



NORSACA
quality of life for people with autism

RESIDENTIAL INFORMATION

Location: Beechwood, 60 Burlington Road, Sherwood, Nottingham, NG5 2GS

Tel: 0115 924 5893

Fax: 0115 960 9077

Registered Manager: Hugh Young

Email: hughy@norsaca.org.uk



Registered Provider: NORSACA Adult & Young Persons Services,
Eastwood House, 10 Mill Street, Clowne, Derbyshire, S43 4JN

Director: Fred Parsons

Tel: 01246 810101 **Fax:** 01246 810207

Email: fredp@norsaca.org.uk

Responsible Person: Andrea Hunter

Tel: 01246 810101 **Fax:** 01246 810207

Email: andrea@norsaca.org.uk

Mission Statement

NORSACA Objective is:



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To ensure that people resident in the NORSACA area whose lives are affected by autism or a related condition, receive services most appropriate to their needs and, as a result, enjoy the highest possible quality of life.



Enjoying
conservation work



Horse riding



Holidays

Organisational Structure

- * 1 Registered Manager
- * 1 RSW II (f/t)
- * 3 RSW II (p/t)
- * 1 Cook (p/t)
- * 1 Domestic Aide (p/t)
- * 3 RSW I (f/t)
- * 2 Waking Night Officer (f/t)

Relevant Qualifications of Staff:

All permanent staff receives at least six full days training in a calendar year, conforming to National Care Standards. Statutory Training as in Fire, Health & Safety; Food Hygiene are organized regularly. We have fully trained staff in “Aspires” – Physical Intervention and Fire who deliver to our staff teams. We have our own NVQ centre and provide training in NVQ II to IV and RMA Award. LDQ is provided to new and existing staff.

We provide specialised training for our staff in Autism Spectrum Conditions, POVA, Equal Opportunities, Diversity, Communication, Challenging Behaviour Management, Medication and Epilepsy. We also have in place a work force plan.

Staff Experience:

The staff team at Beechwood has a wealth of knowledge and experience in a variety of care settings.

Age Range / Gender of Service Users:

8 service users, 6 of which are male 2 are female, all over the age of 18.



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Range of needs:

People with autism spectrum conditions and related challenging behaviours, who live semi-independently within a registered home in the community.

Fees:

The fees payable will be £1200.43 per week.

Building Specification:

Ground Floor

Entrance Hall
TV Lounge
Front Garden (open)
Sleep-in with shower
Storage facilities
1 Bathroom
Open-plan kitchen / dining room
3 Bedrooms, 1 of which has bathroom
Rear Garden (enclosed)
Laundry & Food storage cellar
Managers Office
1 Disabled shower / toilet

1st Floor

Bathroom
Shower room
5 Bedrooms
Storage facilities

The room sizes all comply with the requirements of the Registered Homes Act 1984. The living areas remain compliant with the requirements of the Care Standards Act 2000. Although many of the bedroom sizes do comply with the new requirements, some do fall between the two Acts.

General Information:

- Beechwood is administered on a day-to-day basis by the Registered Manager. The Registered Manager reports, and is accountable, to the Assistant Director – Residential Services.



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- All the above-mentioned are ultimately accountable to the Council of Management, which is made up of parents and professionals.
- There are eight bedrooms at Beechwood, along with a spacious lounge, a utility room, large kitchen dining room. In addition the home has 3 toilets, 2 bathrooms, 2 shower rooms of which 1 has disabled access. All rooms have been approved by, and meet and appropriate size parameter of, the Care Quality Commission to comply with the Care Standards Act 2000. There are also well tended secure grounds with lawns, borders and recreational areas. The service users help to maintain and develop the gardens. We have a maintenance team who keep the environment safe and in good order, we employ a domestic aid who ensures the building is clean and infection control measures are being followed.
- Beechwood intends to meet the needs, whether social, emotional, physical or spiritual, of our service users. Care and Day service plans exist, which focus on both autism and service users' specific needs in a manner suitable to or on a level of personal attainment.
- PCP's exist for each service user and we champion a person centered approach. Work is currently being done with service users to update existing plans, this will be reviewed in six month.
- Beechwood provides support with personal care, but we do not provide nursing care.
- Criteria used for admission to NORSACA Adult Services is set out in our Admissions Policy. All admissions are pre-arranged.
- Beechwood offers a wide range of social activities, including meals out or trips to local clubs or pubs, bowling, football, swimming and theatres. Services users' hobbies and leisure interests, i.e. horse riding, football, IT, are also supported. Some service users access the community, e.g. hairdressers, GP and local shops independently – risk assessments are in place.
- The operation of Beechwood is the overall responsibility of the Registered Manager. Views and ideas are listened to, and where possible, acted upon. Our service users choose décor and colour and each individual's room is decorated to their particular requirements. Parental views are important and contribute to creating a 'home from home' for our service users. We have just introduced service user meetings to ensure our service users have an active part in quality control at Beechwood; the outcomes are discussed in team meetings on how to provide the best service.
- The fire precautions and procedures are displayed around Beechwood. We have a Fire Risk Assessment and also a designated and trained staff member who undertakes weekly checks. Nottinghamshire Fire service inspects Beechwood for Fire safety. All staff undergo fire training every six months and all service users take part in a fire evacuation at least every month.
- Beechwood ensures service users are free to attend religious services of their choice. Service users' religious beliefs are catered for.



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- We cater for service users' individual dietary needs, we have weekly menus and offer a wide range of fresh nutritional meals, meal times are planned around service users preference, Drinks and snacks are readily available.
- Beechwood encourages parental liaison. Parents / carers attend reviews and have regular telephone contact with a keyworker and other members of staff whenever required. Arrangements are made for home visits, which are appropriate for both families and service users. Parents and family are invited to attend any special events held at Beechwood,
- If there are any complaints, these can be made in person to the Registered Manager, who will in turn provide people with a copy of our Complaints Procedure, which is detailed at the end of this document.
- All service users at Beechwood have at least one review annually. Others may be more frequent. These are attended by parents, keyworkers, Day Service and Residential Team members, relevant Social Service department representatives, and any other invited party with an interest in the individual. Agreed actions from reviews are undertaken with checks on progress at subsequent reviews.
- Beechwood provides Psychiatric, Psychology and Speech & Language Therapy services which are independently contracted to ensure regularity and continuity.
- Maintaining the privacy and dignity of the service users we support is paramount. The Manager ensures that this is the case and organizes regular support time with each staff member to ensure and maintain good practice. The well-being and progression of our service users is the underlying ethos. All service users are given respect and time to achieve their own personal level of attainment. We offer choices and opportunities and support service users in the choices they make.

Complaints Procedure Policy

Any complaint or issue regarding the standard of service or care made by a service user, their relative or advocate should: -



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Be made immediately and verbally to the person concerned and to the Director or person in charge at the time. The Director is Mr Fred Parsons and he can be contacted as follows:

Address: Eastwood House Telephone: 01246 810101
10 Mill Street Fax: 01246 810207
Clowne Email: info@norsaca.org.uk
Derbyshire
S43 4JN

1. All complaint or issue, either verbal or written, will be fully investigated within 28 days of being received. Records of all investigations and outcomes will be recorded and retained. The records will be made available to appropriate relevant interested parties. The complainant shall be notified, within 28 days, of the outcome and of any appropriate action that is to be taken. Records of any action shall be reviewed on a regular basis.
2. If complaints or issues are not immediately resolved, complainants may state their complaint in writing to the Director. A written response will be received in 3 weeks.
3. In the unlikely event of a complaint or issue still not being satisfactorily resolved, complainants are invited to state their case to the Chairman of "Whitegates Management Committee" for discussion by Committee Members. The Management Committee decision will be final.
4. Any service user, relative, advocate making a complaint or raising an issue will be shown dignity and treated with respect during and after any investigation
5. Complaints or issues may also be taken to the **LGO Advice Team** on **0300 061 0614** or **0845 602 1983** (8.30am to 5pm, Monday to Friday) Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines, and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls. Please note that calls may be recorded for training and quality purposes.

Document Control

Title: Complaints Policy

Applicable To: All Staff

Date Last Reviewed: October 2010

Procedure Owner: A Hunter / SMT

Complaints Procedure



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If you are unhappy you can complain



Complain means telling somebody you are unhappy and asking them to help you



You can complain by talking to **staff**



Staff will **listen** to your complaint



Staff will try to **help** you



If you are still unhappy you can complain by writing to Fred Parsons, the Director



Fred will **listen** to your complaint



Fred will try to **help** you



Fred will **write** to you



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If you are still unhappy you can complain by telling the **Management Committee**



The **Management Committee** will **listen** to your complaint



The **Management Committee** will try to help you



The **Management Committee** will write to you



The **LGO Advice Team** are also people who listen to complaints



You can complain to the LGO by **phoning** them



The number for the LGO is **0300 061 0614** or **0845 602 1983** (8.30am to 5pm, Monday to Friday). Please note that calls may be recorded for training and quality purposes