

Easy Read Service Guide

Northam Lodge

Christopher Lodge

Gibson Lodge

Residential care homes
for people with learning
disabilities and physical
disabilities.

Registered with CQC

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Introduction



This is a guide to tell you about our residential care services which are in three lodges all within Northam on the same site.



The Northam Care Trust offers CQC registered residential Care and support to 25 people in three separate lodges.

- [Northam Lodge](#)
- [Gibson Lodge](#)
- [Christopher Lodge](#)



We will work with you to assess your needs and help to write a plan for your care and support.



We make sure you have a say in all the planning and how you choose to live your life.

We respect your wishes as well as your needs

Aims



To provide a safe caring home where you can feel at home and be supported in a way you wish.

To help you remain independent and learn new skills



The Northam Care Trust is committed to:

- Making sure you are listened to so we can offer the best care and support
- Making sure you have control over decisions in your life
- Making sure our staff have the right skills and our culture is always inclusive





- We keep your personal information



- We keep you safe



- We work well with other people to give you the right care and support



- We are polite and make sure your rights are upheld



- We improve the quality of our staff through training and choosing the right people to work with you

What We Believe In



We believe that each person that we support has the right to be:

- Treated as an Individual



- Supported by people who understand their needs



- Treated the same as everyone else



- Respected for their age, disability, gender, gender orientation, race, culture, religion, spiritual beliefs, or sexual orientation



- Helped quickly with health and support needs



- Safe from harm and abuse



- Encouraged to make choices



- Involved in decisions about themselves



- Given privacy



- Given the time to think so they can make their own choices



- Able to make a complaint. We have an easy read complaints form available.

Our Services



- Each of our lodges are adapted for wheelchairs



- All rooms are big enough for you to easily move around



- Everybody has their own bedroom which they can decorate how they like



- Staff help to support you to be independent as much as you can



- Helping people to have a healthy lifestyle including food, shopping, and exercise



- Help with health matters



- Help with keeping the home clean



- Helping people to make choices and take risks



- Going with people to social or leisure activities



- Dealing with personal affairs



- Looking after money



- Going on holiday or trips

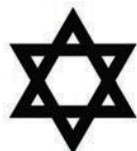
Diversity



The Northam Care Trust's equal opportunities policy states:



All people shall be treated equally, regardless of their age, gender, gender orientation, ethnic origin, nationality, colour, religion, marital status, sexual orientation, disability, or background.



Our Support Workers



We are very careful when we choose new support workers



We only want workers who are honest and able to do the job well.



We will give them all an interview and check what their previous employer thought of them.



We also check that they have not been in trouble with the law through an enhanced Disclosure and Barring Check (DBS).



We make sure all our staff have the right training.



All workers have to follow our policies and rules.



You will have a keyworker who will help you stay in touch with people who are important to you.



We will try to follow your wishes around the sex of your support worker

Assessment



Health and Safety

Before we start working with you we will carry out a health and safety assessment of your home.



Your needs

One of our managers will meet with you and anyone that you want, to ask about what care and support you want.



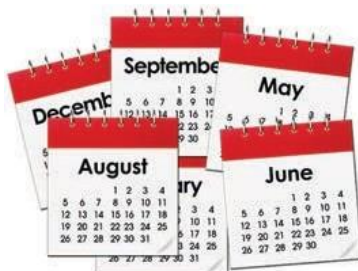
Meetings

We will meet with you every 6 months or at a period of time which is best for you.

Quality



We aim to give you a quality service to the highest standards.



Every six months we will ask you what you think about the quality of our service.

Independence



We want you to be as independent as possible. We will encourage you to be more independent by:



- Listening to you when we plan your care and support service



- Listening to you when we review your care service



- Helping you to have control over your own money



- Helping you to look after your personal care and supporting you in a way you choose and prefer

Insurance



The Northam Care Trust has insurance cover for Public Liability and Employers Liability.

All our care and support workers are covered by our own Professional Indemnity Insurance.

Hours



The Northam Care Trust works 24 hours a day, every day of the year.

Our office is open from 8:30am to 5:00pm



If you need to contact us outside office hours please call the on-call service on

Moving And Handling People



The moving and lifting of people causes many injuries every year. We think about the needs of the people we support and the needs of the support workers.



Our policy is:

- Our workers are not to do anything that puts them or the people we support at risk.
- We will listen to and respect the way you want us to help you.
- Allow you to be independent and in charge as much as possible.



We will carry out an assessment around moving and handling so we can agree a safe way to do it.

Medicines



We want you to be as independent as possible but if you need help with your medication we can give it.



Our staff have training and support. They follow our rules to make sure you get your medicines at the right time.



Our workers have to stick to these strict rules and will not be allowed to change them.

Control Of Infection



Our workers will try to prevent the spreading of disease by:

- Washing hands



- Using protective clothing



- Handling needles and anything sharp very carefully



- Dealing with spills properly

Confidentiality



We will respect and look after your personal information at all times.



We will give you our statement on confidentiality. This document explains:



- How we look after your personal information
- When we need to pass on your personal information
- The times when we have to ask your permission to pass on your personal information



Gifts



Our workers must not ask for gifts.



We do not encourage you to give our workers any gifts



Our workers are not allowed to help you to make your will.

Money



If you need some support with your money we will do it in a way that you can understand and trust.

Complaints



We welcome complaints and your ideas about how we can improve our services.



Any complaint will be investigated as explained in our complaints procedure.



We have an easy read version of the complaints procedure.

Privacy And Dignity



Our workers must keep to the adult social care Code of Conduct which says that everything they do should be:



- As you want



- In a way that you feel valued



- Protect privacy and dignity



- Promote respect between support workers and you.

Protection From Abuse



Abuse is when somebody does something to someone else which causes harm or distress.



The Northam Care Trust is committed to preventing abuse by:

- Making sure all our workers respect and value people
- Making sure we employ the right people and checking that they have been good workers in previous jobs.
- Encouraging you to have an advocate who is independent and can help you voice opinions.
- Understanding the rights of service users.





- Making sure everyone knows how to make a complaint



- Having regular reviews



- Training our staff in how to prevent abuse



- Taking action if anyone thinks there may be some abuse



- Supervising our workers properly



- Encouraging you and our employees to speak out

Records



We will have daily records.
These will include:

- How we have helped you throughout the day



- The name of the person we support



- Any help with medication given



- Anything that has been done with your money



- Any changes to your health or how you are feeling



- Any accidents or near misses



- Any incidents



- Any other information that will help support workers to help you in the right way



Your advocate and your family will be able to see these records.

Support Workers Safety



The Northam Care Trust are responsible for the safety of their support workers.



We will give our support workers training about how to work in a safe way.

Inspections



The Northam Care Trust will be inspected from time to time by the Care Quality Commission (CQC). You can ask for a copy of the latest CQC report.

Contact Information



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