

Lavender Court Residential Home

For people with learning disabilities



Lavender Court

Lavender Court is a residential home for eight adults with learning disabilities. The home is provided by Slough Borough Council Adult Social Care Department.

Aims of the home

- To provide a home that is secure, safe and homely
- To provide residential care for people with learning disabilities from different ethnic, religious and cultural backgrounds from the communities of Slough
- To enable residents to maintain their independence and make choices about their life and lifestyle
- To provide opportunities for socialisation through a range of activities

Slough social services values

We consider each person regardless of level of independence or disability as a unique individual and a valued member of society with a right to:

- The support they need in order to be included in and participate in the community
- Access to the experiences and opportunities that other citizens value and tend to seek
- Make choices about their life and lifestyle
- Respect and a positive image

What the home is like

Lavender Court is a bungalow with easy access for people with mobility difficulties.

The bungalow is comfortably furnished and well equipped to meet the needs of our residents. We are conscious of safety issues, so each room has a smoke detector and there are regular fire drills. We have a 'no smoking' policy.

At the back of the bungalow is a well-fenced garden, with several patio areas, raised beds, tables and a barbecue. There is an external lighting system.

Making yourself at home

Each resident has their own bedroom and is encouraged to choose room décor and furnishings.

Small pets such as caged birds are welcome but the agreement of other residents is necessary if someone wishes to bring in a larger animal. Expenses connected with the pet are the responsibility of the owner.

Everyone living at Lavender Court can choose when to get up and when to go to bed, and can entertain visitors as they choose, although we do expect consideration towards others.

How residents spend their time

Residents will attend the appropriate day service for their needs. We liaise closely with our colleagues in designing individual programmes for residents.

During the weekends and evenings each resident has an activity programme which will engage the resident in a range of activities within the home e.g. cooking or personal grooming or outside the home visiting places in the community, eating out and trips to other interesting places.

Meals

Residents are encouraged to help prepare meals and to make snacks and drinks as they like. We try to make menus interesting and varied, taking into account the likes and dislikes of everyone here. We are able to cater for any special dietary requirements.

Care plan

Everyone who comes to live at Lavender Court has a 'care plan'. This is a package of support based around the needs of the resident. This is done together with our resident, working towards extending the resident's independence skills within safe limits and to encourage the resident to try out new opportunities with our support.

Each care plan is reviewed regularly with the resident, family and relevant colleagues. Once a year we have a meeting, known as a review, when we formally write in changes to the care plan.

Residents are encouraged to follow familiar and new interests. We support residents to socialise and accompany residents out shopping or on other social outings that are high on most residents' agendas, such as eating out, trips to cafes, pubs and cinemas.

Health care

Residents will be registered with a local GP unless residents wish to remain with the GP they have known before living here. This is providing the GP can visit here if necessary.

If at any time the health of a resident undergoes a major change and they require constant medical attention, we would consult with the resident and with relatives to decide what to do. Every effort will be made to fit in with the resident's wishes.

Medicines

We operate a monitored dosage system designed by Boots the Chemist and follow departmental guidelines in storing and administering medicines. Any resident who is able to safely handle their own prescribed medicine, is encouraged to do so.

How residents' finances are managed

Support is offered to residents to manage their finances. We assist all residents to open a local building society 'trustee account' if necessary, so any weekly benefits can be paid into this. The residential home manager can also hold residents' passbooks and along with the other trustees can release money when required.

Visitors

Friends, relatives or advocates of the resident are able to visit at any time but this must be done taking into account the needs of the other residents.

Friends and relatives might like to join us at meal times or on outings.

About the staff team

The home manager is supported by 13 staff.

Staff are on duty 24 hours a day and assist everyone in their personal, social, emotional health and financial care.

Staff are selected and supported through training and regular supervision to be sensitive to the needs of the residents and to carry out their duties competently. We place a strong emphasis on being mindful of the social, religious and cultural interests of residents.

Quality of care

We work to the standards laid down by the Care Standards Act 2000. Staff are recruited under equal opportunities guidelines and supported through regular training and supervision. Staff are employed after a police check, which is renewed every three years. A senior manager from Slough Social Services visits every month and talks to residents.

We place a very high value on resident participation in every aspect of the running of Lavender Court. Every resident has a key worker who is responsible for meeting up with the resident's friends and family. This key worker can act as advocate for the resident as and when needed.

The Commission for Social Care Inspection inspects the service twice yearly. The Commission is responsible for registering all private, voluntary and local authority homes.

Lavender Court will show the resident and carer their most recent report, on request.

How to make arrangements to live at Lavender Court

A social worker or community nurse will undertake an assessment of need for a prospective resident and their carers. If the prospective resident meets the eligibility criteria for services and it is agreed that residential care is required then an application will be made on their behalf.

Before a resident moves in, we arrange as many visits as are needed, including overnight stays for them to get to know staff and other residents and adapt to life at Lavender Court.

We have a contract with every resident, a 'Licence of Accommodation', which sets out expectations of the service provided and the responsibilities of each resident.

How much does it cost for the resident to live here?

Everyone is assessed financially and may be liable for a charge. Slough Borough Council reviews its charges each year and will inform residents if there are changes.

What happens if a resident wishes to leave?

A social worker or community nurse will talk the situation over with the resident and will arrange alternative accommodation if required.

It is usual to give notice in writing to the management 28 days in advance of the date of departure. In those highly unusual situations where the management ask the resident to leave, 28 days notice would also normally be given.

Confidentiality

All personal information is kept confidential to the department. You have the right to request to see your record.

Staff will only share your personal information with your consent. The minimal information is shared with those who need to know in order to provide the service.

If a resident is unable to give consent we will work closely with relatives and carers in the best interests of the person receiving the service.

Comments, suggestions and complaints

We would like you to tell us what you think of the home and the service received. Your comments are important to us so that we can check whether people are satisfied and if we can make any changes to improve the service.

If you or your carers are unhappy with the service provided at the home, it is best to speak to your key worker or the manager of the home. If you would like to speak to someone outside of the home then please contact the complaints manager social services on 01753 875770.

Details of the complaints procedure are displayed on the notice board in the home.

Complaints and concerns can be taken to:

South East Regional Contact Team
The Oast
Hermitage Court
Hermitage Lane
Maidstone
ME16 9NT

Tel: 01622 724950

Fax: 01622 724980

Email: enquiries.southeast@csci.gsi.gov.uk

How to get to Lavender Court

Lavender Court is very near to Slough Town Centre, just a few minutes walk to the High Street and 20 minutes or less to the central bus and railway station in Slough.

To arrange an appointment or to find out directions to Lavender Court, please phone the residential manager on 01753 512368.

Other helpful organisations

- **United Voices**
Provide advice, information and advocacy
- Telephone 01753 581711
- **Slough Mencap**
- Telephone 01753 580801/543160
- **Carers National (Slough and District)**
For advice on carers
- Telephone 01753 647286
- **Slough Carer Support Service**
- Telephone 01628 668413

If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690759. Alternatively please call Slough Translation and Interpreting Service on 01753 701157.

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Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities' needs and celebrate diversity.