

Appendix:

The Richardson Mews & The Coach House, Richardson Care, Kingsthorpe, Northampton,

The Richardson Mews & The Coach House are situated in the same private grounds and are under one registration for administrative purposes. However, the homes are self-contained and cater for different levels of needs, personalities, and choices.

Service User Focus of the Facilities

These services offer rehabilitation and respite or a home for life depending on the needs of the individual. All care packages are bespoke and are reviewed regularly to ensure needs and aspirations are being met.

Ethos

- The Homes aim to enable people to realise their potential and live a happy and fulfilled life.
- They are committed to providing opportunities for social inclusion, community participation and enabling development of life skills and relationships.

Costs

- Standard fee is £2,634.71 per week. This includes regular assessments from the multi-disciplinary team and a wide range of activities to support and enhance skills of daily living. It also includes an annual holiday for each Service User and supported home visits if appropriate.
- Increased fees are on an assessment basis and are usually for increased staffing levels.

Clientele

- The Richardson Mews has 25 ensuite bedrooms and offers accommodation and rehabilitation for both males and females.
- The Coach House is currently registered for nine adults, both males and females.
- Assessment gauges the complexities of each individual to ensure the home can meet their needs and that they will fit in with the existing residents.
- The comprehensive assessment process will include (where necessary) input from a multi-disciplinary team.

Location

- The homes are situated in a residential area in Kingsthorpe, Northampton.
- There are local amenities which are across the road, including supermarkets, cafes, restaurants, banks etc. plus a park and nature reserve.

- For those who prefer the main town centre, it is a short distance by way of public transport or the Home's own transport. Additional leisure facilities are also within a few miles.

Family Accommodation

- There are no facilities for families to stop overnight at the Home.
- There are a large number of local hotels and staff can assist in finding suitable accommodation, if required.

Family Dining Facilities

- Family members are more than welcome to join Service Users for their meals.
- Light refreshments are available for visitors at any time.

Ranges of Care Provided

- The Homes employ a multi-disciplinary team supporting the high ratio of care staff.
- Peer support is offered to all Managers at Richardson Care who share best practice and experience.
- The care and activity support workers support the Service Users and implement their care plan on a daily basis.
- This enables the Homes to successfully manage challenging behaviour and deliver post-acute or long-term rehabilitation for people with an acquired brain injury.
- The multi-disciplinary team consists of:
 - Consultant Neuropsychiatrist
 - Consultant Clinical Psychologist and Assistant Psychologist
 - Neuro-Physiotherapist
 - Speech & Language Therapist
 - Specialist Occupational Therapist

Service User Involvement

- Regular house meetings are held for Service Users to have open discussions as a group.
- Individual satisfaction questionnaires are carried out annually. All Service Users are actively encouraged and supported to express their aspirations, wants and needs.
- The Homes operate a proactive key worker system that encourages and prompts individuals to exercise their right to choice and inclusion in all aspects of their daily life.

Rehabilitation Schedules, Social Activities and Activities of Daily Living

- All plans are formulated with the individual Service User.

- Activities are varied to suit individual preferences and the diverse range of abilities. All service users are able to choose and suggest activities that they particularly want to participate in.
- Activities of daily living are planned so that the benefit to each individual is maximised; as part of an ongoing rehabilitation strategy and/or as part of an individual's assessed need.
- Activities at the homes include gardening, arts and crafts, games, music enrichment and baking.
- In addition, service users are supported to access the community – for example: café, restaurant and cinema visits, bingo, swimming, trampolining, and day trips.

Clothing and Laundry

- Service Users are actively encouraged and supported to purchase clothes of their choice.
- There is a laundry room, which Service Users are able to use independently or with staff support depending on abilities and assessed risk.

Mealtimes, Diet and Choice

- Menus are devised through individual choices, medical needs, cultural needs and are supported by dieticians.
- The ethos is to shop and prepare fresh products daily. Service Users are encouraged to access the kitchen independently or with staff support depending on abilities and risk assessments.
- Meal-times can be flexible to fit around Service Users' activities and preferences.

Bedrooms

- All bedrooms have en-suite facilities. Service Users are supported to personalise their bedrooms. All bedrooms have locks on the doors. Service Users can have keys to their bedrooms if they so wish to and if they are able to use them.
- Service Users can bring their own items of furniture with them to ensure rooms are completely personalised, all bedrooms can be decorated to the individual's own preference.
- Seven of the rooms at The Coach House also have their own patio area.

Access

- The homes are wheelchair accessible, both at the front and rear. There are ground floor bedrooms, and The Richardson Mews has a lift to access the first floor.
- Adaptions are purchased and fitted on an individual needs basis.
- Corridors and doorways are wide to accommodate wheelchairs and walking aids.

GP/Medical Cover

- All Service Users are registered with local GP's who are experienced and competent in supporting Service Users.
- Out of hours NHS provision is accessed on a needs basis.
- Specialist NHS services can be accessed, i.e., District Nurses, Diabetic Nurses, Epilepsy Nurses, etc.

Staff Training

- All staff including care staff, administration staff and maintenance staff attend in-house training every six weeks. Training covers a variety of topics.
- If extra training needs or interests are identified for specific reasons, these will be accessed.
- Staff are encouraged and supported to achieve additional care qualifications.

Fire Safety and Evacuation Plan

- All fire systems are checked weekly and recorded accordingly.
- All Service Users have PEEPs (Personal Emergency Evacuation Plan).
- Staff are reminded of the fire procedure in their supervisions and have annual fire training.
- Regular fire drills are carried out for both Service Users and staff.

Management Team Contact Details

- The Richardson Mews and The Coach House are part of Richardson Care. The organisation was founded in 1989 and is still an independent family-run business.
- There is a further home for those with an acquired brain injury and three homes for adults with learning disabilities, one of which also caters for those with a dual diagnosis of learning disabilities and acquired brain injury.
- The Manager of The Richardson Mews originally trained as a Learning Disability Nurse before taking up a position as a Senior Support Worker at Richardson Care in one of the homes for adults with Learning Disabilities from 2002 -2011. During this time, she gained her NVQ level 4 in Health and Social Care and NVQ level 4 in Management and Leadership.

In 2011, she left to take up a Home Manager's role with a large national provider and managed a 48-bed home for elderly clients who were predominantly living with Dementia. The home was non-compliant in all areas with warning notices, and within nine months she and her team turned it round to be fully compliant.

Since taking on the role as Manager at Richardson Care, the Manager has gained a wealth of knowledge relating to Service Users and she is passionate to see them receive the right care and treatment in a safe and secure environment that meets their individual needs, protects, promotes their rights and choices.

The Manager completed a Diploma in Brain Injury in May 2018. She is also an instructor for Crisis Prevention Intervention/The Management of Actual or Potential Aggression (MAPA) and frequently converses with a range of professionals within her role. In doing so, she accesses and shares information enabling her to monitor the quality of service provision. It is an ongoing process to review and manage risk of Health and Safety at work issues.

The Manager demonstrates the skills and competences outlined in the Regulation of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, and the Regulations of the Care Quality Commission (Registration) Regulations 2009. It is important that The Manager continues to understand the needs of all Service Users in her care and ensure the staff are fully trained and equipped to meet their needs.

- The Manager at The Coach House is experienced in a range of specialist care services, including working with children with autism, learning difficulties and mental health needs, young people leaving care and adults in the criminal justice system. She also has extensive knowledge and experience in housing related support.

Her varied career has involved building strong working relationships with multi-agencies to deliver a wide range of support services to meet individuals' needs.

She joined Richardson Care as Manager at The Coach House in July 2021. She is responsible for ensuring the well-being of each service user, that their care plan is implemented, maintained, and reviewed on a regular basis, delivering positive outcomes, and ensuring compliance. In addition, she is responsible for supervising and supporting staff within the home and works with other Homes Managers as part of the Richardson Care multi-disciplinary team.

The Manager's qualifications and training includes:

- NVQ Level 5 Diploma in Leadership & Management – Residential Childcare
- NVQ Level 3 Health & Social Care
- MAPA (Managing Actual or Potential Aggression)
- Mental Health First Aid

The Manager demonstrates the skills and competences outlined in the Regulation of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, and the Regulations of the Care Quality Commission (Registration) Regulations 2009. It is important that The Manager continues to understand the needs of all Service Users in her care and ensure the staff are fully trained and equipped to meet their needs.

Transport

- The homes have three vehicles and access to a vehicle that has been adapted to accommodate wheelchairs.
- The homes can also use vehicles from the other homes within the organisation.
- Service Users are encouraged to use public transport as part of development of life skills.