



RespiteBreaks

Your Home from Home

Easy Read Service User Guide

Respite Breaks Ltd

**8 Epwell Rd
Birmingham
West Midlands
B44 8DD**

Tel: 0121 274 0588



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Welcome to Respite Breaks Ltd



Respite Breaks Ltd was developed in 2019

We offer personalised and temporarily accommodation based in the community

We aim for high quality delivery of care and support within a homely environment

Location of Respite Breaks



- The home is in a residential area but is on a secluded plot and has its own space and privacy
- Easily accessible in a car or using public transport
- Close to all local amenities and in walking distance to local shops and bus stops
- Birmingham City Centre is only 5 miles away
- Star City is only 3 miles away
- Bus routes 907, 7 and 33 are close by and go to the city



Philosophy of Care

Our Aims at Respite Breaks are too –

Support choice

Offer skilled care

Encourage independence

Treat everyone equally

Respect privacy and dignity

keep everyone safe

Free from discrimination



Our Staff

All the staff supporting you will be -

Caring

Compassionate

Respectful



They will all have been interviewed and have a DBS to check they have not been in trouble with the law



All Staff will complete regular training to make sure they can do their job well

All staff will follow the homes policies and procedures and they will follow the rules.



When you come to stay with us at Respite Breaks, we will help support you with:

Personal care

Nursing care

All meals

Laundry

Room cleaning

Social activities

Visitors

Your Friends and Family can come and visit you at any time you want

They can call the home any time of the day to see how you are

If you cannot speak to them on the phone, we will take a message and make sure you receive it

All we ask is your visitors sign in and out of the visitors' book so we know who has been to see you and if they want to bring you something in like food can they check with the person in charge first



Communications

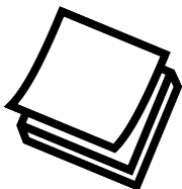
We will have a notice board in the home so everyone can see about special news, staff changes and events that are taking place

We will also tell you verbally or in writing if you have a message

You can use the telephone whenever you want, and a staff member will support you if you need help

If you want a private conversation on the phone you can also use the office phone

Respite Breaks has free internet so if you like going online you can have the wi-fi code and support if needed



Privacy and Dignity

We always want to respect your privacy and dignity

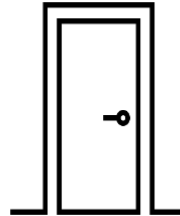
In your room you will have a locked cabinet so you can lock all your own belongings away

You will always have privacy when using the bathrooms and toilets

All information about you and your care will be stored away safely

The staff will always knock on your door before they come into your room

You should always feel comfortable asking for help at any time of the day



Complaints and raising an issue

Complaints can be made by anyone

You can make a complaint by verbally telling someone or by writing it down on paper

You will not be treated any different because you made a complaint

You can make a complaint to any of the staff who will pass it to the manager or nominated individual

We will support you in raising an issue however small they may seem

Our commitment to complaints

All complaints will be taken very seriously

You will get a response within 3 days after you have made the complaint

Action will be taken to rectify the complaint and you will be told about it

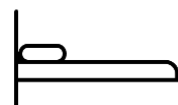
We will learn from the complaints

Accommodation

The home is very safe, and you will be extremely comfortable here

We will try to give you a room that suits you

When you come to stay at Respite, we would like you to bring photographs, favourite ornaments or other small items that help make you feel at home like a blanket or a teddy bear



Medication

When you come to stay at Respite Breaks you will bring all your medication (if you have any medication at all) for the time you will be spending here

We will support you to manage your own medication where possible with your GP's agreement

If you keep your medicines in your room, you will have a locked cabinet to put them in

If your medication is not in your room it will be stored in a safe, locked cabinet in the dining room

If you need help taking your medicines a trained member of staff can support you and make sure you take them at the correct time and the right amount



Personal Care

Your personal care and health care will be planned with you and with the staff members looking after you

Other professionals like your GP and nurse can also help plan your care whilst you stay with us

All your care will be put in your own individual Care Plan along with details about your regular activities and your daily routines.

You will be involved in all the planning of your own care and you will have a copy of it, or your family and friends can get a copy if you say they can



Preferences

At any time, you can discuss with a staff member any personal preferences that you have about your care

You can talk about your diet requirements, your social activities and about the people providing you care



Personal property

We would like you to bring personal possessions into the home, so it makes you feel more relaxed and we will look after your items as best as we can

Lockable space is provided in each room so you can keep your items safe

The home is insured so your property will be included in this

We will keep gates closed and locked when not in use and have CCTV cameras on the premises



Hobbies, Interests and Activities

You can tell us about all the exciting things you like to do, and we will try our best to continue to support you on these activities

There are arts and crafts, gardening and small projects that can be done whilst you stay at Respite



You can join in with all the activities but if you prefer not to then that is ok

If you have a religious practice, staff will support you to continue with your faith whilst at Respite

Meals

We have a choice of 4 different menus that include

- English Food
- Caribbean Food
- Indian Food
- Vegetarian Food

You can choose what foods you prefer based on your dietary requirements and what you like to eat

Healthy Snacks, drinks and smoothies are available whenever you want them

Meals will be offered on a preferred time and what is best for you



Car parking

There is a car park on site for you and your visitors to use



Smoking

Smoking is not allowed in the home but there is a designated area in the garden

Fire precautions/ fire safety

Staff will tell you what to do in case there is a fire at Respite

There are fire alarms around the home

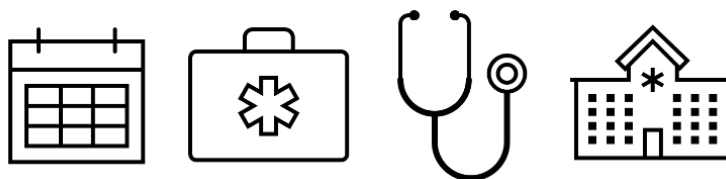
Fire tests will happen every Tuesday at 11am and staff will support you during this time

Lighters will be kept in the office locked away and there will be no candles in the home



Medical Services

If you have an appointment during your stay here with us at Respite, we will provide you with a staff member who can escort you there if needed



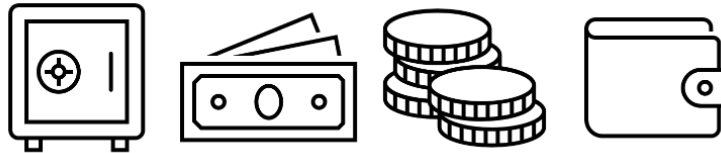
Fees and other charges

The fees for your placement will be agreed before you come

You may fund the service yourself or supported by a Social Services Department

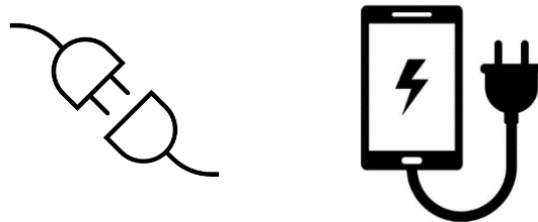
You can bring your own money if required for your own use and your money will be checked 2 times a day to make sure it has not gone missing or been stolen

All money will be kept in a safe place



Electrical safety

If you bring any electrical items into the home like a phone charger or tablet it must be checked over by the maintenance department to make sure they are safe



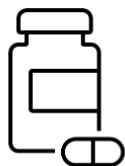
Services users checklist

Please bring your own clothes, shoes, and toiletries with you

We have our own laundry and will make sure your clothes are looked after

We can provide towels if you want to use them, if not you can bring your own

It is important that you bring with you items such as –



And anything else you use when you are at home that will make your stay at Respite more comfortable

Inappropriate behaviour

We at Respite Breaks are committed to preventing inappropriate behaviour

Should you ever feel concerned or worried you should talk to someone immediately or use the complaints procedure

You will be kept informed

Quality Assurance

The home is registered and inspected by CQC (The Care Quality Commission) and we will have regular inspections to make sure the home is safe for you

If you have any concerns about Respite Breaks Ltd you can contact CQC

Useful Contact Information

Ela Ksiazkiewicz (Registered Manager) 0121 274 0588