

LARKSTONE SUPPORTED LIVING LTD

SERVICE USER GUIDE

This document summarises basic information about Larkstone Supported Living for Service Users, Friends, Family, carers, representatives of users and potential users. It includes the material required by the Domiciliary Care Agencies Regulations 2002. The Service User guide should be read in conjunction with our statement of purpose, which sets out Our: -

- a) Aims and Objectives
- b) The nature of services we provide
- c) Names and addresses, qualifications and experience of the people who manage Larkstone Supported Living Ltd
- d) Experience and qualifications of our Support Workers
- e) Our arrangements for handling complaints and suggestions

Our Principles

- 1) To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.
- 2) To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.
- 3) To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care that contributes to his or her overall personal healthcare needs and preferences. We will co-operate with other services and professionals to help maximise each services user's independence and to ensure as fully as possible the service user's maximum participation in the community.

- 4) To meet assessed needs. Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care agency provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.
- 5) To provide quality services. We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of care we offer.
- 6) To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation.

Address 16- 17 Larkstone Terrace, Ilfracombe, North Devon EX34 9NU
Tel: 01271

Registered Provider

Larkstone Supported Living Ltd
Unit 4, Moxhams Court
12 Silver Street
Barnstaple
Devon
EX32 8HR

Tel: 01271 322813

Fax: 01271 322160

Email: info@larkstoneliving.co.uk

Responsible Person

Mrs Ann Balchin

Registered Manager

Mr Jamie Foley

Larkstone Supported Living Services

We provide services for people with learning disabilities, physical disabilities and complex needs.

Larkstone Supported Living Ltd the Organisation

Larkstone Supported Living Ltd is a new company in North Devon. The Directors have many years of experience in the provision of care/support for people with Learning Disabilities and complex needs.

Directors

Jack Balchin

Ann Balchin

Registered Provider

Ann Balchin

Larkstone Supported Living Limited

Unit 4 Moxhams Court

12 Silver Street

Barnstaple

Devon

EX32 8HR

Tel: 01271 322819

Fax: 01271 322160

Email: ann.balchin@larkstoneliving.co.uk

Ann has been a registered provider with CSCI in Devon, Birmingham, Suffolk and Norfolk, in providing services for people with disabilities and mental health issues. Ann also has counselling qualifications, specialising in relationships and sexual issues. Ann's relevant qualifications and experience:

Regional Director West Regent Homes

Proprietor of Hotel for people with Learning Disabilities

Company secretary for Community Care Company

Community Care Consultant

Registered manager at a home for 12 people with severe Learning Disabilities and associated Mental Health

Registered Manager at a home for 9 people with physical/learning disabilities

Team Leader at a home for 12 people with profound learning disabilities

Support worker at a home for people with severe learning disabilities

Relate Certificate in Marital and Couple Counselling Theory & Practice

Registered Manager

Jamie Foley

Larkstone Supported Living Limited

Unit 4 Moxhams Court

12 Silver Street

Barnstaple

Devon

EX32 8HR

Tel: 01271 322819

Fax: 01271 322160

Mobile: 07816 347672

Email: jamie@larkstoneliving.co.uk

Jamie has 8 years of experience as a senior, supporting and working with People with disabilities and complex needs. Jamie has also managed a hotel which provided holidays for people with disabilities. Jamie is currently working towards NVQ level 4 and Managers Award.

Larkstone Supported Living Staff

We recognise that the most important people in our organisation are our support workers, who provide the support and care to our service users and whom service users will have regular contact.

Larkstone Supported Living takes great care in the recruiting, training and supervising of our staff. Our staff have a wide range of experience and qualifications.

Additional relevant training is sourced and staff are currently Our Support Workers undergo an intense induction programme, specially designed around undergoing NVQ training.

The Home operates an equal opportunities policy to prevent discrimination between persons on the grounds of sex, race, age etc. All staff are carefully selected and references taken up. Written policies and procedures are available to support staff in their day to day duties. These policies and procedures cover various topics such as administration, support services, quality and asset management.

Compliments & Complaints

Larkstone Supported Living Ltd welcomes feedback on its services, especially from service users and their carers, whether these are compliments, complaints or suggestions for ways to improve.

Service users should feel free to let the care workers working with them have any comments they wish to make.

If they prefer to take up the matter with someone else in the organisation or if they feel that a point that they have made is not being taken seriously or acted on, they can ask to be put in touch with a manager.

We attach our user friendly complaints procedure which is also available on audio tape.

If anyone feels that Larkstone Supported Living Ltd has not dealt with a complaint to their satisfaction, they have the right to complain to the Commission for Social Care Inspection, which regulates our service.

Name of Inspector: Mr A Towse

Address: Commission for Social Care Inspection
Unit D1
Linhay Business Park
Ashburton
Devon
TQ13 7UP

Tel: 01364 651800

We endeavour to re-visit this document from time to time, and welcome any comments of this Statement of Purpose.

Our Policies and Procedures adhere to the Domiciliary Care Standards 2002 and are reviewed yearly.

Terms and Conditions & Fees

Following an assessment of Service User Needs the number of hours required for care support will be completed. The cost of this care support is £15.00 per hour and overnight support is charged at £36.00 per night. The cost of your care/support may be paid by Local Authorities, as per your contract, or invoiced 4 weekly to you.

Service users are entitled to purchase their own package of personal care support and have the right to change their support agency.