

Roses Socialcare

Service Description

8/11/2014

About Our Services:



Roses Socialcare offers choice, control and freedom to live a fulfilled and active life. We provide premier home and community care and companionship alongside a community-based day centre. Our centre has activity rooms and areas to meet individual needs and interests. Our tailored services include:

- Day centre activities
- Supported living
- Companionship/sitting services
- Respite care
- Live-in care
- Hospital visits and discharge support
- Rapid Response
- Domiciliary care
- Transport is available for those using our day centre.

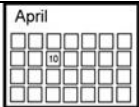

Where we are: Former Galtee More Surgery, 164 Doncaster Rd, Barnsley, S70 1UD






Our telephone number: 01226 779430

Our e-mail: admin@rosessocialcare.co.uk

Our website: www.rosessocialcare.co.uk

Opening times





Our services are available 24 hours a day, 7 days a week

Day	Home care	Day Centre
Monday	24 hour support	08:00 am -10:00 pm
Tuesday	24 hour support	08:00 am -10:00 pm
Wednesday	24 hour support	08:00 am -10:00 pm
Thursday	24 hour support	08:00 am -10:00 pm
Friday	24 hour support	08:00 am -10:00 pm
Saturday	24 hour support	08:00 am -10:00 pm
Sunday	24 hour support	08:00 am -10:00 pm



Our services are fully inclusive and accessible

Safeguarding (Staying safe)

All staff are required to have enhanced DBS status and receive appropriate training on health and safety and safeguarding including: detection of abuse through symptoms, indicators and behaviour of the service user and referral processes. Through induction, all staff are familiarised with all relevant policies and procedures to safeguard our service users and the need to report any concerns to our designated officer who will notify police or social services, as appropriate. We do not tolerate any form of abuse which is considered gross misconduct.

We conduct a comprehensive risk assessment on each person and, when providing home/community support, we consider health and safety aspects and look for signs of neglect.

We carry out spot checks on our staff and conduct regular reviews with each service user to consider any possible abuse including:

- *Physical*
- *Institutional/Social* eg inappropriate restraint, mis-use of medication;
- *Sexual*
- *Psychological/Emotional*
- *Verbal or Sectarian*
- *Financial*
- *Neglect*
- *Discrimination*

Quality

Quality to Roses Socialcare means making people feel special and safe. We provide service users with opportunities to participate in community activities and live a full and meaningful life. This means **listening** and **responding**. We strive to provide **activities** and **opportunities** which stimulate new interests and challenges and at all times treat service users with **compassion, dignity** and **respect**. Our quality standards reflect our commitment.

To sustain quality we undertake regular reviews and staff share experiences. More importantly, we gather feedback and act on responses from service users, carers and funders. We use methods which enable all to contribute including questionnaires, 1-1 interviews, telephone interviews, suggestions boxes and mood boards.

The quality of our service is recognised by CQC (Care Quality Commission), CHAS (Contractors Health and Safety Assessment Scheme, UKHCA (United Kingdom Homecare Association) and NAPA (.National Association for Providers of Activities).



Service User Involvement

On initial involvement with Roses Socialcare, the service user is encouraged to identify their needs, interests and preferences. Consideration is given to health and safety aspects and a tailored care plan is developed which gives service users a strong voice and supports independence and autonomy.

Roses Socialcare then identifies three staff (with suitable qualifications and experience) to provide the care required and introduce them to the service user. A “settling in period” takes place so the service user and staff can adjust the service provided and resolve any issues.

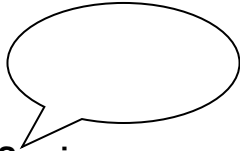
Through consultation with service users and families, we identify group and individual activities to encourage participation, volunteering opportunities and support access to employment. We focus on sustaining and promoting independence. Service users also contribute to staff reviews.

Whilst cherishing and nurturing the service user, all our services promote and encourage:

- Dignity and Respect
- Independence and choice
- Privacy
- Community participation



What people have said about our service



Service user comments

"... I told you, it is a wonderful place. We have carers all the time, and do lots of activities, games, armchair exercises, go for walks. We're served with a cooked lunch and tea. Transport is provided and I personally recommend it. JF.

"They take into account my deafness, writing things down for me"

"Extremely helpful, going out of their way to assist me."

Relative's comments

"My mum has poor health but still needs to go out with friends, have 'me' time. Finding this service has allowed her to recharge her batteries and gives her strength to cope. xx gets out meeting people and experiencing different things" JW

"Very professional, keep good time and never let him down".

"Our social worker recommended Roses. They think a lot about xxx and respect him. They are easy to speak to and friendly, like we have known them for years."

Friendship and meaningful relationships Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√	√	√	√	√

Outcome Box

Initial needs assessment identifies interests and capabilities. We then work with the service user to identify suitable activities either through our centre programme or in the community. We identify people with similar interests and introduce them to one another, thus developing new friendships and possible romantic involvement. We provide escorts to community activities and events. We organise socials and regular outings which reduce isolation and develop confidence. We encourage development of new skills which can lead to employment and volunteering opportunities. Our approach depends on the individual and our carers are trained to identify emotional and social needs and to respect the service user's right to privacy and confidentiality.

We will check this is happening through regular reviews and feedback with the service user, staff records, mood changes, reports and records of participation in activities. We will also ask service users to assess the impact of participation on their well-being.



Leisure Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√	√	√	√	√

Outcome Box

Roses Socialcare encourages service users to pursue their interests and achieve their ambitions. We acknowledge that health and safety is a priority but aim to facilitate access to challenging activities.

We offer a range of activities at our centre including arts and crafts, music, reading, IT. We identify leisure pursuits within the community and explore the feasibility of successful engagement, arranging transport and supporting participation.

We organise regular socials and visits to places of interest. When required we can provide fully escorted holidays (UK and abroad) and attendance at football matches, pubs and places of worship. In fact, we attempt to ensure that all requirements are met.

We will check this is happening through regular reviews and feedback from the service user, staff records and records of participation in activities. We will also ask service users to assess the impact of participation on their well-being.



Employment Support Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√	√	√	√	√

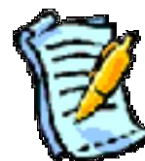
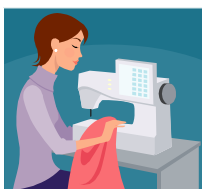
Outcome Box

In order to support access to employment Roses Socialcare can provide:

- Liaison with Jobcentreplus (if required)
- Confidence building activities
- Employability skills development
- Support with benefit claims
- Job search support (our centre has IT facilities)
- Volunteering activities to provide work experience
- Support in applying for apprenticeships and employment
- Mock interviews
- Liaison with workplace to discuss needs
- Support in accessing specialist equipment, liaising with the employer and other professionals

We help develop a “can do” mentality.

We will check this is happening through regular reviews and feedback, through reports from staff, records of engagement with employers and jobs secured. We will also ask service users to assess the impact of the service on their well-being.



Volunteering Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√	√	√	√	√

Outcome Box

Roses Socialcare sees volunteering activity as particularly important in

- Developing a sense of purpose and worth
- Providing experience in preparation for employment
- Developing new interests
- Sharing skills

We provide volunteering opportunities at our Centre and through other organisations, particularly in the voluntary sector. We will link to the Barnsley Volunteer Centre to identify suitable placements and show how to use the Do It website. We will also develop confidence by accompanying service users to placements until they are able to manage independently.

We will check this is happening through regular reviews and feedback from the service user, staff records, through reports from staff and records of participation in activities. We will also ask service users to assess the impact of participation on their well-being. We will also use successful case studies to encourage further volunteering.



Transport/Mobility Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√	√	√	√	√

Outcome Box

Roses Socialcare works with service users to maximise access to activities.

We support service users in the use of mobility aids and can offer access to specialist transport for our specially adapted day care centre and can organise transport for other visits.

Staff are trained in the use of mobility aids and lifting techniques so that service users are confident that they can get out and about. Our staff can also advise on new equipment that could support mobility. We can also provide access to a sensory room which stimulates mental capacity and well-being.

We will check this is happening through regular reviews and feedback from the service user, staff records of use of mobility aids and records of visits. We will also ask service users to suggest ways to improve access to activities.



Health Awareness/Promotion of Emotional Wellbeing Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√	√	√	√	√

Outcome Box

Roses Socialcare helps service users to remain or improve physical and emotional well-being. We consult with service users on their moods and identify ways to improve their well being. In response we developed activities including:

- Tailored exercise sessions to support mobility and fitness
- Confidence building sessions
- Skill share opportunities
- Advice on healthy eating and support in meal preparation
- Support on reducing risks such as substance abuse/obesity
- Support in developing and sustaining relationships
- Developing social skills and confidence
- Providing companionship (sitting service), a listening ear and referral to counselling as required
- Support in developing new interests
- Escorted hospital and doctor appointments and collecting prescriptions
- Social activities and visits

We will check this is happening through regular reviews and feedback from the service user, staff records and reports of participation in activities. We will also ask service users to assess the impact of participation on their well-being.



Enablement Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√	√	√	√	√

Outcome Box

Roses Socialcare encourages service users to do things for themselves, working alongside them until they are confident and safe. We help them achieve independence by:

- Providing challenge and encouragement
- Coaching and mentoring
- Providing support to help accomplish goals
- Supporting access to activities
- Introducing new opportunities
- Ensuring the opportunity to participate fully in community activity (including electoral)
- Liaising with agencies involved in the care of the service user to ensure the best possible equipment and support is available

We will check this is happening through regular reviews and feedback from the service user, staff records and records of participation in activities. We will also ask service users to assess the impact of participation on their well-being.



Education/Training Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√	√	√	√	√

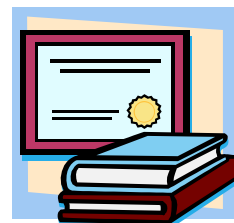
Outcome Box

Roses Socialcare provides social care apprenticeships and associated sector based training for staff and apprentices. Service users, depending on capability and eligibility, will be able to participate in this training as a way of supporting access to employment.

Additionally we will work with the service user to identify appropriate training in other areas and support access to courses at Barnsley College and with other training providers.

We will provide basic support in developing literacy or money management skills at our centre and basic personal care will be delivered on a daily basis as the need arises. Our centre has IT facilities and Internet access available to service users.

We will check this is happening through regular reviews and feedback from the service user, staff records, and records of participation in training. We will also provide records of any qualifications achieved.



Lifeskills including /budgeting and financial management outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√ (if combined disability)	√	√	√	√

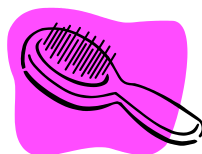
Outcome Box

Roses Socialcare sees its primary aim as supporting independent living and all support is designed to develop lifeskills and ensure that vulnerable adults avoid fraudsters and involvement with loan companies charging high interest rates.

Where appropriate, we will help service users with:

- Personal care eg personal hygiene, maintaining clean and tidy living accommodation
- Identifying safe routes to key locations
- Use of public transport
- Safe use and application of medication
- Support in links with public bodies
- Drawing up a weekly budget and associated shopping lists
- Developing money management skills by keeping records of all expenditure
- Saving for larger purchases
- Shopping visits
- Recording financial planning discussions

We will check this is happening through regular reviews and feedback from service users and staff records. Detailed financial records of expenditure undertaken on the service users behalf or when accompanied will be kept along with records of any financial planning meetings attended.

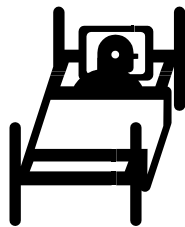


Other Outcomes

Physical Disability	Mental Health	Learning Disability	Autism	Other Vulnerable Adults
√	√	√	√	√

Outcome Box

For vulnerable adults who need care during the evening we offer evening activities at the centre or in the community eg cinema/ theatre or nightclub visits.
We offer a home evening service where we ensure service users are in bed, a sleep in service and an awake overnight service.
We will check this is happening through regular reviews and feedback from the service user and staff records.



Costing Model

Type of Service	Cost	Any additional cost / info
Low level preventative and early intervention services	£7/hr	Additional cost Transport and meals, if required
Individual support 1:1	£13.50/hr	Additional cost Transport and meals, if required
Building based activity	£ 8.00/hr	Additional cost Transport and meals, if required
Community group activity	£ 14.50/hr	Additional cost Transport and meals, if required Costs negotiable according to need
Specialist service	£80:00/day	Additional cost Transport and meals, if required Costs negotiable according to need