

Service User Guide



106 Vardre Road, Clydach, Swansea, SA6 5LU
Telephone 01792 846518 www.celticcareswansea.co.uk

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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 detached Property. There are shops, a library and a pub close by. There are three single bedrooms, a lounge dining room laundry downstairs toilet and shower room and a fully fitted kitchen. There is a garden at the back with a patio and decked area.

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 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 anybody else living at the Home. 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 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 may want to speak to him when he visits.

You can also talk to the Inspector for the Home who is, you can call them on 01267 229398, or you can call you 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 the future.

Manager and Proprietor

The Proprietor /Responsible individual is Mr 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 Ms Jayne Mason who has vast experience with this service user group and is working towards NVQ 4 in Care Management. Jayne also holds other relevant qualifications as listed below:

NVQ 3 in Care Management

Management of Aggression

Deaf Awareness

Boots MDS

Emergency Aid

Person centered planning

Epilepsy

First Aid

PoVA 3

First line management

Food Hygiene

Fire Awareness

Manual Handling

Death and Dying

HACCP

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







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