



COMMUNITY LINKS BRIGID HOUSE

SERVICE USER HAND BOOK



The Team

There are 9 members of staff at Brigid House, Seven support workers, Deputy Manager Lisa Simpson and manager Hazel Burleigh

Staff work on a rota basis and are available from 8am – 10pm every day. After 10pm the member of staff who is on the sleep-over shift goes to bed and can only be accessed in an emergency.

Each resident is allocated a keyworker, this person co-ordinates their care but all members of staff are available to residents for support.

The key worker role

Each resident has a named key worker. They will be responsible for co ordinating your care package whilst in the service.

We feel it is important for residents and key workers to have a strong working relationship together, and would encourage you to spend time developing this by getting to know one another. Your key worker will make arrangements to do this, but you can request time with them also.

They will work closely with you to identify support needs and develop support plans. The whole team will then support you to achieve them.

You can approach any member of the team if you have a question or need support.

Your support.

At Brigid House the team will work closely with you in order to achieve your goals. This is done through the support planning process.

Support plans

Your key worker will spend time looking at the identified support needs from your assessment and use these to formulate support plans with you.

Support plans reflect what actions need to be taken and by whom, in order for you to achieve your aims. They will be specific, measurable, achievable, realistic and time scaled.

We expect you to use your strengths to achieve your aims, and in the process develop new skills, confidence and self-esteem. The team will document any outcomes in your notes and together you can use these to evaluate if the support plan was successful.

Reviews

Reviews will be done at the agreed time, but you can request one earlier if you wish. They are an opportunity to look at what has or hasn't been achieved, and to formulate new plans.

During a review, you and your key worker will evaluate your support plans. If all outcomes have been achieved then you can reflect on what made this possible and celebrate the learning of new skills and knowledge.

If an agreed outcome hasn't been achieved then together you can explore the reasons why and address any barriers or difficulties encountered.

After doing a review you can work to formulate new support plans to build on what has already been done and move forward towards your goals.

Working with other services

We will support you to attend Outpatients appointments and / or Care Programme meetings. We take a Multi disciplinary approach and work collaboratively with other services to help you attain your goals. This involves communicating how we are working to support you, reviewing how this is going and linking in with any work they may be doing.

If you want to discuss any aspect of your support feel free to speak to your key worker, or any member of the team.

BRIGID HOUSE

AIMS:

- To provide a service that supports service users from the East Leeds PCT.
- To provide a safe, stable and therapeutic environment in which residents are able to develop to their full potential.
- To ensure that the resident returns or progresses to more independent living within a six to eight month period.
- To provide a meaningful, flexible and accessible service for the identified client group.

OBJECTIVES:

- Create a positive and enabling culture with clear and defined expectations conveyed by honest and consistent staff intervention.
- Provide service users with emotional and practical support.
- To involve service users in every aspect of their care ensuring that his/her needs and wishes are respected.
- Encourage the development of new or 'lost' skills.
- Promote the development of improved coping strategies.
- To acknowledge and include the needs of carers with respect to individual residents.
- Provide information and education to enable service users to gain an appreciation of their mental health problems and the treatment they receive.
- Empower service users to make choices and decisions regarding their own lives and the operation of Brigid House.
- Develop networks of local support through access to community resources.
- Work in close harmony with the community and Mental Health Trust.
- Ensure the service is accessible to all sections of the community and has the flexibility to cater for individual needs and preferences.
- To review practice and performance through effective supervision, monitoring and evaluation.

- YOU HAVE THE RIGHT TO

Confidentiality

Be treated with respect by workers and other residents

Privacy

Receive visitors in line with visitors policy

Be fully involved in your support

Make complaints and comments

Whilst at Brigid House you are entitled to register on the electoral roll. If you need support to do this please ask a member of the team

BRIGID HOUSE EXPECTATIONS:

No violence or intimidation.

Illicit substances are not permitted on the premises.

Consumption of alcohol in communal areas is at staff's discretion.

Payment of rent on time.

Take responsibility for your own possessions and room keys.

Fill in the fire register when entering or leaving the building. Also inform staff when you are staying out overnight.

Take part in the day to day activities of the hostel such as meetings, cooking and cleaning – with support when you need it.

COMPLAINTS PROCEDURE

If you are unhappy about any aspects of your stay at Brigid House you can:

Talk it over with your Key Worker or another person with whom you feel comfortable.

Put it on the agenda for the community meeting.

Fill in a complaints form, which you can obtain from either a worker or on the notice board in the kitchen.

Talk to an advocate. Help will be given to you to do this.

Daily Life At Brigid House

Community meetings Cooking meals Daily Tasks

Service users hold a community meeting each Monday evening to organise domestic tasks for the week, plan the weekly menu and write the shopping list. The meeting is also an opportunity for service users to take part in discussions and have an influence on the surroundings. Everyone is expected to attend this meeting..

The focus is on participation, cooperation and negotiation.

Workers will usually attend but it is expected that the meeting will be service users led.

Residents appoint a resident coordinator each week and they will chair the meeting. It is also their duty to inform staff of anything they need to know and keep residents motivated to complete tasks.

All members of the household, workers as well as residents, are expected to do their share of domestic tasks.

This involves cooking a meal for their fellow housemates at least once a week, cleaning communal areas and behaving as a responsible member of the household.

Access to Your Notes and Confidentiality

You can ask for access to your daily notes and support plans, as well as asking for them to be reviewed at any time.

All service user files will be kept in the office, in a locked cabinet.

If you would like to sit and read over your notes , a prearranged time can be arranged with you.

You are not legally entitled to see third party notes unless you have received written agreement from the person responsible for writing them.

If a service user is unable to read their file for any reason, this can be overcome by having a member of the team, or a person of the service users choice read their files to them.

Community Links have an Access to notes policy and a Confidentiality Policy, if you would like more detail or to read the policy please ask a member of staff, who will be happy to give you a copy and talk through it with you.

HOUSE SAFETY

You will have a key to your own room. Workers will not enter your room without your permission unless they are worried about you or there is an emergency.

For everyone's security the hostel is locked in the evening. There is a security code on the back door to enable residents to come and go freely. It is expected that if residents come back after 10pm when the sleep in staff has gone off shift they ensure the door is safely locked behind them.

You must inform us if you are staying out overnight. This is because we need to know how many people are on the premises if any emergency situations should arise.

If you are not back by 10pm and have not informed a worker of your whereabouts we may have to submit a missing persons report to the police.

If you lose your keys you will be charged for a replacement key.

YOUR ROOM

We want you to make Brigid House your home during the time you stay here. You are welcome to bring your own belongings and have them in your room.

Each room has a TV for you to use with a remote control.

There is a lockable drawer in the bedside cabinet for any valuables and medication.

Although we do have some toiletries to offer, it is expected that you would normally buy these yourself.

There are towels and bedding provided in your room. It is expected that you will take responsibility for washing these regularly.

Your room is your space and it is expected that you will keep it clean and tidy.

We accept that you may want to have pictures or posters on the walls but we ask that no damage is done to the decorating when you do this.

If you have any valuable items we recommend that you take out a separate insurance policy.

MONEY

Assistance will be given to help you understand your benefits and also to access any other money you are entitled to.

Your income will be limited whilst you are staying at Brigid House and it is important you take this into account before moving in. Workers are available to advise on this.

You will be responsible for managing your own money. Workers will help you to budget. However, money will not normally be kept on your behalf.

VISITORS

Every resident is entitled to have visitors.

If you would like a friend to stay overnight we ask that you give the other residents and workers some notice and book this in the diary along with your visitor's name.

You are responsible for your visitors while they are at Brigid House.

Residents will be informed of any visits arranged in the meeting the day before.

Any visitors not staying overnight must leave by 9pm.

MEDICATION

Whenever possible you will be responsible for your own medication. However, we do understand that this process can take time therefore we will offer whatever support you need in order to become independent in this area.

If you need staff to administer your medication for you, then they can do this, and your medication will be stored in the medication cabinets in the office.

The team will support you to become familiar with your medication, what it does, how it works and how to order and collect prescriptions. We can use the support planning process to enable you to take gradual control over your medication

If you feel able to take responsibility for your own medication then each room has a lockable medication cabinet for you to store your medication in.

Some medications are known as Controlled Drugs. If you are prescribed a controlled drug then it would need to be kept in the medication cabinets in the office. A member of the team will discuss the reasons why with you.

If any medication is lost or goes missing please report this to a member of the team immediately.

HEALTH AND SAFETY

During your stay at Brigid House your health and safety is very important to us. Therefore we need to make you aware of the following:

FIRE SAFETY

There are 2 fire exits in the building, these are the front and back doors on the ground floor. There is also fire fighting equipment at various points in the building, these will be pointed out to you during your admission. There are instructions on each so please take your time to familiarize yourself with their operation and use as they do have different uses.

Please note that if you do smoke it is your responsibility to make sure that your cigarettes are extinguished properly and safely. Smoking is limited to designated areas which will be shown to you.

In the unlikely event of a fire, please try to remain calm and exit the building immediately. However, if you encounter smoke or fire it may be safer to return or remain in your room and make sure the door is closed properly. All doors throughout Brigid House are fire doors and will keep you safe long enough for the fire services to assist you from the building. This is why it is VERY IMPORTANT FOR YOUR SAFETY that you (and your guests) sign in and out of the fire book in the front entrance so that at any given time there is a record of who is in the building.

HYGIENE

As reflected in the daily chores within Brigid House all service users are asked to clean up after themselves, especially in the kitchen (cleaning surfaces and washing dishes after use) and toilets to ensure that the hostel environment is safe for everyone to use.

COOKING

All residents will be encouraged to cook meals with staff support if necessary for everyone in the house. However, there may be occasion when you are preparing a meal for yourself alone. In this situation it is your responsibility not to leave the cooker unattended. If you are unsure of what to do please ask a member of staff for assistance.

GARDENING

Brigid House is fortunate to have a large garden area. Often throughout the year both staff and residents will be working in and enjoying this area. Please approach a member of staff before using any garden equipment as protective clothing and special instructions may be required. If you are unsure of any of the above items please ask a member of staff or your keyworker.

Service User Involvement

We believe we provide a better service by involving the people who use the service in the planning, monitoring and evaluation of the service. Service users can and should be involved at all levels of the organisation. There are positive benefits for all people who get involved, it can be an empowering experience and can help build confidence and self esteem, as well as improving health outcomes.

At Brigid House, we involve our service users in the running of the hostel as much as possible, and in decisions that affect their support. We hold weekly community meetings, that are service user led. These meetings provide a forum for discussion, information sharing and organising forthcoming events.

Additionally we have a service user representative to attend the team meeting on a monthly basis. This service user brings issues to the team meeting and then feeds back to the community meeting.

There are several service user involvement groups within community links. These groups focus on using service user feedback to develop and improve service delivery.

They are open to all service users within the organisation. These include the Community Links Involvement group and the service user forum.

Service users are also invited to attend many of the working groups including the newsletter, health and safety, green issues and diversity.

There are also training opportunities, such as the Recruitment and Selection training, that are open to service users.

If you want to get involved in anything within the service or the organisation speak to a member of the team and we can ensure you get all the information you need and check the notice boards for regular updates on what's happening.

Safeguarding and protection from Abuse.

At Maltings Close we aim to ensure that all service users can live independently without fear or harm from others and that you are treated respectfully, feel safe and are protected from abuse.

Abuse can take many forms, so if you are being treated in a way that makes you feel uncomfortable / vulnerable or makes you question your safety, then please tell someone you trust. This could be your keyworker, another professional, a friend or a relative. There are also contact numbers and leaflets in the back of this handbook.

Community Links views safeguarding and the protection of vulnerable adults as extremely important.

The team receive training on how to identify, report and address any safeguarding issues. They would support you through this process and ensure you are made aware of any action taken. We would involve other appropriate agencies if necessary.

There are policies in place that give procedural guidance should the need arise. Your keyworker or a member of the team can give you a copy of these, or explain them if necessary.

Harassment

Maltings Close is your home. It is important to us that you feel safe and happy living here without fear of threat or prejudice. Harassment in any form will not be tolerated.

If you experience any kind of harassment whilst living at Maltings, please speak to your keyworker, or any other member of staff, who will be able to help you make a complaint and provide any emotional support you may need.

This applies to all those individuals that live, work and visit the hostel.

Boundaries

All workers and service users are expected to conduct themselves in line with the Community Links Boundaries Policy.

A member of the team can supply you with a copy of this, and go through it with you if necessary.

WHAT'S AT BRIGID HOUSE?

GARDEN

We're lucky enough to have a wonderful garden so when the weather is nice we try to make the most of it. We're often having BBQs, playing sport or just sat relaxing in the sun. For those of you who are green fingered your help is always appreciated. Smoking is permitted in the garden and outside areas.

KITCHEN

Residents and workers shop every week at Asda so there is always plenty to eat and drink. Everyone helps themselves during the day although we like to eat as a community for our evening meal. Residents take it in turns to prepare and cook the evening meal with the support from workers if necessary. Everyone then helps with the washing up!!

LOUNGE

The lounge is normally the busiest room of the house. Whether it's chilling out, watching tv, listening to music, watching a DVD or just reading the paper.

BEDROOMS

Everyone has their own private room. Each room is fully furnished with a bed, wardrobe, drawers, chair and a tv. Towels and bed linen are provided and there is also a wash basin. Many of our residents have brought their own personal belongings to make their room feel as homely as possible.

RESOURCE ROOM

The room is available for all to use. It has a range of books including self help books on mental health issues. Also stored in this room is a selection of games and arts and craft materials. There is a computer with internet access for everybody to use.

PRAYER ROOM

The Resource Room can also be used as a prayer room or just a quiet space for some personal reflection.



USEFUL INFORMATION
AND
TELEPHONE NUMBERS

Advocacy Service

2143599

Advocacy and Interpreting service
2351877

Age Concern
0800 009966

Alcoholics Anonymous
08457 697555

Asian women's Support Group
2374229

Black Sexual Health Organisation
3070300

Carers Leeds
2468338

Citizen Advice Bureau
0870 1202450

Crossroads
2716457

Cruse Bereavement Care
0870 1671677

Disability Dial UK
01302 310123

Disablement Information and Advice Line
2143630

Family Support Service (Carers)
2746010

Genesis
2430036

Halt Domestic Violence
2432632

Leeds Advocacy

2440606

Leeds Asylum Seekers Support Network
3805690

Leeds Children's Rights Service
2425032

LCC Equal Opportunities Unit
2474190

Leeds City Council (General Enquiries)
2348080

Leeds Commission for Racial Equality
3893600

Leeds Lesbian, Gay and Bisexual Switchboard
2453588

Leeds Interpreting and Translating Service
2424311

Leeds Mental Health Advocacy Group
2470452

Leeds Women's Aid
2460401

Muslim Youth Helpline
02 87955321

National Debtline
0808 8084000

NHS Direct
0845 4647

Samaritans
08457 909090

Sign – Leeds
2457991

STOP Project (Start Treating Others Positively)

2446007

Terence Higgins Trust Yorkshire
2364720

Women's Health Matters
2762851

Yorkshire Mesmac
2444209

Further information on other projects within the surrounding areas can be found in the resource file located in the office. There is also a Yellow Pages and internet access available for you. Please ask a staff member if you need support with this.



Local Hospitals



Seacroft Hospital
York Road, Leeds
Tel:0113 2648164

St James' University Hospital
Beckett Street, Leeds
Tel; 0113 2433144

Local Doctors



Church View Surgery
Austhorpe Road, Leeds
Tel: 0113 2645830

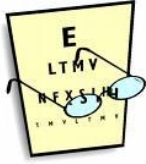
Colton Mills Surgery
Style Hill way, Leeds
Tel: 0113 2951802
(Brigid House GPs)

Local Dentists



Mr Caulfield
16a Station Road, Crossgates
Tel: 0113 2602228

Local Opticians



Specsavers
Arndale Centre, Crossgates
Leeds
Tel : 0113 2328088

McNicholas Opticians
Arndale Centre, Crossgates
Leeds
Tel: 0113 2643958

Local Pharmacies



Halton Pharmacy
253 Selby Road
Tel: 0113 2326002

Co-op Pharmacy
Austhorpe Road, Crossgates
Leeds
Tel: 0113 2647009

Sainsbury's Pharmacy
Colton Retail Park
Selby Rd, Leeds
Tel: 0113 2328675

Local Police



Killingbeck Police Station
Foundry Lane, Seacroft
Leeds
Tel: 0845 6060606
Helpdesk: 0113 2413659

Local Taxi Ranks



Wheels
East End Park, Leeds
Tel: 0113 2499999

Roadrunners
Austhorpe Road, Leeds
Tel: 0113 2600923
2946666
2604020

Local Post Office



Halton Post Office
3 Cross Green Lane
Halton, Leeds
Tel: 0113 2645212

Local Banks



Abbey National
Station Road, Crossgates, Leeds
Tel: 0845 7654321

Barclays
Arndale Centre, Crossgates, Leeds
Tel: 0845 755 5555

HSBC
Arndale Centre, Crossgates, Leeds
Tel: 0845 740 4404

Lloyds TSB
Arndale Centre, Crossgates, Leeds
Tel: 0845 300 000

NatWest
69 Station Road, Crossgates, Leeds
Tel: 0845 306 6593

Local Recreation Facilities



Crossgates Library
Farm Road, Crossgates, Leeds
Tel: 0113 2243328

Halton Library
Selby Road, Halton, Leeds
Tel: 0113 2141320

Gardens



Temple Newsam Park and House
Temple Newsam Road, Leeds
Tel: 0113 2647321

Lotherton Hall and Bird Garden
Lotherton Lane, Aberford, Leeds
Tel: 0113 2813723

Leisure Centres



East Leeds Leisure Centre
Neville Road, Halton, Leeds
Tel: 0113 2141333

Local Shops and Supermarkets



Arndale Shopping Centre
Station Road, Crossgates, Leeds
Tel: 0113 2649589
(various shops inc Tesco, Wilkinsons and clothes shops)

Colton Retail Park
Selby Road, Colton, Leeds
(various shops inc Sainsburys, Next and Argos)

Marks and Spencers
Station Road, Crossgates, Leeds

Matalan plc
Selby Road, Halton
Tel: 0113 2840110

Wilkinsons
Arndale Shopping Centre, Crossgates
Tel; 0113 2602631

Woolworths
Arndale Shopping Centre, Crossgates, Leeds
Tel: 0113 2640199

Local Newsagents
Cross Green Lane, Crossgates
(at the top of the road, near Leodis pub)

Cultural Shops



C.C Continental Superstore
121-129 Chapeltown Road
Chapeltown
Leeds
Tel: 0113 2623728
(International Supermarket)

Maumoniat International Supermarket
35-45 Brudenell Grove
Leeds 6
Tel: 0113 2782432
Web site : www.mi-foods.com

Gourmet Foods (Leeds) Ltd
584 Harrogate Road
Moortown
Leeds
Tel: 0113 2682727
(Kosher food and prepared meats)

Holland and Barrett
Arndale Shopping Centre
Crossgates
Leeds 15
Tel: 0113 2648326
(Health Foods)

Love Organic Health Food Store
4 Regent Street
Chapel Allerton
Leeds
Tel: 0113 2663030
(Organic Foods)

Shah Halal Meat Centre
64 Brudenell Road
Leeds 6
Tel; 0113 2249355
(Halal Meat)

Wing Lee Hong Co Ltd
Hereford House
6 Edward Street
Leeds 6
Tel: 0113 2457203
Web site: www.wingleehong.co.uk
(Oriental Supermarket)

