



Information Guide

Welcome to Willowmead Court

Willowmead Court, Extra Care
Laveric Road, Aylesbury,
Buckinghamshire, HP21 8JN

Telephone (Office Hours): 01296 432563

Email: WillowmeadCrt@ambient.org.uk

Inspected and rated

Good



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About Ambient Support

Ambient Support is a UK based Charity and a Company Limited by guarantee. We provide care and support to older people, people with a learning disability and those living with mental health issues at projects and schemes around the country.

We believe that everyone is unique and they should be able to lead valued lives in their communities, treated with dignity and respect no matter their age, health condition or disability.

Ambient's 5i Values underpin the behaviours and attitudes of our staff and sit at the very heart of all that we do:

5i

Our 5i Values sit at the very heart of all that we do and guide us in all our working practices:



impact

We make a positive difference to people's lives, enabling greater independence, improved wellbeing, better outcomes and increased choice.



innovative

We embrace a culture for change that strives for continuous reflection, improvement and achievement of excellence.



inspirational

We promote imagination and positivity, motivating our staff and the people we support.



inclusive

We positively welcome diversity of background, ethnicity, skills, talents and contributions from everyone.



integrity

We respect all people as individuals and treat them with compassion and consideration. In all our dealings we are open, honest, accountable and transparent.

About Willowmead Court

Willowmead Court is an Extra Care scheme and has 12 purpose built flats and a garden for older people over the age of 55 who are no longer able to stay in their own home, through having physical needs and early Dementia, and still want to remain independent and the right to have their own choice.



Tenants are assessed to ensure the care needs can be met while being provided with a safe and secure environment. Staff assist with personal care, medication, meals, shopping, laundry, housekeeping, and some activities such as coffee morning, games afternoons. Willowmead Court offers caring staff who encourage independence and choice to the Tenants, while supporting tenants with daily living tasks and with dignity and respect.

Aylesbury is a lovely town in Buckinghamshire. From Willowmead Court there is public transport access to the High Street which is only 15 minutes bus ride away. The town centre has an assortment of shops, and High Street retailers as well as a Post Office, Pubs, Chemist, Hairdressers, Barber, Dentist and Churches.

There is also a local bus service to Milton Keynes and High Wycombe from Aylesbury bus station which is located near to the train station. The local bus, stops right outside Willowmead Court every 30 minutes connecting the service to Aylesbury and its many facilities. There are also small local shops and retailers available within a short walk from Willowmead Court for more immediate needs.

About Our Services

Whether the service is to provide personal care, help with domestic tasks or shopping, we aim to ensure that we provide the best possible service based on your needs and requirements.

This information guide provides details about the types of service we provide, our local branch and the staff who deliver the care and support from the personal care plan. It also explains some of the policies and procedures.

The service is provided through a partnership between Buckinghamshire County Council, Riverside Housing Provider and Ambient Support. All referrals go via Buckinghamshire County Council.

Riverside provide the Housing Management service which includes tenancy sign up's and property maintenance. **Ambient provide the care and support.**

People can contact the local branch at any time by telephoning the number shown on the front of this guide or visiting the office.

We hope that you will be happy with our services and we welcome any comments or feedback you may have for us.

If you require any additional information, please contact us and we will be happy to provide this.

Our Aims and Objectives

We aim to:

- Deliver care and support in line with an individuals personal care plan.
- Provide reliable practical assistance for people who need support to continue to live in their own homes.
- Respect people's dignity, privacy, rights and choices, whilst helping them to be as independent as possible.

The Regulation of our Services

Ambient Support is registered with the Care Quality Commission (CQC) who are the regulator for all health and social care services in England. We are registered to provide care to a wide range of service user groups, including:

- Older people
- Younger adults
- Learning disabilities or autistic spectrum disorder
- People with physical disabilities
- People with learning disabilities
- People with sensory impairment
- People with mental health problems
- People with dementia

We work closely with other healthcare professionals such as Care Managers, General Practitioners (GPs), District Nurses and Occupational Therapists to make sure all your needs are taken into account when providing a service to you.

Our Statement of Purpose is on display at the service and a copy can be made available to you on request. The Statement of Purpose sets out the legal status of our company, the services we provide, where we provide them and the people who are responsible for overseeing them.

As well as providing care and support to people in their own homes, we also work with Buckinghamshire Social Care Services (Buckinghamshire County Council), and Primary Care Services, local hospitals, local care homes, sheltered housing complexes and other voluntary organisations.



Our Staff Team

We employ qualified, caring, respectful staff who work to the highest possible standard. We always aim to allocate Care Workers on the basis of the skills they have to undertake the care and support you require. All staff are qualified and appropriately trained to support people safely.

Care Coordinators manage the day to day operations/running of the service.

A team of care and support staff to support you with your individual support plan and identified needs. Care plans are reviewed regularly.

Within the service, we employ Team Leaders, Care Workers and Housekeeping staff who are either qualified or are working towards industry recognised qualifications such as the Care Certificate and Qualifications Credit Framework (QCFs).



Training our Staff

All new staff follow a thorough induction programme, some of the topics include:

- Understanding their role & personal development
- Duty of care
- Equality and diversity
- Working in a person centred way
- Communication
- Privacy and dignity
- Fluids and nutrition
- Awareness of mental health, dementia and learning disability
- Safeguarding adults & children
- Basic Life Support
- Health and Safety
- Manual Handling
- Infection prevention and control
- Data Privacy (GDPR)

After completing their induction, staff who are not qualified are required to begin their QCF training. All staff receive at least six supervisions per year in addition to an annual appraisal.

Our service is run by an experienced Manager who is registered with CQC and holds a QCF Level 5 Diploma in Leadership for Health and Social Care.

The Service Manager is responsible, together with the Team and Care Coordinator, for the day to day running of the service.



All staff are expected to uphold and work towards the following principles.

People that use our services have a right to:

- Receive the care shown in their agreed Care & Support Plan, from staff who have received training appropriate to their role.
- Choose their care provider.
- Be treated with courtesy, dignity and respect, and consulted at all times about the care and support they receive. We will recognise appropriate talents and life experience.
- Be treated as an individual and have their views, opinions and attitudes respected.
- Wherever possible be consulted in the allocation of a Care Worker, and to have the right to say who will or will not be allowed into their home.
- Expect privacy in relation to their personal affairs or possessions as well as confidentiality from Ambient Support staff at all times.
- Have their chosen way of life respected and valued at all times and not to be discriminated against for any reason.
- Expect to be allowed to maintain their independence as far as is practical and encouraged to live a lifestyle that is geared to their personal choice and preference.
- Be included in the local community, have access to friends, relatives and religious leaders etc. and be assisted and supported to enable this to happen.
- Have their individual rights granted as far as possible to enable life to be enjoyed to its full potential.

Services available

We currently offer the following services:

- Support with personal care such as help with bathing
- Daily living skills support e.g. cooking, cleaning, managing personal environment
- Access health services
- Support to meet your diverse/unique needs and goal setting
- Assistance to get up and go to bed
- Assistance with prescribed medication
- Rehabilitation and reablement
- Meal and food preparation
- Laundry and domestic tasks
- Social support and companionship and support to access local community/build networks
- Any other social care tasks enabling you to make the most of your life
- Support & assistance 24/7



The following services are also offered and will be undertaken by trained staff who are deemed as competent. (Please note: this list is not exhaustive and could cover other medical needs.)

- Administration of medication upon request
- Assisting with eye or ear drops
- Assisting with nebulisers

All of our services are available seven days a week, including bank holidays. For more information on our services and the associated charges, please contact us via the details available on the front of this guide.

Facilities provided

The accommodation is set out on two floors and includes—

- **Secure front door with intercom**
- **Disable lift/Platform lifts**
- **Hallways:** These are carpeted and have 24 hr CCTV for added protection.
- **Tenants lounge and kitchen:** You can access this at any time to read, listen to music via the stereo/ CD player or watch television or a video. Perhaps you might like to meet up with another tenant to chat over a coffee or play cards. The choice is yours.
- **Special Occasions:** If you have a special occasion that you want to celebrate with family and friends you can book the lounge. This can be arranged with the Care Co-ordinator.
- **Laundry:** Each Service has a small laundry, which by arrangement can be used by the tenants; however you may wish to have your own washing machine in your flat and there is an area in the kitchen-plumbed ready for this to be installed. If you wish to discuss this further with the Care Coordinator.
- **Meals:** People are encouraged to make full use of their cooking facilities on site. However, People can have support with their meal preparation but this would need to be agreed at assessment as part of an identified need.
- **Medication:** People are encouraged to administer their own medication. However if this an area of support that is identified as part of the assessment or change in need then support can be arranged.
- **Pets:** If you would like to bring/keep a pet then written permission needs to be submitted to Riverside who will carry out their own risk assessment regarding this.



Facilities provided

- **Maintenance:** The Building Landlord oversees the maintenance of the building, grounds and communal areas, which is Riverside Staff can support you to contact Riverside if you need them to do so.
- **Cleaning:** The communal areas are cleaned regularly and each tenant will have a Care Plan stating the staff input to individual cleaning tasks within a flat.
- **Fire:** There is Fire Safety System in place and a call bell system throughout the building. Fire alarm procedures will be explained to new tenants as soon as they move in to their flat. A copy of the fire evacuation procedure for each flat is on the inside of the front door of every flat.
- **Postal, paper and milk delivery services:** Your post will be put through your letter box by the morning staff and you can ask for post, paper and milk delivery services to be made to your own front door. delivery to the main door. This is your home but with the knowledge that staff are always on site.
- **Hairdressing / chiropody services:** There is a visiting hairdressing and chiropody service that hairdresser visits Willowmead Court. Appointments can be made directly. Alternatively, people can make their own arrangements within their own flats.
- **Facilities within each flat:** Each flat is fully carpeted and curtained. In the hallway an intercom phone connects you, to open the main front door to the building. The flat is entered via your own front door, (ou will be given keys for this and the main door to the building. The accommodation, (built for up to two people), is set out in three rooms – an open plan living room with kitchenette, a double bedroom and a purpose- built shower room. The radiators have independent thermostats and safety covers to prevent injury. There is a phone point and TV point in both the living room and bedroom. Emergency pull cords are positioned in each room and each tenant is provided with a pendant alarm.

Environment

Each service provides communal space for people to enjoy resident get togethers and social events. Ambient Support will help you to get to know your fellow tenants and familiarise yourself with the building and local area.

A relaxed environment will welcome you welcomed and at home. There are communal gardens and outside space that can be accessed and also utilised for social gatherings/events.

Tenants are invited to join in in any activities on offer in the neighbouring Care homes.

Tenants' meetings are held regularly in the communal areas. People are encouraged to contribute to the meeting agendas and share thoughts, ideas and discussion topics about the service.

Services we are unable to provide

Please note that the following is a list of tasks that our care staff are not able to undertake:

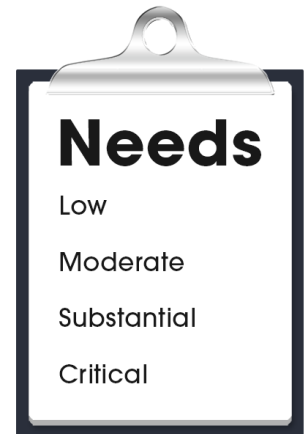
- Filling compliance aids (dosette boxes) for medication
- Cutting finger and toe nails (where not medically safe to do so)
- Giving injections
- Changing sterile dressings
- Inserting or withdrawing catheters
- Giving suppositories or enemas
- Moving and/or lifting heavy objects of furniture
- Signing or witnessing wills or bequests



Referrals & Reviews

Before we start providing a service, you will receive a visit from a senior member of staff from the service, who will:

- Tell you about our charity
- Discuss your care requirements
- Carry out an assessment of your needs
- Agree your Care & Support Plan with you
- Carry out a moving and handling assessment, if necessary



As part of a referral and admissions process, a person centred assessment will be carried out by Buckinghamshire County Council and subsequently Ambient Support. Information will be gathered from you and your family about what your needs are. This ensures that a support plan is developed/tailored to meet your individual need.

Core support is provided as part of the overall support offer and is determined by the individual assessment. If people require more support than the core support offer, this will need to be agreed for by an additional application/reassessment to Buckinghamshire County Council.

Your views will always be taken into account, and if you wish, a friend or a family member can be with you when we carry out any visit or review.

Your Care & Support Plan will be reviewed regularly or if there has been change of circumstances or you can contact us at any time to request a review of your needs and make any appropriate alterations.

If we are providing care to you on behalf of Adult Social Care, they will agree the care and support provided to you. If any changes are required to the care we provide, Adult Social Care will need to agree and approve these changes.

Admission Criteria

- You are 55 years and over.
- You have an identified care and support need
- You are a resident of Buckinghamshire County Council

Fees Payable & Terms and Conditions

If your care is provided on behalf of your local Adult Social Care department they will calculate any contributions you should make towards the cost of your care and explain how this will be collected from you.

Ambient Support has no control over the charges made by Adult Social Care and you should speak to your Social Worker/Care Manager if you have any questions about this.

If you are paying for your own care, you will receive a copy of our current charges and terms of business (which includes a contract to be signed). You will be asked to agree and sign the contract before your service commences.

Our terms of business will explain our cancellation policy and payment terms as well as our invoicing procedure and insurance liability. If you have any questions, please contact the Service Manager.

Self-Funders: If Your Money Runs Out

If you are paying for your own care and your capital reduces to a certain level, you may be able to seek local authority assistance. If there is a chance that you are unable to fund your care over the long-term, please inform us and we will support you in arranging an assessment of your care needs with the local social care department.

You can find out more up to date information on capital levels on the Direct Gov website: www.direct.gov.uk



Holding Keys

Ambient Support does not advocate holding keys for people. However, in the event that we provide housekeeping services for you and these services are requested to be delivered at a time when you are absent from your home, arrangements can be made for holding keys.

For more information, please ask to see our policy and procedure: Security when Entering & Leaving a Person's Home.

Insurance

Ambient Support has the following insurance in place:

- Employer's liability insurance
- Public liability insurance
- Professional indemnity insurance

Please note that additional household insurance for damage to property and contents is your responsibility.

Health & Safety

Ambient Support has a duty of care to both people using services and employees (whilst carrying out their duties) to ensure that they are not exposed to any identifiable hazards or risks.

We have a strict Health & Safety Policy that should be adhered to at all times. A copy is available at the service if you wish to see it.

People who live at Willowmead Court are issued with a key fob and key to their individual home. This allows them to come and go at their leisure.

Willowmead Court has a number of security features in place to allow safe, independent living.



Diversity & Equality

Ambient Support seeks to ensure that we treat everyone fairly regardless of age, disability, gender, marital status, nationality, sexual orientation or any other characteristic. We fully consider the requirements of vulnerable people and promote equal opportunities.

Where we do not have available expertise ourselves we use specialist translation and interpretation services to support communications.

Confidentiality and Data Protection

People can view their records in line with data protection laws including General Data Protection Regulation (GDPR). All personal information is kept securely and is only shared in circumstances which you have agreed to.

We do not give out confidential information to anyone who is not part of Ambient Support without your consent. However, in some cases we have a duty imposed on us to give relevant information to public bodies, such as the police and social services.

If you want to know what information we record about you and your household in providing you with a service, please ask us.

If you do not agree with something being recorded on your file, you can ask us to put a note on your file to say so. If you want to change information held on your file, you should request the change in writing and we will confirm what action has been taken.

Ambient Support is registered with the Information Commissioner's Office under registration reference: Z4745393

Advocacy

There may be times when you need assistance to resolve any issues or concerns you may have or just want to ask someone for advice. Often a family member or friend can assist you, however there may be occasions when you need to talk to somebody and ask them to speak on your behalf.

If this is the case, you may call the Buckinghamshire County Council on: 0300 131 6000 and ask for Social Services, they will put you in touch with an independent advocate who can assist you. The Council uses an organisation called PoHWER for this type of help.



Quality Assurance

Ambient Support operates a quality assurance programme that ensures a high quality service. The process is outlined below, but if you have any queries, please contact the local branch:

- All staff will undergo an induction programme to ensure they are competent and capable of carrying out their duties.
- Supervision and monitoring will take place at regular intervals in order to ensure that staff arrive at the expected time and carry out the tasks they are expected to do within the agreed timeframe. If for some reason there needs to be a change in the time of the visit or member of staff attending we will always endeavour to inform you.
- All care and support plans will reflect your needs and/or the agreed care plan by a Care Assessor. They will be prepared with your involvement and Care Workers will be fully briefed before visiting your home for the first time.
- All staff undergo a thorough recruitment process including obtaining and verifying two written references and an enhanced Disclosure and Barring (DBS) check.
- An annual survey which you will be invited to complete, will be carried out and the results used to improve services. This will be shared with all people using services.
- Continuity of care will be maintained by allocating a designated team of Care Workers to you, the number being dependent on assessed needs.
- At all times your independence will be promoted, and where risk becomes a factor in promoting independence, this will be discussed with you and/or your family.



Safeguarding

We uphold the safety of people at all times and take all steps possible to protect you from harm. All staff receive comprehensive safeguarding training with regular updates and we have a robust Safeguarding Policy in place. If you would like to see a copy of this policy or have any concerns regarding potential abuse then please contact the Service Manager in the first instance.

CCTV

We use CCTV at Willowmead Court for security to deter and detect intruders. The CCTV cameras are located near entrances and exits. Where there are cameras we have notices displayed informing people that CCTV is in operation.



Suggestions, Compliments & Complaints

We welcome any comments, suggestions or feedback that you may have on the service we provide and of course we always welcome your compliments as well.

If you wish to make any suggestions or give us a compliment then please speak to a member of our team. Or you can write or email our Head Office (whose details are at the end of this information guide).

We take complaints about our services very seriously and we always aim to provide the highest quality of service in everything that we do. However, there will be times when things may go wrong, in which case we need to know.

Complaints can be made in writing or verbally, in person or over the telephone.

If you feel able you should first discuss your complaint with the Manager. The Manager will look into your complaint and try and resolve it with you. If you are still not satisfied then the Ambient Support Regional Manager will investigate.

If you are still not satisfied with the response, then the complaint will be dealt with by the Director of Operational Services.

If at any stage of our complaints procedure, you are unhappy with the way your complaint has been handled, you can contact the following organisations:

- Council Funded – if your care is funded by your local authority you should contact them in the first instance.
- Self Funded – if your care is independently funded you can contact the Local Government Ombudsman for your complaint to be considered.

The CQC do not investigate individual complaints, however, if you have any comments about us, they would like to hear about it.

Useful Contacts

Ambient Support, Head Office

Unit 9, Bourne Court
Unity Trading Estate
Southend Road
Woodford Green
Essex. IG8 8HD

Tel: 020 8502 3933
Fax: 020 8502 3543
Email: hello@ambient.org.uk

Buckinghamshire Social Services

County Hall,
Walton Street,
Aylesbury,
Buckinghamshire.
HP201YU

01292395000
01296383182 fax
Email: adultcare@buckscc.gov.uk

ECHG/Riverside (Local Office)

West Business Unit
Jamaica Street
Kinsdown
Bristol

00162428115
01179428114 fax
E-mail: help@echg.org.uk

Useful Contacts

Local Government Ombudsman

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614 or 0845 602 1983

Fax: 024 7682 0001

Team Administrator

Supporting People Team
Buckinghamshire County Council
Walton Street
Aylesbury, Buckinghamshire
HP20 1YU

Tel: 01296 387182/ 383143

E-mail: supportingpeople@buckscc.gov.uk

Internet: www.buckscc.gov.uk/supporting_people

Care Quality Commission

CQC – National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616 161

Fax: 03000 616 172

Email: enquiries@cqc.org.uk

Useful Contacts

Age Concern

Tel: 01296 431127

Bucks Care Line

Tel: 0800137915

Alzheimer's Society South Bucks Branch

Tel: 01494670909

Did you find this document useful?

Is there anything we could include in this guide to make it more useful to you in the future?

Your comments are important to us.

Please feel free to let a member of staff know. This document can be made available in other languages, Braille, audio, large print or any other formats to meet individual needs, on request.

ambient

Passionate About People

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www.ambient.org.uk