



## **Archway (Respite Care & Housing) Ltd**



## **Respite Welcome Pack**

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Please note that the term carer is used throughout this document to mean people who look after a son or daughter, relative or friend with a disability.

## **Archway**

Archway was established after a group of parents and carers of children and adults with learning disabilities got together to investigate the possibility of developing a caring and homely respite care service. In 1986, after three years of hard work developing and refining their idea, Archway was formed and registered as a non-profit making company limited by guarantee with charitable status.

In 1990 Westburn Road opened providing permanent care for adults with learning disabilities. The building was extended to provide a purpose built respite unit for both adults and children with learning disabilities. Such was its success that further respite units were opened at Two Mile Cross in 1993 and Dyce in 1996.

Berryden Mills opened in 2006 providing permanent and shared care for adults with learning disabilities. Berryden replaced our unit at Stevenson Court.

Archway currently supports in the region of 200 children and adults with learning disabilities through its respite, shared and permanent care services.

### **Statement of Purpose**

Archway's purpose is to create a network of care which supports the individual and the family, values their uniqueness, upholds their rights and respects their dignity.

### **Values**

In pursuit of this purpose, Archway will:

- Encourage individuals, families and staff to participate in decisions relating to the Service
- Place the individual and family at the centre of its work
- Provide a stimulating and safe environment
- Promote the well-being of the individual
- Strive to ensure continuity of service
- Act with openness and honesty

### **Aims**

The primary aims of Archway are:

- To provide or facilitate support for families using Archway services at all stages of our service users' development
- To work together to ensure the provision of homely residential accommodation for adults with a learning disability that offers care and consideration for their physical, emotional and social needs
- To provide homely shared and extended care to help service users and their families engaged in the transition to adult living
- To provide homely accommodation for short-break care to people of all ages with all degrees of learning disability in order to share the task of caring with their relatives

This statement is accepted by all Archway staff and reflects how we work with our service users and their families.

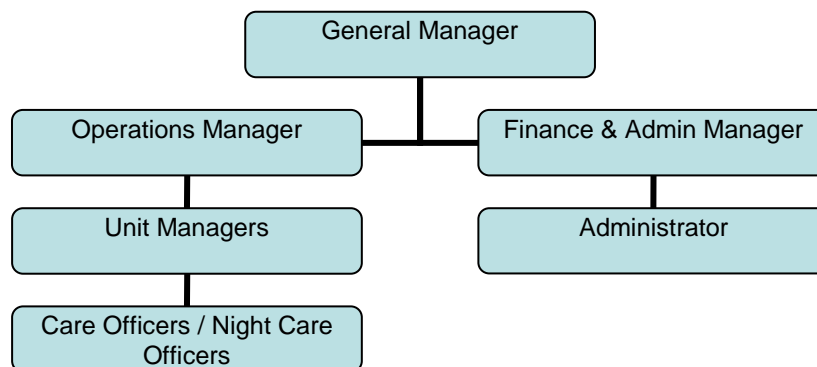
## Objectives

- To understand and acknowledge that all our service users are individuals with rights and responsibilities
- To promote a feeling of safety, through good basic care, and person centred planning
- To include service users in decisions that effect their lives by encouraging them to express their opinions and ideas
- To plan activities, both in house and externally, that meet the individuals' interests
- To ensure the decoration and furnishings are homely and well maintained
- Working in partnership with parents/carers, and other professional agencies is fundamental to our work, and of central importance to the care of our service users

## Executive Committee

Archway is governed by an Executive Committee made up of several Directors who give their time voluntarily and come with a broad range of experience and expertise. The majority of Directors are parents and carers of service users. The Directors, staff, service users, parents and carers all get together at least once a year for our AGM.

## Organisational Structure



## Policies and Procedures

Archway has a comprehensive Policies and Procedures Manual in place. Policies and Procedures are divided into 3 sections:

1. Operations
2. Health & Safety
3. Human Resources

If you would like a copy of any of our Policies or Procedures please ask the Unit Manager.

## **Respite**

Archway provides respite care for children and adults with a learning disability across 3 of its units. Our units are located across Aberdeen City at: 71 Westburn Road; 31 Two Mile Cross and 153 Victoria Street, Dyce.

Children and adults are not accommodated within the units at the same time.

Respite provides carers with a break and our aim is to ensure that the person coming to stay enjoys their time away too.

Referrals are made to Archway by Aberdeen City and Aberdeenshire Council's Social Work Department. Referrals are accepted for any individual over the age of 7 years old with a learning disability.

Service users are usually allocated a certain number of nights respite per year by their Social Worker or Care Manager. This number of nights will be determined by an assessment of the service user and carers needs. Archway will then offer respite accordingly.

Respite is arranged on a regular or occasional basis throughout the year. For example:

- A weekend break - Friday to Monday
- Midweek break – Monday to Friday
- Annual holiday break

Respite breaks are usually organised and planned in 6 monthly blocks from 1<sup>st</sup> April – end of September and then the beginning of October to the end of March. We will write out to you offering dates and ask that you accept these in writing.

Aberdeen City Council have introduced a respite voucher scheme which means you will receive a number of vouchers from them, one for each nights respite you are entitled too. Archway will ask you for these vouchers when you accept your respite dates.

### **Waiting List**

All suitable referrals are placed on our waiting list which is operated on the basis of priority of need and compatibility with existing groups.

### **Initial Meeting/Home Visit**

The purpose of this meeting is to ensure that the referral information is up-to-date and to gather any further information that may be required. Information gathered at this stage will form the basis of a care plan. This meeting is also an opportunity to give the service user and their carer more information about Archway.

When a place becomes available for respite the Unit Manager will choose the most appropriate person from the waiting list considering:

- Priority of need
- Age and ability
- Compatibility with other service users in the group

## **Being Introduced To Respite**

A visit to the unit will then be arranged to discuss the service that can be provided and to meet with staff. A phased process of visits will then be planned. The first visit will usually be to come for tea, then perhaps an overnight stay, gradually building up the number of nights. The first overnight stay will usually be arranged for when the respite group the service user is joining are also staying.

Some people will take longer to settle in to respite than others and may prefer to gradually build up to a 3 or 4 night stay, others may wish to start with the maximum stay. This will be discussed and agreed individually with each service user and their carer.

Respite users will usually remain within the same identified group for most of their breaks. This helps them develop friendships and also helps to reassure carers that there is a degree of continuity.

When children reach the age of 16 they will be assessed as to their suitability to stay within their group. After school leaving age they will move into an adult group.

## **Emergency Respite**

All of our respite units have an allocated "emergency bed". The emergency bed is a much-valued resource, however, we have to ensure that it is always in use and not lying empty waiting for an emergency. When respite users receive their offered respite dates, some of them will be identified as using the "emergency bed". This means that if there were an emergency then the person would either have their allocated place cancelled or if they are already in the unit they would receive 24 hours notice to vacate the bed.

When respite date letters are sent out to you they will include an emergency bed form, this must be completed and returned with your acceptance letter.

It is important that carers are aware that if their relative is using the "emergency bed" it is not a guaranteed stay as we may need to cancel this period of respite before the person comes in or during the visit we may need to contact you and ask you to come and pick up your relative to return home.

If there is a time that you require your relative to use the "emergency bed", Archway will try to ensure this is in the service users usual unit where possible.

# Our Respite Units:

## Westburn Road

Our Westburn Road unit is situated in the centre of Aberdeen, within walking distance of Westburn Park and Victoria Park. Local amenities include convenience stores, a supermarket, post office and chemist. There is a regular bus service which takes you into the city centre.

The respite unit is situated at the back of our permanent care home at Westburn Road, however it has its own entrance and is separated internally by a key coded door.



The unit is all on the ground floor and has four single bedrooms all with their own wash hand basin and bedroom furniture. One of the bedrooms has an en-suite shower room along with a snoezelen area.

The living and dining area is open plan with a doorway leading to a small kitchen area where individuals can prepare snacks and meals if appropriate with staff assistance.

There is a garden and patio area located through double doors in the living area. The garden also has some play equipment which can be used by our service users.

To the rear of the grounds there is a Games Room which can be used to play darts, for arts and crafts, listening to music or having a go on our karaoke machine!

We have our own mini bus at Westburn Road which is wheelchair accessible.

## Two Mile Cross



Our Two Mile Cross unit is located in the Garthdee area of Aberdeen, close to the Bridge of Dee. The Inchgarth Community Centre is very close by. A regular bus service runs nearby into Aberdeen city centre.

The unit is all on the ground floor with 6 single bedrooms all with their own sink area and bedroom furniture.

Our large spacious living and dining area is open plan with a kitchen leading off from the dining area. The kitchen can be accessed by service users where appropriate.



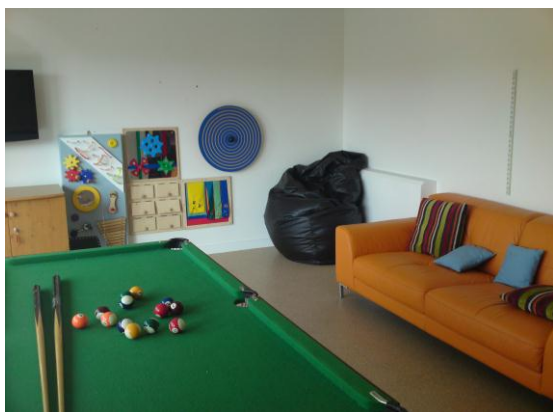
The unit has a large activity room with an attached snoezelen room. Outside there is a large secure garden area which can be accessed from both the living room and the activity room.

The unit also boasts a recently renovated shower room and separate bathroom which has a fully accessible spa bath and is proving to be very popular with our service users.

The unit has a wheelchair accessible mini bus.

## **Victoria Street, Dyce**

Our Dyce unit is located just off the main road in Dyce on the outskirts of Aberdeen. It is close to various local amenities such as shops, café's etc and is directly on a bus route. The train station is also just a short walk away.



The unit is all on the ground floor and has six single bedrooms all with their own sink area and bedroom furniture.

The large living and dining area is open plan with access to a large kitchen.

The unit was extended recently to provide a fabulous activity room and sensory room.

Outside the activity room there is a fully enclosed sensory garden.

There are 2 other garden areas both of which are fully enclosed, one area has some play equipment. All the outside areas are accessible for wheelchairs.

The unit also has a wheelchair accessible minibus.



## Arriving

We recommend that you bring your relative to the unit any time after 3.30pm. This will enable staff to spend some time with you to discuss any points relevant to their visit.



## What should I bring with me?



Coming to stay with us should be like going away for a few days or on holiday. You need to bring your clothing, toiletries, medication and any other items you use on a regular basis. You should try to ensure that you bring adequate supplies of what you need for your stay.

Some service users like to bring personal items, such as CD players, CD's and DVD's, favourite toys and games, mobile phones etc. Archway can not take responsibility for any such items however and we would recommend that you have adequate personal insurance in place that would cover these. We also advise that you do not bring anything too valuable into the unit. This is more to do with the chance of it getting broken rather than a security issue.



A television can be provided in service user's bedrooms if requested.

You should also bring in some spending money to cover the cost of any outings and activities that you might do when you are in respite as well as any money you need for your regular day activities.



All money brought into the unit is securely locked away and all transactions are recorded as per our service user finance procedure. Some service users may choose and be able to look after their own money when they come into respite, again this will be securely locked away and given to the service users when they wish to use it.

## What happens when I'm in Respite

If you currently go to school, a Day Centre or another planned day activity this will normally continue whilst you are in respite. We also encourage individuals to maintain their hobbies and interests where possible.



Outings and other activities are planned during the individual's stay depending on what people choose to do. This may include trips to the local shops, going out for a meal or a coffee, pub visits, bowling, going to see a film at the cinema, theatre shows or an outing to the beach for an ice cream.

Each unit has its own wheelchair accessible minibus available for outings. All staff who drive the minibus are required to undertake additional training and sit a test before they are allowed to take service users out.



Where individuals are able to participate in household tasks, we will encourage them to do so, unless a carer has specifically requested that they do not participate in such activities whilst they are in respite.

Within our units we aim to promote safety and security by working in a consistent approach which reflects the boundaries and routines usually experienced by the service user at home, for example mealtimes, bedtimes etc. However it is important to remember that when staying in respite, service users may undertake different activities and try various foods whilst in our care, as it is different from being at home. Coming to respite should be a good experience socially for the service user as well as a break for the carer.

## Written Agreement

Each service user and/or their carer will be required to sign a written agreement prior to using the service. This agreement details the service that Archway will provide and what is expected from you. The written agreement also includes consent forms which must be signed. You will receive a copy of this agreement for your information.



## Service User Personal Plans



All service users will have a Personal Plan tailored to their individual needs. Service users and/or their carer will be involved at all stages and where appropriate, will sign to the effect that they have been consulted and have agreed with the content of all documents relating to care delivery. The Personal Plan will be reviewed at least six monthly.

Goals and objectives for the service user will be identified. Should there be anything specific an individual or their carer may wish included for example developing skills in relation to daily living or personal care then our staff will be happy to do this.

All service users' records are maintained in line with legislation and Archway's Procedure on the Content and Management of Service User Files.

## Keyworker System

Each service user will be allocated a keyworker who is responsible for ensuring that the service user's personal plan is developed and up-to-date and that information is prepared for reviews. Keyworkers may also be invited to attend reviews which take place out with Archway, for example at service user's School or Day Activities.

## Confidentiality

It is Archway's Policy to recognise the right of service users to expect information relating to them to be handled sensitively and carefully. Archway is committed to respecting the confidentiality of service users and their carers. All staff sign a confidentiality agreement when they commence employment.

## Service User Involvement

Archway will ensure that all service users and their carers are involved and consulted with regarding all aspects of their care.

Each unit has their own "Service User Involvement" Procedure which details how service users and their carers are involved. If you would like to see a copy of this procedure please ask the Unit Manager.

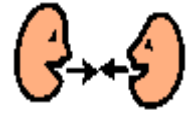
## Emergency Contact Details



It is essential that we have contact details for carers as well as another emergency contact number in case we can't get hold of you. Although we will check these regularly with you to make sure they are up-to-date you should advise us of any changes as they occur.

## Communication with Carers

We will usually give you a call a couple of days before the service user is due in to respite just to check all the information we have is up-to-date and if there is anything we should know about. We can also call you after the visit if you wish, to let you know how things have been. You are welcome to contact the unit at anytime to discuss any aspect of the service users care and support.



We can also provide a diary to use between home and respite to pass on key information and to keep you informed as to what the service user has been up to whilst they have been with us.

## Medication

You should bring in any medication that you are prescribed to take during your visit. You should ensure that the total amount required for the visit is sent it.



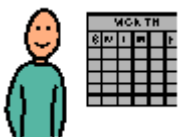
All medication must be in its original packaging or bottle with an up-to-date printed prescription label from the chemist. Medication put into envelopes etc cannot be accepted.

A system of checking and recording what medication comes into the unit is in place as well as a daily check to ensure medication has been administered.

If service users require emergency medication for epilepsy for example, carers must obtain authorisation from their GP for Archway staff to be able to administer it. Forms are available for this. Staff administering this kind of medication will receive training prior to doing so.

During respite stays service users will retain their own GP and medical services. Out of hours we would contact NHS 24.

## Annual Reviews



Reviews are carried out annually and will usually involve the service user's keyworker, the Unit Manager, the service user and their carer. It may also be appropriate to invite the person's Care Manager along with any other professionals who are involved in the persons care and support.

The purpose of the review is to share information with all involved, to discuss how respite has been going, to discuss service user's goals and to ensure the Personal Plan is up-to-date.

Please remember should you wish to discuss any of these matters or have any questions you do not have to wait until the review, you can contact the Unit Manager at any time and they will be happy to discuss any aspect of the service users care and support with you.

## Staff

Throughout the day you should expect to see 2 or 3 staff on duty depending on which respite unit you are in. During the night each unit has a waking night care officer and a sleep-over member of staff to assist when necessary. Each unit is managed by a Unit Manager who is mainly supernumerary to the staff rota.



While we appreciate the importance of continuity, there will be times when we require additional staff to cover sickness and holidays. In this case we try to cover the shift by using our own relief care staff but sometimes we will also use agency staff.

All Archway staff complete a comprehensive induction when they commence their post. There are also a number of mandatory training courses that staff must also participate in which includes: Health and Safety, Medication, Fire Safety, First Aid, Moving and Handling, Infection Control, Epilepsy Awareness and Food Hygiene. Staff also complete relevant social care qualifications.

All Archway staff must register with the SSSC (Scottish Social Services Council). The register is a public record that those registered have met the requirements for entry onto the register and have agreed to abide by the standards set out in the SSSC's Code of Practice.

All staff receive regular support and supervision sessions with their line manager.

Archway staff are committed to promoting equality and challenging unacceptable practices. They also acknowledge their individual responsibility in setting the standard of care, and promoting the person centred approach.

## Going Home



We recommend that you come and collect your relative anytime before 2pm on the day that they are due to go home, this enables staff to spend some time with you to discuss any points relevant to their visit.

Should there be an occasion when the usual person who comes to pick up the service user cannot do so it is important that you contact the unit beforehand to let them know who will be acting on your behalf.

## Transport arrangements

Archway doesn't provide transport for individuals travelling to and from their day activity or school, therefore it is important that you let the appropriate person know of any changes to their usual transport arrangements as soon as you have accepted any respite dates.



## Fees and Charges



There is an individual nightly contribution charge set by Aberdeen City and Aberdeenshire Council which is charged to all adults over the age of 16. This will be invoiced after every visit. Failure to pay this contribution promptly may result in the withdrawal of the service.

## Leaving the Service

If the time has come for you to move on from the service or you decide that you no longer require the service please discuss this with the Unit Manager who will advise and support you with this process.

## Service Closure

You should be aware that in the event of certain situations and emergencies the unit may have to close. A Contingency Plan is in place should such situations arise. It may be necessary on such occasions for us to contact you to arrange for your relative to return home or to cancel a planned visit.

## Care Commission

The Care Commission register and inspect services against a set of National Care Standards. These standards outline the quality of care that service users have the right to expect. Copies of these standards are available in the unit.

Our respite units are registered as 'Care Homes' with the Care Commission. Care Commission Officers inspect each unit twice a year. Reports are produced after each inspection which include any requirements or recommendations which they feel are necessary to improve the service. Copies of Care Commission reports are available within each unit or can be accessed on the Care Commission website: [www.carecommission.com](http://www.carecommission.com)

## Visitors



Parents, family members and friends are always welcome to visit their relative in the unit. We only suggest that you phone first to ensure that the time of your visit is suitable for the individual concerned.

Whilst we want to maintain a relaxed and welcoming home environment there are responsibilities placed upon us in the interests of the well-being of us all. Therefore, if you are visiting, we do ask you to co-operate by signing the visitors' book when you come into the building and again when you leave. Not only does this assist us and emergency services in case of an emergency, but in following up matters such as infection, if the need arose.

For security, we may ask for proof of identity of any unrecognised visitor before allowing them access to our premises.

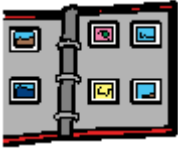
If you are involved in an accident whilst you are in the unit please notify a member of staff immediately who will then take the appropriate action.

Children coming into any of our premises must be supervised by the adult who has accompanied them into the unit.

## No Smoking Policy

We operate a no-smoking policy within our units and on our vehicles. There is a designated area outside the building for our service users who may wish to smoke.

## Photographs & Publicity



From time to time we may take photographs of the various activities that take place both in and out with the unit. As well as to remind us of the good times these may be used for organisational purposes such as fundraising. We will ask you to sign a consent form if you are agreeable to this.

## Comments, Concerns, Complaints or Suggestions

Archway welcomes any comments, concerns, complaints or suggestions from individuals and their carers. Please do not hesitate to contact a member of staff should you wish to do so. The Unit Manager or Operations Manager is also available should you wish to speak to them.

Should you wish to make a complaint you can contact any staff member or the Unit Manager who will be happy to discuss your concerns. We always investigate any complaints and concerns and will endeavour to do so within 28 days.

You should also be aware that you can take your complaint to the Care Commission or your Council's Social Work Department. Contact details are at the end of this pack.

Should any concerns regarding a service user be brought to the attention of Archway staff we have a responsibility to pass such concerns on to the appropriate authorities.

## Thank you for reading this information



We hope this booklet has been useful to you and your relative. We would appreciate if you could share this information with the person who will be using the unit. Any suggestions or comments on its contents are most welcome.

## Contact Details:

71 Westburn Road, Aberdeen AB25 2SH  
Tel: 01224 625595  
[wr.manager@archway.org.uk](mailto:wr.manager@archway.org.uk)



31 Two Mile Cross, Aberdeen AB10 7DL  
Tel: 01224 208428  
[tmc.manager@archway.org.uk](mailto:tmc.manager@archway.org.uk)

153 Victoria Street, Dyce, Aberdeen AB21 7BH  
Tel: 01224 775232  
[vs.manager@archway.org.uk](mailto:vs.manager@archway.org.uk)

**Archway Main Office**  
71 Westburn Road  
Aberdeen  
AB25 2SH  
Tel: 01224 643327  
[admin@archway.org.uk](mailto:admin@archway.org.uk)

**Care Commission**  
Johnstone House  
Rose Street  
Aberdeen  
AB10 1UB  
Tel: 01224 793870

**Aberdeen City Council**  
Contract Department  
Housing & Social Work  
Social Work  
St Nicholas House  
Broad Street  
Aberdeen AB10 1BY  
Tel: 01224 523454

**Aberdeenshire Council**  
Commissioning & Service Manager,  
Unit 12, Blackhall Industrial Estate  
Burghmuir Circle  
Inverurie  
Aberdeenshire  
Tel: 01467 629034

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