



# INDIVIDUAL WELCOME GUIDE

Name of resident \_\_\_\_\_

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## **INTRODUCTION**

### **Welcome to Roborough House!**

This information has been put together to assist you in finding information and knowing 'who's who' within Roborough. We hope this is useful to you. There is a brochure available with pictures. You will find that we also have a Statement of Purpose available from reception, and this will provide you with more detailed information on the following:

- Aims & objectives, provision of information
- Placements at Roborough
- Choice of home – who we are and what we do
- Assessing and caring for individual needs
- Informal visits
- Contract with Roborough
- The care plan (health and social care delivery system)
- Making decisions and taking risks (non-restraint operation)
- Confidentiality
- Lifestyle, activities and occupation of time
- Concerns, complaints and compliments
- The environment
- Management of Roborough & staffing structure (day to day routines, quality assurance, and governance, policies procedures and record keeping.)
- The most recent inspection report

Roborough House is situated on the outskirts of Plymouth, a lively and versatile city, and is able to offer a range of services for the Young Physically Disabled Adult. The surrounding natural countryside is quite spectacular and the imposing house is steeped in history, relaxing and tranquil.

Currently comprising of fifty one single bedrooms suitable for both the mobile and those in wheelchairs, the standard of accommodation is high. Roborough prides itself on promoting individuality; service users are encouraged to participate in the redecoration of rooms, choosing colours and making their room their own.

We endeavour to provide skilled, sensitive and understanding care, to enable our service users to achieve the utmost quality of life whilst receiving a high standard of care and accommodation. It is absolutely our intention that each service user retains as much independence as possible. We will always try not to do something for the service user if they can do it appropriately for themselves. Whilst recognising the importance of delivering high quality physical nursing care, we also understand the importance of addressing an individual's psychological, mental health, social, creative and emotional needs.

Outings and leisure activities in and around Plymouth are a normal part of the routine here at Roborough; the benefit of being within easy reach of a bustling city enables us to forge links with colleges, sheltered workshops and leisure facilities.

As a specialist home we are able to offer interim, intermediate, longer term, respite, slow stream rehabilitation, continuing care and high dependency nursing to a range of clients including physical disabilities and neurological conditions (i.e. MS, Parkinson's, Motor Neurone and Huntingdon's), mild learning disabilities, physical disabilities, Cerebral Palsy and acquired brain injury. We are able to take those with psychological/mental health issues, which co-exist or relate to the physical disability.

## **REGISTERING AUTHORITY**

The Commission for Social Care Inspection are responsible for registering the home and monitoring services by unannounced inspections of the home.

**Commission for Social Care Inspection  
Unit D1,  
Linhay Business Park,  
Ashburton,  
TQ13 7UP**

**Tel: 01364 651800**

## **ROBOROUGH AIMS & OBJECTIVES**

- To facilitate timely and seamless pre-admission assessments, fee quotations and transfer to Roborough House.
- Improve the quality of the service user's experience and outcomes of care.
- To promote recovery, rehabilitation and integration, maximise individual's choice and independence.
- To provide for a length of stay determined by the individual's need and choice.
- To be inclusive, non-discriminatory and tolerant, where diagnosis is not a barrier.
- To provide care as individual as the persons themselves.
- To provide a homely environment for individuals with long-term changes to their functioning and enable psychological adjustment.

## **PLACEMENTS & STAFF**

We accept referrals from individuals and members of clinical and social care teams, privately funded and funded by health and, or social care.

An information pack will be provided including an initial information gathering document and brochure.

There will always be a registered Nurse on duty at Roborough House and a team of Senior Carers. Reception is covered Monday to Friday 9am to 5pm. The therapy team consists of a physiotherapist and an occupational therapist, activities/rehabilitation assistant and a junior assistant. There is also a driver available for community based activities and leisure.

We have our own Health & Safety, Catering and Housekeeping Lead, plus housekeeping and catering teams and a part-time handyperson.

## **CHOICE OF HOME, ASSESSING AND CARING, INFORMAL VISITS, CARE-PLANS AND KEY WORKER**

Individual choice is very important and we understand that Roborough may be one of several homes you are interested in, we strive to be flexible offering informal visits and trial stays.

Before admission we carry out a pre-admission assessment, there is a care-plan from your care manager associated with funding your stay. We translate this into an individual care plan for you within Roborough where we record daily your activity/progress.

All of our service users are allocated a key worker nurse and associate carer. A key worker will always be one of our trained staff nurses; they will closely participate in your care planning and subsequent reviews.

Associate carers will either be a nurse or carer, their role will be to work with you, get to know you, your likes and dislikes. They will assist you in getting as much from your stay as possible, helping you with arranging shopping, outings etc.

We would also like these staff to establish good communication links with your family and friends when appropriate. They will not discuss any confidential information unless you have given permission to do so.

You will receive a sheet explaining and naming the team you are with, which is managed by a care coordinator, your key worker nurse and your associate carer.

## **RESTAURANT FACILITY**

The on-site catering service provides choices of menu daily and sources local fresh ingredients wherever possible. Informal visitors considering a stay at Roborough may wish to arrange to stay for a meal to sample the meals offered.

## **CONTRACT**

Terms and conditions, and the standard contract from Roborough are available through the accounts department on request.

## **PRIVACY**

It is in the policy of Roborough House to enable service users to retain their personal dignity, irrespective of their disability. Each service user will have their privacy and dignity respected in all aspects, including entering bedrooms, toilets and bathrooms whilst in the home.

## **VISITORS**

Visitors are welcome at Roborough House at any time and do not need to make an appointment. Visits can take place in communal areas (respecting the individuality and privacy of other residents), the gardens or the service user's personal room. Relatives and friends who wish to telephone and speak to our service users are welcome to do so. We have telephones, which can be taken to you wherever you are in the building.

## **CULTURE & RELIGION**

All service users are free to follow and express their individual preferences including cultural, ethnic and spiritual/ religion of their choice. Staff will help in making any arrangements for service users to attend meetings such as religious services either inside or outside of the Home.

## **COMPLAINTS PROCEDURE**

We aim to provide a high standard, quality service in a friendly environment. However, if you do have any complaints please do not hesitate to draw them to our attention as soon as possible.

Under our complaints procedure, your complaint will be acknowledged in writing within five working days. A thorough investigation will be made, including taking statements from all relevant parties. We will reply to your complaint in writing within twenty-eight days and submit our findings, together with any action anticipated or implemented.

Should you not be satisfied with our response and wish to take your complaint further, we will be as helpful as possible.

We undertake to treat your complaints seriously and wish to state that at no time will a client's care or employees right be compromised.

**A full list of staff and their titles is available from reception and an organisational chart is displayed in reception.**

Complaints can be directed to:

Registered Manager

Mrs Nicola Grieveson

Roborough House,

Tamerton Lane,

Woolwell,

Plymouth.

PL6 7BQ

Tel: 01752 700788

Responsible Person and Majority Shareholder

Mrs C Griffith

The Garden House,

Barton Place,

Wrefords Link,

Cowley Bridge,

Exeter.

EX4 5AX

Tel: 01392 425111

**We are always pleased to receive general comments, and of course compliments, a suggestion box is situated on the wall in reception.**

## **GENERAL FACILITIES OFFERED**

<b>Room cleaning</b>	Daily Basis
<b>Laundry</b>	As and when required
<b>Shopping</b>	General shopping is arranged regularly, a member of staff will check if you have any individual needs. If you wish to go out shopping yourself let your carer know, he/she will arrange this with the activities workers.
<b>Outings</b>	The activities and rehabilitation assistants will speak to you to arrange any outings that you would like.
<b>Activities</b>	A weekly list of activities displayed on the notice board in the activities room.
<b>Papers/magazines</b>	Contact Receptionist.

***PLEASE DO NOT HESITATE TO ASK ANY MEMBER OF THE CARE TEAM FOR INFORMATION, WE ARE ALWAYS HAPPY TO HELP.***

***Please refer to the full statement of purpose, brochure and the latest inspection report. The current staff list, organisational chart and sample contract are available through reception.***