



# COMMUNITY LINKS ROSE VILLA

## SERVICE USER HAND BOOK



### **The Hostel Support Worker role**

Rose Villa has one hostel support worker. They will be responsible for coordinating your care package whilst in the service

It is important for residents and their support worker to have a strong working relationship therefore we encourage you to spend time getting to know one another.

Your worker will work closely with you to identify support needs and develop support plans.

## Your support.

At Rose Villa the hostel support worker will work closely with you in order to achieve your goals. This is done through the support planning process.

### **Support plans**

Your support 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, and 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. Your support worker 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 support 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 the support worker.

## ROSE VILLA

### **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 Rose Villa.
- 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 you support

Make complaints and comments

Whilst at Rose Villa your are entitled to register on the electoral role.If you need support to do this please ask a member of the team

### **ROSE VILLA 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 Rose Villa you can:

Talk it over with your Support Worker.

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 Rose Villa

Community meetings    Cooking meals    Daily Tasks

Service users hold a community meeting each week ( information can be found on the notice board) to organise domestic tasks for the week and plan activities. 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.

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

Your worker can support you to prepare and cook a communal meal if you wish.

## 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 the hostel support worker, or a person of the service user's 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.

There is an expectation that you will take responsibility for security of the building when workers are not on shift.

You are responsible for any visitors you have in the building and are responsible for their behaviour. Workers have the right to ask someone to leave the building if they are in breach of the visitor policy.

If you lose any door keys you will be charged for a replacement.

## **YOUR ROOM**

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

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 it will be kept 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.

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.

You are responsible for your visitors while they are at Rose Villa.

Where possible your worker will inform you of any visitors who may visit the project.

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

## **HEALTH AND SAFETY**

During your stay at Rose Villa 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 Rose Villa 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 Rose Villa 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 the support of staff if necessary. 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.

### **GARDENING**

Rose Villa is fortunate to have a garden area. Residents are welcome to use this area.

## 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 Rose Villa, 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.

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 your worker 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 Rose Villa 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 support worker, 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 hostel support worker receives 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 support worker can give you a copy of these, or explain them if necessary.

## **Harassment**

Rose Villa 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 Rose Villa, please speak to your support worker, who will be able to help you make a complaint and provide any emotional support you may need.

These apply 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.

Your worker can supply you with a copy of this, and go through it with you if necessary.

## **WHAT'S AT ROSE VILLA?**

### **KITCHEN**

Residents shop for themselves at Rose Villa. The kitchen is a communal area so it is everyone's responsibility to keep it clean and tidy.

### **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. We also have sky television.

### **BEDROOMS**

Everyone has their own private room. Each room is fully furnished with a bed, wardrobe, drawers and a fridge freezer. 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 INFORMATION**

There is information on resources available on the notice boards in the kitchen.



**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



Leeds general Infirmary ( A&E)  
Great George Street Leeds  
LS1 3EX  
0113 2432799

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

## Local Doctors



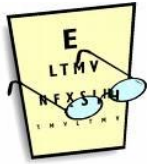
Windmill Health Centre  
Seacroft  
Leeds  
0113 2733733

## Local Dentists



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

## Local Opticians



Located in the Seacroft centre

## Local Pharmacies



Located in the main tescos at Seacroft centre

## Local Police



Killingbeck Police Station  
Foundry Lane, Seacroft  
Leeds  
Tel: 0845 606060  
Helpdesk: 0113 2413659

West Yorkshire  
Non emergency number 0845 606060



Wheels  
East End Park, Leeds  
Tel: 0113 2499999

Roadrunners  
Austhorpe Road, Leeds  
Tel: 0113 2600923

## Local Post Office



### Post Office

At The seacroft centre, next to tescos.

## 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



### Seacroft Library

Seacroft crescent

Leeds

LS14 6PA

0113 2144171



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



John Smeaton Leisure centre  
Smeaton approach  
LS15 8TA  
0113 2141444

#### Local Shops and Supermarkets



Tescos  
Ring road  
Seacroft  
0845 6779411

Tesco express  
5 Seacroft avenue  
Leeds  
0113 2158201

## Cultural Shops

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

Maumoni International Supermarket  
35-45 Brudenell Grove  
Leeds 6  
Tel: 0113 2782432  
Web site : [www.mi-foods.com](http://www.mi-foods.com)

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

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](http://www.wingleehong.co.uk)  
(Oriental Supermarket)

