health Care Professionals involved in your support to make sure you receive quality care. We will also appoint appropriate professionals / services as required.



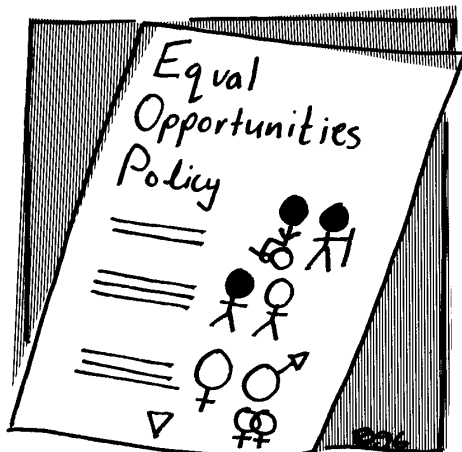
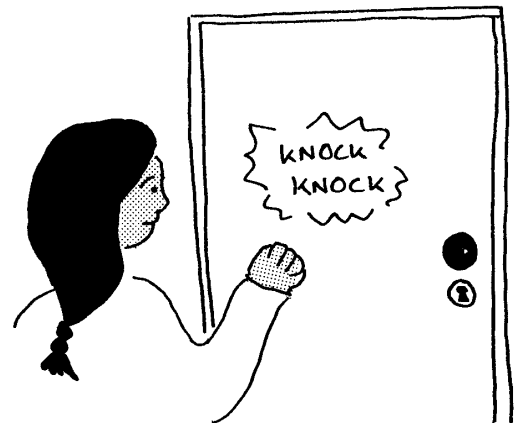


Lucy Glyn Support Services Principles continued



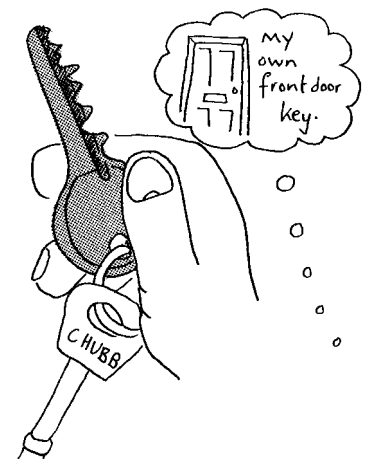
We will ensure that all your rights are respected. We hold weekly key working sessions where you can raise any queries

We will respect your privacy and dignity



We do not discriminate and follow anti-discrimination policies

We will promote independence and work within your capabilities



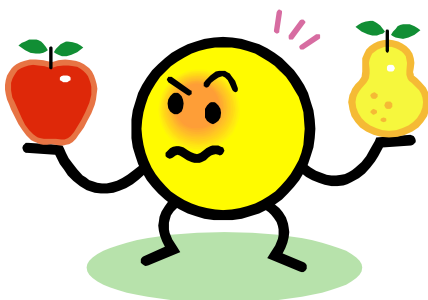


Lucy Glyn Support Services Principles continued



We will ensure we will talk and listen to you to make sure you receive the care you want.

We will help you to make decisions about your own life ensuring the risks are kept to a minimum.



Our service will be designed around your choices.



What Lucy Glyn Support Services offers

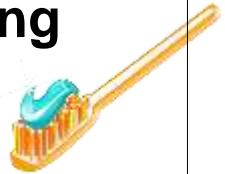


Shaving



Nail care

Cleaning teeth



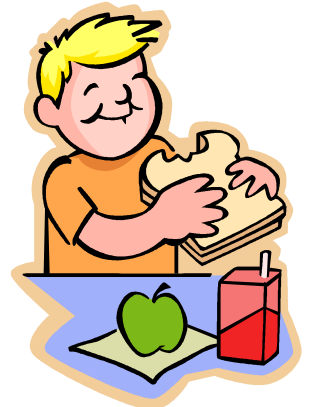
Personal Care

We will help and support you with all your personal care needs



Promoting healthy eating

Support with eating & drinking



Dressing & undressing



Attending appointments



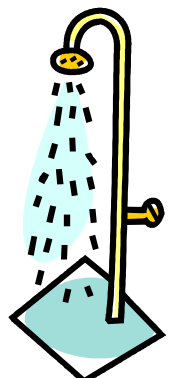
Medication



Toileting

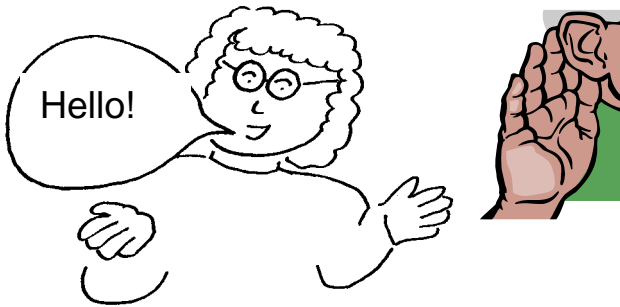


Bathing & showering





What Lucy Glyn Support Services offers continued



Talking & listening



We will help you keep in touch with people you know / arrange visits

Social Care

We will help and support you with all your social care needs



We will help you take part in activities you enjoy



We will help you with your shopping & banking

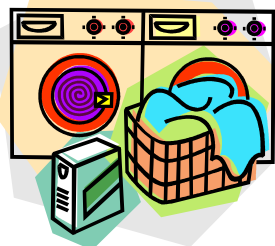


What Lucy Glyn Support Services offers continued



We will help you with your housework & cleaning

As well as your laundry & ironing



We can provide a waking night or sleep in service

All our staff are fully trained & work all year round to meet your needs and subject to DBS checks





Lucy Glyn Support Services Geographical Area

South Warwickshire Area

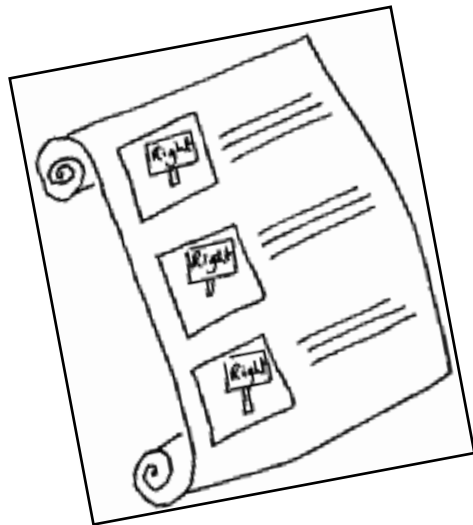


Warwick
Stratford upon Avon
Leamington Spa



Service Charges and Contract

Using the assessment from your placing authority we will assess your level of need and complete our own assessments, Lucy Glyn Support Services will then put together a package to meet those needs and you will be given a contract to sign.



| | |
|-------------------------------|--------------------------------|
| Staff Support | £18.02 |
| Sleep-in support staff | £33.92 11.00pm – 7.30am |
| Petrol | 0.45 pence per mile |



All about Lucy Glyn Support Services



We understand that it is important to you to have staff you feel comfortable with, that you can talk to and who will listen

Our staff understand the need for you to be independent and supported in your lifestyle choices



All our staff are suitably trained and your needs will determine any further training required



COMPLAINTS

COMPLAINTS & WHAT TO DO!



YOU HAVE THE RIGHT TO BE HEARD AND LISTENED TO



IF YOU DO NOT FEEL HAPPY ABOUT SOMETHING TELL US.
OR A RELATIVE OR A FRIEND OR SOMEONE YOU TRUST.



UPSET



ANGRY



CONFUSED

IF WE KNOW WHAT'S WRONG WE CAN MAKE IT BETTER



SPEAK UP!



**IT FEELS GOOD TO GET LIFE
HOW YOU WANT IT**



COMPLAINTS CONTINUED

HERE ARE THE DETAILS OF WHO YOU CAN CONTACT

In accordance with the Health and Social Care Act 2008 and the Local Authority Social Services and NHS Complaints regulations 2009, CQC cannot consider individual complaints about the services we regulate. If you would like to make a complaint about your service you should contact your provider Lucy Glyn Support Services or the placing authority.

Even though the CQC cannot investigate your individual complaint for you they would like to hear about your experience: CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161

IF YOUR COMPLAINT OR CONCERN IS NOT SATISFIED PLEASE REFER TO YOUR PLACING AUTHORITY

South Learning Disability Services
Warwick and Stratford Areas

Building 2, Saltisford Office Park, Ansell Way, Warwick CV34 4UL
Office hours are 9.00am to 5.30pm Mondays to Thursdays and
9.00am to 5.00pm Fridays. At these times please call the Customer
Service Centre on 01926 410410
Emergency Duty Team: 01926 886922

South Warwickshire Primary Care Trust
Westgate House, 21 Market Street, Warwick – 01926 493491



INSPECTIONS

Lucy Glyn Support Services are subject to inspections, these are undertaken by a CQC Inspector. The inspector usually comes unannounced to see how our home runs.



If you require our most recent inspection report please request a copy or visit the CQC website. A copy can be downloaded from www.lucyglyn.org

REGISTERED MANAGER'S QUALIFICATIONS & EXPERIENCE

Clara Edmonds - Registered Learning Disability Nurse
Managing Director & Registered Manager

EDUCATION HISTORY

| Establishment Name & Address(university/college/school) | Dates: from – to | Subject / Course | Qualifications Achieved |
|---|----------------------|---|---|
| NVQ Centre Torrington Avenue, Coventry | 05/2007- 12/2009 | RMA – Registered Manager's Award | Complete EDEXCEL LEVEL 4 NVQ |
| Trident College Mid-Warwickshire College, Leamington Spa | 03/2007 - 07/2007 | First line Management Course in Care | ILBM: Certificate in Care Management |
| UCE: University of Central England Harborne, Birmingham | 09/2002 – 09/2005 | Diploma : Higher Education in Nursing | RNLD – Registered Learning Disability Nurse |
| St Helens College St Helens, Lancashire | 09/1999 – 07/2001 | BTEC: Higher National Diploma in Health and Social Care. Counselling | BTEC NVQ Level: 1&2 |
| Stratford College, Stratford Upon Avon , Warwickshire | 09/1995- 07/1998 | A- levels: | Art: C Sociology: C |

FURTHER TRAINING: (completed in the last three years)

TEACCH (Treatment and Education of Autistic and Related Communication – Handicapped Children), Drug Administration, Finance and Budget Management Training (SAGE), Manual Handling, Food and Hygiene, Health and Safety, MVA (Managing Violence and Aggression), Communication Systems for Individuals with Autism, Social Story, Pictorial Exchange and Talking Mats workshops, POVA (Protection of Vulnerable Adults), Epilepsy –emergency recovery medication administration, ODD- Oppositional Defiance Disorder, Promoting Sexuality, The Mental Health Act, Capacity to Consent and First Aid.

BACKGROUND / EXPERIENCE

21 years' experience working with people with learning disabilities, in a variety of settings: residential care, community, schools, treatment and assessment facilities, day care services, forensic units and health and social care services. Providing support to individuals with complex

needs, such as, autism and epilepsy, profound learning disabilities, behaviour difficulties and mental health needs.

Caroline Snow

Deputy Service Manager

I manage the supported living provision of Lucy Glyn Support Services Ltd. I have been in this position since September 2011.

QUALIFICATIONS

City and Guilds NVQ 3 including behaviour management, maintaining relationships, maintaining and supporting skill sets, supporting communication, supporting sensory and physical development, health and safety, developing successful teams and professional development.

British Sign Language Level 2

Integrated Business Technology Level 2

FURTHER TRAINING: (completed in the last three years)

Manual Handling, Food Hygiene, Health and Safety, COSHH, Outcomes Workshop, Communication Systems for Individuals with Autism, Social Story, Pictorial Exchange and Talking Mats workshops, POVA (Protection of Vulnerable Adults), Epilepsy – emergency recovery medication administration, Non Abusive Psychological and Physical Intervention, Challenging behaviour, The Mental Health Act, Capacity to Consent, Mental Health Issues for Managers, Autism training, Good practise in Adult Protection, Medication, Employment Law, The Benefits System, Health and Social Care Challenges, Infection Control, Safeguarding, Team Leading, MAPPA and First Aid.

BACKGROUND / EXPERIENCE

With 18 years' experience working with children and adults in a variety of settings; pre-school children in an informal setting, adults with complex physical and learning disabilities in an educational environment, adults with an offending history and additional issues in a supported living placement, adults with complex needs in residential care and home care settings.

Providing support to individuals with complex additional needs such as autism, epilepsy, learning disabilities, challenging behaviour and mental health needs. Supporting independence and maintaining life skills. Encouraging positive life choices with SMART targets, working towards positive outcomes.