

BLOSSOM VIEW RESPITE HOME



Paces Campus

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High Green

Sheffield

South Yorkshire

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Aim: - To be the leading Residential Respite Service in South Yorkshire

Measures/Objectives

- ❖ To meet and maintain the requirements of the CQC Fundamental Standards for a Residential Respite Service.
- ❖ To ensure that at least 75% of the care staff are qualified to DHSC Level 2 or equivalent.
- ❖ To develop applicable staff towards attainment of the DHSC L3 & L5.
- ❖ To ensure that all new staff complete the care certificate and all existing staff have the required upgrades.
- ❖ To ensure that all staff have an annual appraisal and 3 supervisions a year following monitoring visits.
- ❖ To ensure all service users have their care package reviewed at least once a year or as necessary.
- ❖ To design, implement and develop the organisations quality systems and structures in line with the requirements of ISO 9001:2015.
- ❖ To ensure that the Skills for Care NMDS Statistics are up to date to enable the drawdown of workforce development funding.
- ❖ To develop a centre of learning for Health and Social Care.

Development Strategy

- ❖ To gather relevant information from all interested parties to support the organisational plan.
- ❖ To produce the organisational plan.
- ❖ To gain agreement to the contents of the organisation plan.
- ❖ To implement the operational plan.
- ❖ To monitor progress.
- ❖ To review outcomes.

Introduction

Blossom View was built as a 10-bedded respite home with a purpose is to provide person centred respite care to vulnerable adult service users some of whom may also have complex needs due to current service user's families and added interest we have been asked to provide residential care as well. Therefore, Blossom View Respite Home will home service users on a residential term as well as respite.

We shall work in partnership with service users, their families, advocates, carers, social workers, and other professionals to ensure the service that we offer meets the physical, cultural, emotional and spiritual needs of each service user.

We will work in accordance with all legislation governing health and social care to protect all service users, staff and the organisation.

We will provide person centred care to every service user in continuing to care for them at Blossom View.

We shall ensure a safe, happy and secure environment which will enable the service user to develop to their full potential.

We shall provide a high standard of person centred respite care that incorporates all aspects of the service users' care and well-being as well as to assist in maintaining the service user's independence and encourage them to stay as active as possible.

We shall establish appropriate patterns of care which meet the needs of the service user and provide support for their family. In addition to this we will gain an understanding around their day to day living and will take a holistic approach to ensure we implement the service user's needs, interests, likes and dislikes.

We shall encourage involvement with the local and wider community, through the use of local amenities and integrated social, leisure and recreational facilities.

To encourage all service users to respect and value each other and all staff to be committed to creating a safe and supportive environment that values service users' individuality, upholds their rights of choice, privacy, independence and dignity.

Blossom View will have an open door policy where you and any person is welcome to visit and see who we are and how we can support your loved ones.

Location

Blossom View Respite Home is situated North Sheffield in the quiet residential area known as High Green. It is located to nearby shops and in easy reach of the town's city centre and the motorway. High Green has lovely parks, leisure facilities and recreational resources.



Person Centred Care Plans

Blossom View Respite Home will provide a high standard of person centred respite care that incorporates all aspects of the service users' care and well-being as well as to assist in maintaining the service user's independence and encourage them to stay as active as possible.

When the service user accesses the respite home they will be allocated a key worker who will carry out a risk assessment and initiate a care plan which will stipulate to the care staff the required health and social care needs required.

Blossom View Respite Home will ensure we provide support to enable the service users to continue with ongoing appointments involving all aspects of health and social care.

Recreation

Blossom View Respite Home will provide a wide range of experiences and opportunities in leisure and recreational activities. The activities will vary from arts and crafts, board games, jigsaws to music/sing along events and theme afternoon/evening events. Staff will be encouraged to involve the wider community in supporting the service users during their stay at Blossom View Respite Home.

Blossom View Respite Home is situated in a quiet area with nice walks around the village, in the parks and woodlands. The village has a good bus route and local taxis that families and advocates can use to visit the home.

Service users will have the use of our state of the art sensory equipment and 40inch tablet to provide people with sensory activity movement and stimulation.



Communal Living room/Dining room

The home has a communal lounge/dining room as well as a quiet room which enables the service users to have a choice of environments in which to relax and/or sit with family, friends and / or care staff. The room is furnished with natural lighting as the windows are large and built into the ceilings, they also have relaxing colours and furnishings making the environment have a homely relaxing feel.

Some seating with the lounge area



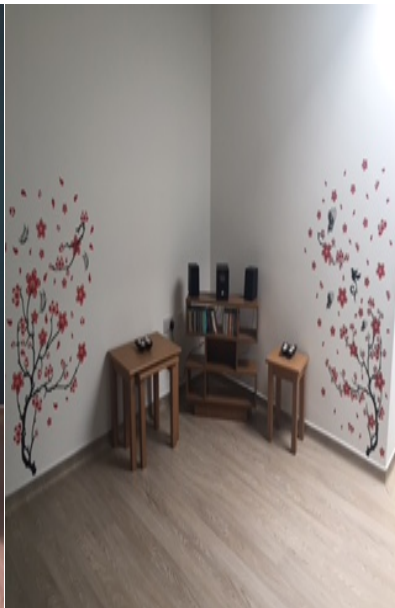
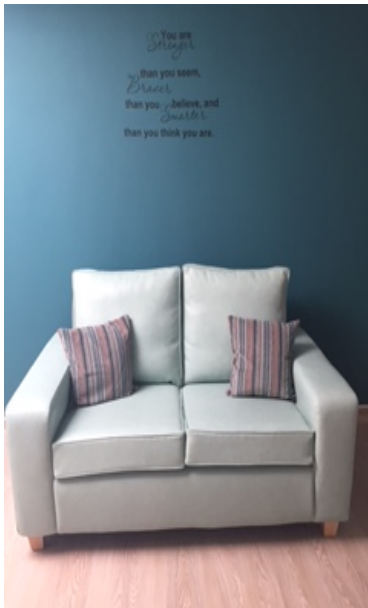
Another area in the lounge where you can sit down for a chat and / or relax



Small selection of dining room furnishings



Quite room where you can relax and / or listen to music



Kitchen

Blossom View Respite Home has a fully functional kitchen where the staff will be able to provide meals that meet the needs of each service user considering dietary requirements and/or religious and cultural needs.

The home will have the main meals will be provided by the on-site café where a good choice of meals will be available and provided at the time specified by the service user.

Service users will be given the choice to where they want to eat their meals as well, this can be either in Blossom View, the café or go out into the community.



Bedrooms

Each bedroom is designed for single occupancy. Service users are welcome to bring in their own belongings to personalise their bedrooms for the duration of their stay. Each bedroom will have a high-low bed with high performance pressure relieving mattress, television and a lockable bedside cabinet. All bedrooms have tracking hoists fitted.



All bedrooms have en-suite with wet rooms and we have many seating options available to suit different needs.



Laundry

Blossom View Respite Home will have a fully functional laundry where great pride will be taken when laundering the service user's clothes. We ask that you make the organisation aware of any detergents that you are aware of that may cause irritation to the service users skin.

Communal bathroom

Blossom View Respite Home has 1 communal bath. As shown in the picture we have a changing board and a ceiling hoist enabling the service user to get changed in the bathroom to respect privacy and dignity.



Privacy and dignity

Blossom View will aim to respect your privacy and dignity always. We will have an open-door policy that will encourage service users and family to speak out to the management team.

Service users

All service users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of Blossom View are working within the service user's home for the duration of their stay.

Staff users will only enter the people for supports bedroom / private space when they have gained expressed consent.

Service users will have the rights to use telephone in privacy without any person over hearing them.

All documentation will be stored in a place where no person's unauthorised person can obtain it without authority, this will follow Data Protection Act. All data needed to support the service users will be obtained only when consent to receive it has been given.

Dignity is a matter of importance to us at Blossom View and all staff will be trained with regards to this.

Service users will be addressed by the name which is given by yourselves and documented on the file.

Staff at Blossom View seeks to reduce any feelings of vulnerability which service users may have because of disability or illness.

Complaints and compliments

At Blossom View we believe that both complaints and compliments are a valuable indicator of the quality of our service and an opportunity to improve that quality. We will give assurance to all staff that we will safeguard that person / s for making a complaint. At Blossom View Respite Home, we will encourage service users and families to report cause for concerns as well as compliments towards any person working within the organisation.

We will commit to: -

- Taking all complaints seriously
- Treat all complaints fairly and impartially
- Respond to all complaints within a timely manner and reply the outcome within 28 days.
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaints, and you will be informed of what the action is.

- Service users are entitled to be involve a third party in the complaint procedure if they wish to do so.

Service users, families and care staff will be informed they may take their complaints to persons in authority outside the organisation. For service users funded all or part funded by social services or the clinical commissioning group, complaints may in the first instance be directed to them. For privately funded people for support, a range or advocacy service are available locally and they will be happy to help deal with complaints. In the event of a service issue and complaint, you should contact CQC.

If you feel you need to make a complaint or compliment you can either contact: -

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