



MALTINGS CLOSE

“Providing quality support in a nurturing, empowering environment”

SERVICE USER INFORMATION PACK



Welcome to Maltings Close

“A quality service in a nurturing and empowering environment”

Maltings Close is a service that supports 16 men and women with mental health problems. We have 4 rooms in the hostel, six flats in the adjoining building and support 6 people in the community. We are a longer term service, providing support that enables and empowers service users to work towards recovery and greater independent living.

This handbook is designed to offer a comprehensive overview of the service, the facilities, the opportunities to get involved and what support you can access whilst here.

It outlines what you can expect from the service and what expectations the service has of you.

We want to make your time with us as beneficial and enjoyable as possible, so welcome feedback on any aspect of the service.

A member of staff will take time to go through the handbook with you, but if you have any other questions or queries please feel free to come and ask.

There is a section at the back for you to store additional information if necessary.

Aims and Objectives

- To provide a safe, stable, therapeutic residential environment, in which service users can achieve their full potential.
- To support recovery and help reduce the likelihood of relapse.
- To support service users to improve their quality of life.
- Value and promote diversity.
- Acknowledge and support the role of Carers.
- For service users to develop and practice independent living skills, enabling them to lead a more independent lifestyle.
- For service users to achieve economic well being.

How we achieve them.

- To work collaboratively with other service providers / professionals to ensure effective multi- agency working.
- To work within the Care Programme Approach.
- Have a Service User / Carer Approach that promotes openness and honesty.
- To empower service users to make choices and decisions regarding their own lives and the operation of the service.
- By supporting Service users to identify and access community and other resources
- Create a positive and enabling culture with clearly defined expectations conveyed by honest and consistent staff interventions.
- Involving service users in every aspect of their care, ensuring their needs and wishes are respected.
- Provide information and education regarding all aspects of an individuals health, both physical and mental, and the treatments they receive.
- 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.

Daily life at Maltings Close

The sleep in worker will come on shift at 7.30am, and unlock the kitchen and laundry (these have to be locked at night due to fire risk). Most people will help themselves to breakfast but can ask for staff support if necessary. All residents do a house keeping duty around the building, and will be supported by staff to do these if necessary.

We understand that everyone has a different daily routine, depending on their individual support needs and what has been arranged for the day, but there is the expectation that everyone will become a part of the community and be active around the hostel.

Some residents attend day centres, or voluntary work, go to appointments or use other services throughout the day. We arrange activities in the hostel, including meals out, outings, day trips and have two bicycles for anyone to use.

On Tuesdays we do the weekly shop at the local Morrison's. We buy all the food needed for the week, and residents take it in turns to go with a member of staff.

We have the Arts and Craft group which does a variety of activities, and is open to all.

Lunch, like breakfast is usually made by residents themselves. The team will support you if you need it, and we expect that people tidy up after themselves.

On a Monday evening at 4pm there is the community meeting. This is an opportunity for residents to get together and discuss any issues in the household, voice suggestions and plan activities, outings or events. There is an agenda sheet on the notice board so items can be listed before the meeting. The meeting is chaired by residents, staff are there for support if needed.

After the community meeting, we do the weekly menu and shopping list. Residents plan what they will have to eat, and who will cook on what days. This is then displayed on the notice board. We expect everyone to take it in turns cooking the evening meal, and that everyone helps tidy up after.

There will be planned activities some evenings, either in house or going out. If you want to do something specific let us know.

The sleep in worker goes off shift at 10.30pm, and the kitchen and laundry will be locked after this time

Facilities

Telephone

There is a payphone situated in the entrance hall of the hostel

- The number is 0113 2761289
- It is there for all residents to use and receives incoming calls.

The phone in the office can be used for making appointments, contacting benefits agencies etc.

The number is 0113 2708354

Laundry room The laundry room contains a washer and dryer for all residents to use. We supply washing powder and a worker will show you how to work the machines if you are unsure.

The garden is available to everyone, at any time. We have a barbeque, outside garden furniture, a green house and raised vegetable beds. Anyone can join in the upkeep of the garden, and we encourage residents to help us grow our own fruit and vegetables.

Bikes and sports equipment we have two bikes and helmets for everyone to use. There is also a variety of sports equipment, such as badminton rackets kept in the hostel. If you want to use any of them just ask a member of the team, and we will get them out.

Computer there is a computer with internet access on the first floor landing for residents to use. If you want any help using it please just ask and we will show you how. If you are using it after the sleep in worker has gone off shift, please turn it off when you have finished.

Rights and Expectations

Maltings Close was founded on the principle of mutual respect and attempts to empower people as much as possible. As a Maltings Close resident you have the right to:

- Your own accommodation and space.
- Privacy.
- Confidentiality.
- Have your friends and family visit you.
- Have full involvement with your support.
- Make complaints, comments or compliments about any part of the service that you wish to, or are unsatisfied with (see complaints procedure).
- Be treated with respect by all residents and staff within the service.

Whilst at Maltings Close you are entitled to register on the electoral role. If you want support to do this please speak to a member of the team for support.

While we attempt to impose as few rules as possible we do have expectations of our service users:

- That you engage with the philosophy and ethos of the service
- That you work towards agreed goals through the support planning process
- That you maintain the standards of cleanliness and personal hygiene.
- That you take responsibility for your conduct within the service.
- That you pay rent on time
- That you sign in and out of the fire book.
- Inform staff when you are staying out overnight.
- No violence, aggression or intimidation towards others

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 Maltings Close, 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.

Your Room or Flat

At Maltings Close, we want you to feel comfortable. We encourage residents to personalise their surrounding with their own belongings. We do provide the basic necessities as a start up for you, including bedding, towels and curtains, and basic furniture. Each room has a sink for washing, but we do not provide toiletries.

Your room is your space and therefore you are responsible for cleaning it and maintaining it. Please report any damages immediately. As part of our health and safety procedure, every three months a member of the team will work with you to check your room for any hazards.

Each room has a lockable medication cabinet and you will have the key for this. There is a spare key kept in the main office for emergency situations.

You are responsible for your house keys, and your room key. Again there are spare keys in the office for emergency situations, but workers will never enter your room with this key without your permission unless they are concerned or there is an emergency.

If you lose your keys then you will be charged £6 for replacements.

It is expected that you will keep your room locked when you are not at the hostel. If you return to the hostel when staff have gone off shift, it is expected that you fully secure and lock the front door behind you.

If you have any valuable items, we recommend you take out a separate insurance policy to cover these.

Staff and Keyworker

The team

Maltings Close has a team of 6 staff, Barry, Bushra, Emma, Ezra, Mark and Tony. The deputy manager is Andrea, and Hazel is the manager.

The team work on a shift basis, and a copy of the rota is on the notice boards in the dining room.

Maltings Close has a diverse staff team. We are proud of this diversity and use it to influence our working practice and benefit the service.

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.

The Role of the Support Team.

As part of the support planning process, the role of the support team is to empower and encourage service users to do things for themselves and achieve desired outcomes.

Your support.

At Maltings Close 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.

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.

Money and Finances

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

We can support you at access additional funding if you want to.

Your income maybe limited whilst you are staying at Maltings Close and this will be discussed with you before you accept a place.

The team can support you to budget, however we do not usually hold money on your behalf.

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.

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 service.

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.

Drugs and Harm Reduction

Community Links does not condone the use of illegal substances. It is unacceptable to use or supply illegal substances within the premises. This may have implications for your tenancy and we reserve the right to involve the police.

However community Links does operate a drugs harm reduction policy. We do not discriminate on the grounds of substance misuse, but work alongside other agencies to promote good health and harm reduction.

If you are worried about the effect of drug use on your body, health, relationships, financial situation, freedom and housing then we will support you to address these issues.

If you would like a copy of the Drugs and harm reduction policy, please ask a member of the team.

Contact numbers fro relevant agencies can be found at the back of the handbook.

Alcohol

Alcohol is not to be consumed in communal areas, except during pre-organised functions or events. Residents can drink alcohol in their own rooms, but we have the expectation that you drink responsibly and take responsibility for your actions.

If you feel you need support or help around your alcohol intake, there are some contact below or you can approach a member of the team.

Smoking

At present residents are able to smoke in their own rooms or flats. The service asks that this is done as safely as possible, with the use of ashtrays, and with external doors closed. If you visit a room belonging to another resident please gain their permission before lighting a cigarette. Remember that not everybody smokes.

If you are a smoker and you are being visited in your room by a member of staff please be aware that you may be asked not to smoke. If this is not acceptable to you then you can speak to your keyworker or hostel manager about this. The law now requires that staff are protected from inhaling second-hand smoke, this can be overcome by changing the location of the meeting.

We appreciate that this is your home and you have the right to smoke if you want to. The hostel asks you to respect the policy and not smoke in any of the communal areas. This includes the lounge, dining room, kitchen, hallways, bathrooms and toilets.

We have a smoking shelter outside the back of the building.

Whilst smoking outside, keep smoking debris to a minimum, use ashtrays and remember it is your responsibility to clean up after yourself.

The team can provide support people to access their GP or the smoking cessation clinics if they wish to stop or cut down. Please speak to a member of the team if you want this support.

Visitors Policy

Every resident is permitted and encouraged to have visitors at the hostel, either in communal areas or in your room or flat. We ask that all visitors sign into the hostel upon arrival, using the fire register near the front door.

If you have a visitor stay overnight we ask that you let staff know first. All visitors that are not staying overnight must leave the hostel by 9pm. It is important that other residents and the team are familiar with anyone who wishes to stay over, so that know who is on the premises. There may be times when it is not possible to have visitors stay over night.

It is expected that you will be responsible for your visitors while they are in the hostel. If they behave in an inappropriate manner it will be your responsibility to ask them to leave.

If you would like a copy of the Visitors policy please ask a member of the team.

Fire Evacuation Procedure

Once a fire has started, it can spread very quickly, producing smoke and toxic fumes. It is more important to think about how to prevent a fire from starting rather than trying to put it out. Please see below for preventative measures.

- **Make sure the fire book shows if you are in or out.**

Bedtime and Going Out Checklist:

- Check that all electrical appliances are turned off and unplugged
- If you are a smoker, ensure there are no cigarettes left burning, and matches are extinguished
- Check that heaters, gas fires and cookers are all turned off
- Turn out any lights that are not used for security purposes
- Close and lock all windows and doors

In the event of a fire:

When you are alerted by the Fire Alarm:

- Leave the building immediately by the nearest exit
- Proceed to the car park next to the flats and wait there, until you are told by staff it is safe to enter the building
- If your exit is blocked return to your room, and close the door. The fire doors will keep the fire at bay long enough for the emergency services to reach you.
- Do not re-enter the building to collect personal belongings or for any other reason
- Proceed to the car park next to the flats and wait there, until staff state it is safe to enter the building.

If a fire occurs and service users are unable to return to the hostel then Community Links will work to find alternative emergency accommodation.

Emergency Action

Strong smell of gas	Inform a Hostel Worker immediately DO NOT turn any lights on or off. DO NOT smoke or use naked flames. DO open windows and check to see if any gas has been left on.
Water leak / burst pipe	Inform a Hostel Worker immediately.
Electricity failure/ electric shock	Inform a Hostel Worker immediately. Turn off the electricity at the mains. If a person has suffered a severe electric shock, TURN THE MAINS SUPPLY OFF before touching them.
Central heating /hot water failure	Inform a Hostel Worker who will assist you to contact LFHA.
Blocked toilet or drain	Inform a Hostel Worker who will either assist you to unblock it or contact LFHA

Equal Opportunities

Community Links are committed to preventing discrimination whilst promoting and providing equal opportunities.

Specific recognition is given to Community Links' role as a provider of services in a multi-cultural area and the need for this to be reflected among employees and service users. The organisation is committed to improving this representation particularly in service delivery, as the housing needs of such groups are often unmet.

The policy of Community Links is that each individual or group should have equality of opportunity and access to employment and services and that such opportunity and access should not be limited by race, colour, ethnic or national origin, age, disability, sex, sexual orientation or marital status.

As the Management Committee is the body responsible for policy making, it is recognised that the committee itself should be representative of the groups of people typically experiencing discrimination. The committee recognises that passive policies will not in themselves provide equality of opportunity; consequently the committee will actively promote equality of opportunity through its policies and practices.

Community Links is proud to be part of a multi-cultural community. We value diversity, and are determined to ensure that we treat all individuals fairly, with dignity and respect. We also aim to ensure that all opportunities we provide are open to all and that we provide a safe, supportive and welcoming environment – for staff, for clients and for visitors.

Green Policy

Maltings Close is committed to ensuring that the service and all service users do what we can to try and reduce the negative effects that our practice may create.

The hostel has already taken steps to reduce our carbon footprint, by replacing all hostel light bulbs with energy efficient bulbs. When preparing to replace electrical equipment one of the issues taken into consideration is the energy efficiency of the produce that we buy, which is discussed in house meeting and decided upon by the residents who wish to be involved.

Part of the philosophy of the Maltings Close is to assist service users to move on to a more independent lifestyle. Whilst living in there own home reducing energy use is one way to save money. We currently have plans to introduce further energy saving and recycling practices.

These include small steps such as remembering to close fridge doors correctly, turn of light switches and television sets. We are also looking into the best way of assisting residents to be more environmentally friendly by recycling more products that we use daily.

The hostel used to throw away a large amount of plastic milk bottles, cans and newspapers. At present we do not have our own recycling bins but we can use the facilities attached to Malting court. We have plans to try and procure the hostel's own bins. Currently we have separate bins in the kitchen for tins and plastics and a bin for paper and cardboard in the dining room, both of which are emptied daily. We also have a composting bin in the kitchen for vegetable peels, tea bags, etc, which can be used for making compost in the garden. This is emptied whenever necessary.