

Service User Guide



412 Llangyfelach Rd – Brynhyfryd – Swansea - SA5 9LH
Telephone 01792 510901 www.celticcareswansea.co.uk

Celtic Dawn

Purpose of the Home

At this Home we want to make sure that you are safe, warm, comfortable and most importantly happy with the care you receive. We hope you will find this Home suitable.

About the Home

This Home is a terraced property. There are shops, a library and a pub close by.

There are two single bedrooms, a lounge, dining room, laundry, downstairs toilet and shower room and very big fully fitted kitchen. There is a big garden at the back with a patio area.

You will have an en suite bathroom in a bedroom that you will not have to share.

Support

Staff at the Home will be there to support you where you need support. They can arrange for you to go to college or work and also to go out shopping, for meals, to the theatre, concerts, or whatever else you choose to do.

You will be able to go away for short breaks and also on holiday abroad if you want to.

When you have to go to hospital, doctor or the dentist the staff will go with you.

Terms and Conditions

Your social worker will have asked you lots of questions about what you want to do, where you want to live and what help you may need. The staff at the Home will also ask some questions about the same things. This is to make sure you get the best from where you live.

There are some rules in this Home that are there to keep you as safe as possible. For example we ask that you let a member of staff know when you go out or where you are, another example is that you are asked not to misuse drugs or alcohol. Also you are asked to show respect for any body else living at the Home and staff. In turn, of course, everyone will be asked to show you the same respect.

You may be asked to leave if you don't stick to these rules.

You may also be asked to leave if you need care that the Home is not allowed (by law) to give you.

Fees

The cost of living at this Home will have been agreed with you and your social worker or family. This will cover the cost of care, board and lodgings and your main holiday (except spending money).

Basic toiletries will be supplied by the Home. However if you require more than is supplied you will have to pay for these, for example perfume, aftershave etc.

Your Views on Life at the Home

We will always want you to tell us about your life at the Home. This can be a good or bad comment. The way of doing this is in the document at the back of this guide. You can have help to do this if you want.

Complaints

You can make a complaint to anyone at the Home or you may want to speak to the owner. His phone number is 01792 411026 or you can speak to him when he visits. You can also talk to the Inspector for the Home who is, you can call them on 01792 310420, or your Social Worker on You will not get into trouble because you raised a concern. It will help us to get things right and make life better for you in future.

Manager and Proprietor

The Proprietor/ Responsible Individual is Mr Geoffrey Parry. Mr Parry is a local business man with many years experience in business matters. He is fully committed to the Home and the Service Provision.

The Manager of the Home is Mrs Christine Grant who has vast experience with this service user group and holds NVQ 4 in Care Management. Christine also holds other relevant qualifications as listed below:

- 7 GCSE's
- NVQ Levels 2,3,and 4 in Care Management.
- First Line Management
- POVA 3
- Management of Aggression
- Complaints Management
- Risk Assessment
- C.O.S.S.H.
- Fire Awareness
- Health and Safety
- Motivation , Leadership and Delegation
- Care Planning
- Assertiveness Management
- Boots MDS Training

If you have any questions please ask us and will answer them.





