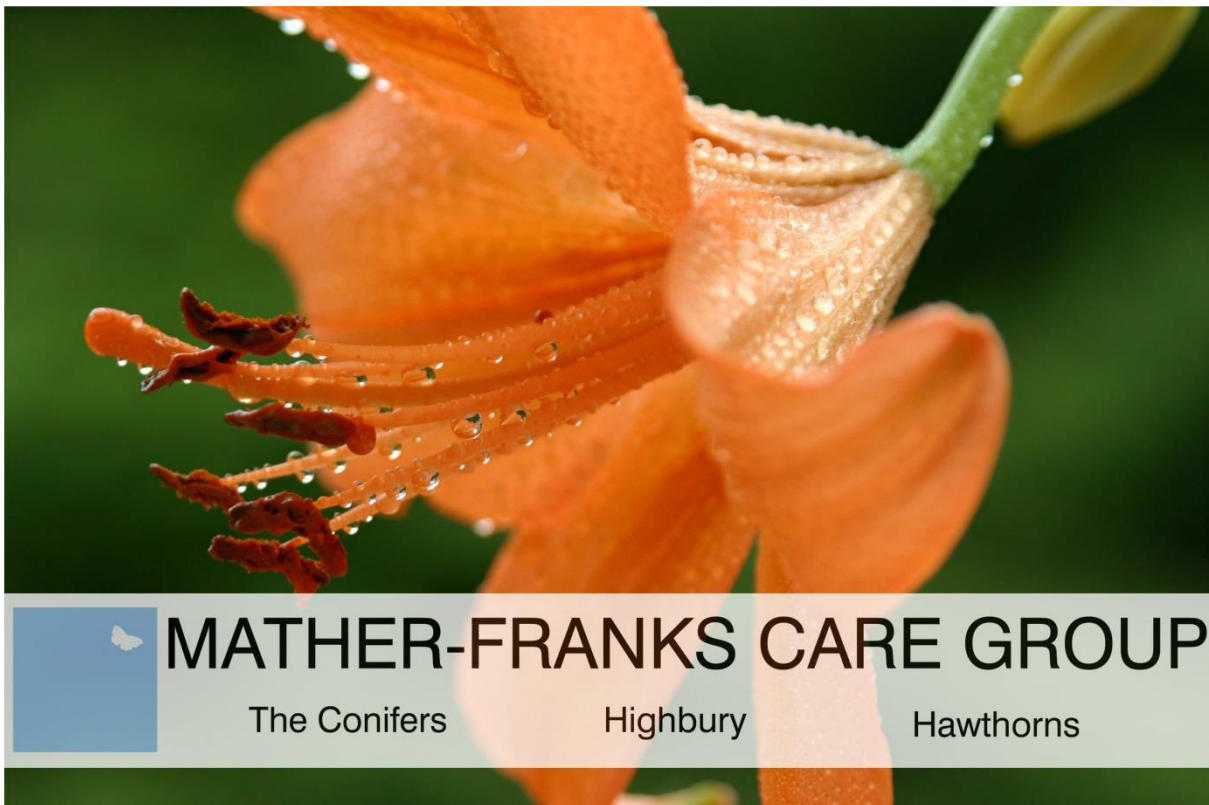




# Your guide to our services



Last updated: 06 August 2015



## Living Life

This booklet is designed to give you some information about our group of care homes, to help you to decide whether or not you would like to move here, and to help you to settle in quickly if you do.

This information is available in a variety of formats on request, including:

- large print
  - Braille
  - pictures
  - translations into different languages
  - Makaton
  - video DVD

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## About our homes

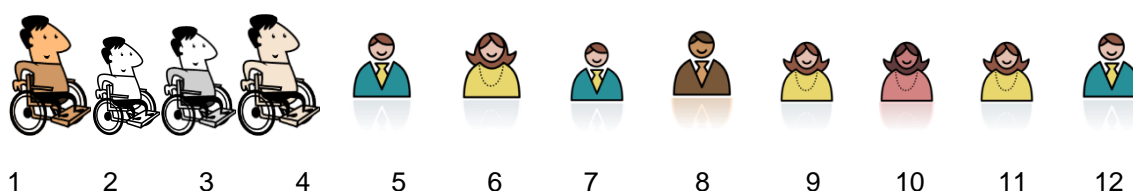
We provide residential care to adults with learning disabilities, who may have a number of other additional needs. We have three care homes in close proximity to each other in the popular east Northamptonshire town of Rushden. Our three homes are:

### THE CONIFERS

Address:	1A Lodge Road, Rushden, Northants, NN10 9LA
Telephone:	01933 77 90 77
Email:	<a href="mailto:conifers@mfcaregroup.com">conifers@mfcaregroup.com</a>
Registered Person:	Mrs Marie Mather-Franks
Registered Manager:	Mrs Claudia Atkins
Number of Places:	12
Physical Disability too:	Yes, up to 4 persons may have an additional physical disability.



The Conifers is a residential care home for adults with additional needs (without nursing care), located in a large detached property. The Conifers has been extended over the years providing spacious and fully accessible living space. Upstairs, there is a bathroom, shower room, 2 toilets, 4 single bedrooms and a twin bedroom, each with wash facilities. Downstairs, there are 2 single bedrooms, and 2 twin bedrooms each with wash facilities, 2 toilets, a wet-room and a shower room. Outside, there is an accessible outside area, and a garden with mature plants and trees.



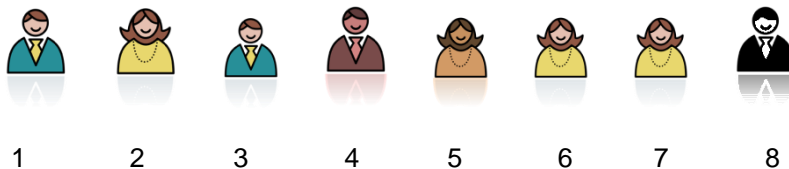
# HIGHBURY

Address: 114 Irchester Road, Rushden, Northants, NN10 9XQ  
Telephone: 01933 39 55 11  
Email: [highbury@mfcaregroup.com](mailto:highbury@mfcaregroup.com)  
Registered Person: Mrs Marie Mather-Franks  
Care Manager: Miss Lisa Watford



Highbury is a residential care home for adults with learning disabilities set in large detached property in Rushden. Highbury features a large, three storey purpose built extension providing spacious and fully accessible living space. On the ground floor there is a large living space, with dining areas, relaxation areas and a TV/group area. There is also a fully accessible toilet. The patio doors open out onto a large patio area, overlooking the expansive

beautiful grounds containing a sensory garden, vegetable patch and a variety of animals including hens and rabbits. Benji is our friendly pet cat who lives with the service users at this house. Upstairs, there are eight single bedrooms, each with washbasins, and there is also a bathroom, totally refitted in 2015. On the lower ground floor, there is a Day Centre, used by Service Users from the home, and from the other two homes in the group (The Conifers and The Hawthorns), providing opportunities for creativity, socialising, learning and development.



# HAWTHORNS



Address: 86 Wymington Road, Rushden, Northants, NN10 9LA  
Telephone: 01933 77 88 43  
Email: [hawthorns@mfcaregroup.com](mailto:hawthorns@mfcaregroup.com)  
Registered Person: Mrs Marie Mather-Franks  
Manager: Miss Vicky Jones



The Hawthorns is a residential care home for adults with learning disabilities, located in a large detached property. The Hawthorns has been extended and adapted over the years providing spacious and fully accessible living space. Upstairs, there is a bathroom and 3 single bedrooms, all with their own en-suite facilities. Downstairs, there are 3 single bedrooms, all en-suites and a wet-room with toilet and shower facilities. Outside, there is a large accessible outside area, and a

garden with mature plants, trees and a well-stocked vegetable patch.

We pride ourselves in operating a small, family run group of homes with a family unit feel to them, providing bespoke care packages to meet an individual's exact needs. The layout of the homes has been specifically designed to enable all of our Service Users to live fulfilling lives, promoting independence, and as full members of the community, in a safe and secure environment.

# HIGHBURY Day Resource Centre

We have also developed our own day services provision to provide activities and opportunities for our service users to make use of where they do not have access to or choose not to use alternative day care providers. This is based on the lower ground floor at Highbury and is fully accessible to wheelchair users. The day centre is managed by Richard Hull who has an autistic younger sibling and has a background in Art. The day centre makes full use of the resources available in our local community and service users spend a large amount of time being supported to access those facilities and develop life skills. Service users are supported to enrol and complete educational courses and employment opportunities where possible. We also have a sensory room and provide a range of activities from arts & crafts and relaxation, right through to bowling, gardening and animal care.



# The Local Area

Rushden is a mid-sized town, located about 10 minutes away from Wellingborough, and 20 minutes away from Northampton by car. In Rushden itself, there is a bustling High Street with a variety of shops, ranging from small local producers, to national chain stores. We also make lots of use of the Leisure Centre with the swimming pool, with specially heated sessions for disabled users.

Other amenities in Rushden itself include:

- Hall Park, with historic Hall, once home to the Pembertons and H E Bates
- A fully accessible library
- Bus services
- Transport Museum
- Bingo hall
- Mencap Clubs
- Theatre
- Colleges and places of further education
- Sports & leisure facilities
- Day centres
- Cafés, restaurants & popular fast food outlets
- Doctors
- Dentists
- Other health care clinics
- Variety of churches and places of worship
- Citizen's Advice Bureau and local council offices
- County walks and picnic areas



Further afield in Wellingborough and Northampton, you can find the following:

- Cinemas (Cineworld, Odeon & Vue)
- Nationally accredited theatres
- Ten Pin Bowling
- Transport links to London and beyond
- National Heritage sites
- Wider range of shops and restaurants
- General Hospitals
- Concert Halls
- Silverstone Racing Circuit



## Services, support and facilities

We provide you with bright, spacious and comfortable living accommodation, all aspects of care, including personal care, and all meals and drinks. Hot and cold drinks and snacks are readily accessible throughout the day and we can provide you with support to access these if needed, at all times thinking about your dignity and right to choice.

We cater for special dietary requirements and offer wholesome and nutritious home-cooked food. Our Service Users plan our weekly menus, with staff on hand to offer advice on creating balanced meal choices.

The flexible living accommodation offers space for dining, for quiet relaxation, and for joining in with activities. A full range of activities are on offer, designed to meet the individual and very different needs of all of our Service Users.

Most activities outside the home will have an additional cost. We can support you to manage your finances and to make your own spending choices.

We want you to enjoy living at our care homes and make it your own home. We are here to help and support you to live an independent life as possible, whilst helping you to keep safe and healthy. We are able to communicate with you in a variety of methods, including Makaton, and we will listen to you and your views.





# Team Work

We work closely together with other professionals involved in your care to ensure that you have a highly detailed care plan, which takes into account all of your individual needs and results in you getting personalised care tailored to your exact requirements.

We work closely with:

- your family and friends
- GPs
- consultants at Kettering General Hospital, Northampton General Hospital and further afield
- speech & language therapists
- physiotherapists
- podiatrists
- specialist nurses
- occupational therapists
- independent advocates
- social workers
- care managers
- local NHS teams
- dentists
- local mental health services
- local churches and religious organisations
- community leaders
- local leisure facilities

to provide you with a totally holistic care package.

We work with you and with others to ensure that the care you get in the home is what is right for your individual needs. Where possible, you are in control of shaping your care package. Where you need support to do this, we involve your families and friends who know you well and know what you like and need. In the instances where this family support is not available, we have access to a team of local independent advocates who will support you to reach decisions.

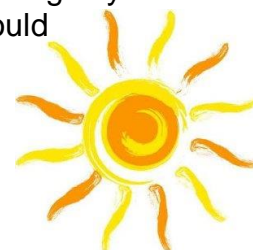


## Mental Capacity and Best Interests

We regularly carry out and document mental capacity assessments on specific decisions that need to be made from time to time. Where this assessment indicates appropriate, we facilitate best interests decisions with other key people involved in your care.

## Deprivation of Liberty Safeguards (DOLS)

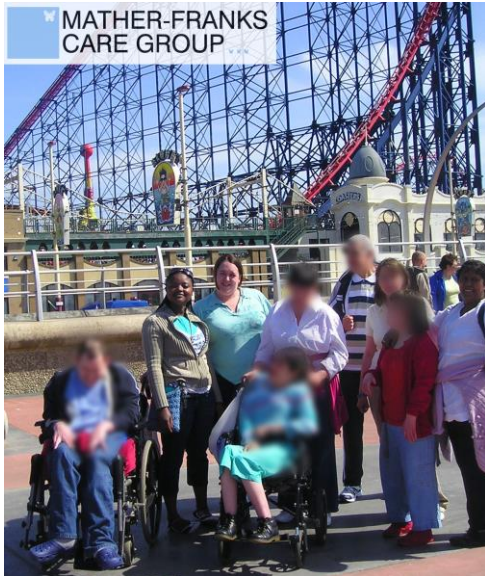
We have a DOLS authorisation in place for service users at all three care homes which was sought after the Cheshire Ruling. This enables us to keep you safe by locking doors when appropriate to do so and by accompanying you on visits outside the home where this would be necessary to keep you safe from harm. It also enables us to check on you during the night to make sure you are comfortable and to tend to any needs. We also work with local DOLS teams to put in place specific safeguards for other measures which have been formally assessed as being in your best interests, for example bed sides for particular service users who would otherwise fall out of bed and injure themselves without them.



## Holidays

We have always enjoyed supporting service users to travel and visit other places in the UK and abroad. We have taken large groups to Spain and Tunisia and accompanied small groups of service users as far away as Disney World Florida. We also make use of specialist disabled friendly holiday accommodation in the UK at places such as Blackpool and Great Yarmouth. We can support service users to research and book their own alternative holidays with independent disabled travel providers. Important decisions like these are always made with family or advocate involvement and are agreed in advance by your financial appointee.





## Activities

We support you to access a wide range of activities both in the homes and also in the community. Activities are tailored to specific needs, abilities and personal preferences and include:

- life skills
- swimming
- shopping
- country walks
- pubs

- cafés
- cinema
- bowling
- discos
- gyms (Mac Club)
- arts and crafts
- cookery
- fishing
- growing veg and gardening
- trips to tourist attractions
- themed dinner nights and fun activities for Chinese New Year, Diwali, 4<sup>th</sup> of July, Bastille Day and Halloween
- Easter and Christmas celebrations, parties and carol concerts
- our own Summer Garden Party and Christmas Party for you, your families and friends and your carers and their families.



## It's a family thing

We pride ourselves on being a family-run service provider with family values at the heart of everything we do. We access external and in-house specialist services as needed but specialise in providing a bespoke and personal care experience in a family environment. Our homes are like large families, with a dynamic mix of abilities and personalities. Understanding each others' needs is key and we work together to provide a happy and relaxed living environment with both plenty of personal space and opportunities to work, have fun and relax with others. Our homes are not run like hotels or large care services. It is your home and you shape how you would like that experience to be. We have weekly residents meetings. Here we support you to think about:

- what meals you would like to see on the menu the following week
- what activities you would like to do
- feedback on staff selection and development
- discuss improvement ideas for the home and any complaints or things that you are unhappy about
- raising awareness of abuse, what could constitute abuse and talking about any concerns you have about yourself or about something you saw or heard in the home, at your day service or in the community
- sharing your own news with others and celebrating achievements.

We use a variety of communication tools including Makaton, objects of references and pictures to enable to you make choices and be understood. We encourage more able service users to think about what less able service users might be thinking or would prefer.

We receive many positive compliments about the family environment that we foster in our homes. Our staff are a very important part of that family and treat each other with respect and support. We invest time and resources into training our staff and providing them with career development opportunities. We have a stable team of carers and nurses who stay with us for years (most over a decade) maintaining continuity of care and building relationships with our service users.

We have a diverse team of male and female care and nursing staff from various ethnic backgrounds and religions, with wide ranging interests.

We will support you to continue to be a valued member of your own family. You are welcome to have visitors at any reasonable time. We will help you to write letters, make phone calls and send emails.

family



# CHC NHS Clients and Health Care Needs

We offer placements for:

- privately funded individuals;
- local authority funded clients;
- Continuing Health Care funded patients; and
- clients funded by a combination of the above.

Our regular staff team include UK registered senior nurses at all three care homes. Many other team members are also trained and qualified nurses from abroad. We can provide knowledgeable support with health care needs on a range of health issues including epilepsy, diabetes, dementia, Parkinson's, mental illness, brain injury, asthma, allergies, stomas, catheters, skin care, behavioural and cognitive disorders, autism, Asperger's, Down's syndrome, cerebral palsy, spina bifida, nutrition and controlled drugs.

We can cater for a full range of physical abilities. Where possible we promote independence and retention of skills for as long as possible through the use of mobility aids together with prompting and encouragement. We also have hoists on site to cater for clients who are fully dependent for all their mobility needs. We have our own Safer People Handling Assessors at each home, qualified to assess needs and equipment and put in place safer people handling plans as and when needs change. Our own mini-bus is equipped to allow the safe and comfortable transporting of customers in wheelchairs and our drivers are MIDAS qualified.

We have framework agreements in place with a number of NHS commissioning trusts and we are happy to lead the process in securing funding with other NHS areas for new and existing clients where there are clear ongoing health care needs.

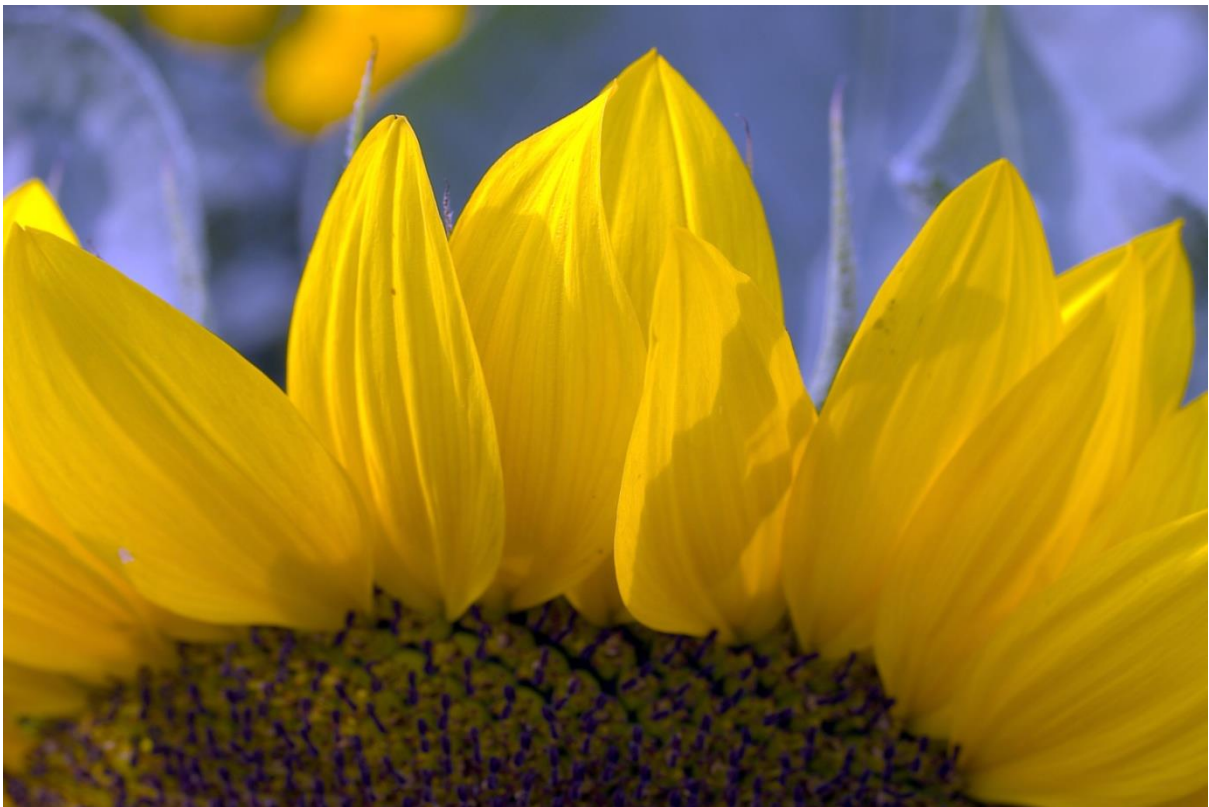


## My room

It is very important that you feel at home, and that your bedroom feels like your own private space. We will help you to achieve this.

All of the bedrooms are decorated in bright, cheery and individual styles. Furniture is personalised, and you can bring your own furniture if you like. Many Service Users chose to decorate their rooms with photographs of friends and family, posters and art work.

When re-decoration is due, Service Users choose the colours and styles to be used for their rooms.



## Our philosophy of care

We aim to provide our Service Users with a secure, relaxed and homely environment. Your care, well-being, rights and comfort are what we care about the most.

Our carers will strive to preserve and maintain your dignity, individuality and privacy, within a warm, safe and caring atmosphere and we will always be sensitive to your ever changing needs.

We will look after all of your needs (be they medical, therapeutic, cultural, psychological, spiritual, emotional or social) and you are actively encouraged to shape your own personalised Care Plan, with the support and involvement of your family and friends or independent advocate.

All of our care staff are appropriately trained and qualified to deliver the highest possible standards of care. We implement a continuous programme of staff training to ensure that we maintain these high standards, in line with the latest developments in care practices laid down by legislation, regulations and the Care Quality Commission's Fundamental Standards (previously the National Minimum Standards and Essential Standards).

We offer a programme of activities designed to encourage mental alertness, promote self-esteem, social interaction and independence, helping you to meet your full potential. At the heart of everything we do, are our Core Values, which are fundamental to the philosophy of our home. Our Core Values of Care are:

**PRIVACY**  
**DIGNITY**  
**RESPECT**  
**INDEPENDENCE**  
**CHOICE**  
**FULFILMENT**  
**EMPOWERMENT**  
**ACHIEVEMENT**





# Our Core Values



**PRIVACY**



**DIGNITY**



**RESPECT**



**INDEPENDENCE**



**CHOICE**



**FULFILMENT**



**EMPOWERMENT**



**ACHIEVEMENT**

## Key people

You will be looked after by a team of dedicated and caring staff. You will have your own key worker who will have additional responsibility in developing your Care Plan with you, as your needs develop.



The owner (responsible person) of the home is Mrs **Marie Mather-Franks**. She is a registered nurse and opened the first of the care homes in 1984. She has cared for some of her service users for over 30 years, having previously looked after them in NHS provision and fostering services from childhood and adolescence. Marie has nurtured a supportive family environment in her homes and has strived to promote the rights of people with learning disabilities in her local area.

The Registered Manager at The Conifers is Mrs **Claudia Atkins**. Claudia has been the registered manager here since 1995 and has developed strong links with the local health and support services.



**Vicky Jones** manages the Hawthorns on a day to day basis and has been with the Mather-Franks Care Group for over 15 years.

Highbury is managed on a day to day basis by **Lisa Watford** who has also been with us for over 15 years. We pride ourselves in having staff who chose to stay with us for many years, developing their skills and strengthening relationships with our service users and their families.



# Our Service Users & Us

## Our Aims and Objectives

We pride ourselves in offering a highly professional care service tailored to meet your individual care needs.

We offer places to both men and women, from any cultural, religious, racial or sexual background.

Our staff support our Service Users to lead happy and fulfilled lives, achieving their full potentials, enhancing their quality of life. Care plans are individually tailored using person-centred techniques, and with great attention to detail.

We offer residential care, including accommodation, all food and drink, personal care, nutritional care, activities and other support you need.

Our **Core Values** are at the heart of everything we do.

For example:

**PRIVACY** Being able to be alone, free from intrusion or disturbance is a basic human right that we can all expect to enjoy. As well as time alone, consultations and discussions can always take place in private, when needed.

**DIGNITY** We understand our Service User's needs and treat them with respect. Personal care and any other assistance you need is always carried out in a dignified manner.

**INDEPENDENCE** We encourage those in our care to do as much for themselves as possible. Our role is to assist them with those things they are unable to or find difficult to do for themselves. From time to time we will have to accept varying degrees of risk for those in our care whilst exercising their independence and will note such circumstances in the care plan.

**CHOICE** We encourage and actively support those in our care to exercise as much informed choice and make as many decisions for themselves as possible regarding their lives, thereby contributing to their autonomy and fulfilment in life.

**FULFILMENT** We enable our Service Users to realise their own goals, supporting them to achieve these aims in all aspects of daily living.

## Your Rights

Rest assured that all of your rights are respecting, including all of the following:

- independence
- choice
- dignity
- privacy
- confidentiality
- self esteem
- fulfilment
- respect
- access to services
- access to information
- consultation
- involvement
- professional advice
- safety
- right to take risks
- to complain
- emotional needs
- physical needs
- spiritual needs

## Our Purpose

Our purpose is to provide consistently high standards of professional care in order that those for whom we care for can live as fully as possible where their individuality, independence and dignity are respected and upheld.

Our purpose is to actively promote the total wellbeing of those we provide care services for in order that they lead as fulfilled a life as possible.

## Advocacy

We can help you to access local advocacy services, to help you make your voice heard, and we work together with the following organisation:

Advocacy Northamptonshire (IMCA service) Telephone: 01933 664 800

# The Care Quality Commission

This is a National body, which regulates the conduct of Residential Care Homes in England and ensures that they meet the Fundamental Standards in the way in which they are run. You can contact them at the address below, and please ask if you would like to see a copy of the most recent inspection report. They are also available from our website.

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4WH



Telephone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## Key terms and conditions

Our legal relationship with you will be governed by a personalised contract. A sample contract is available in the Home Information Folder. Here is a summary of some of the main terms and conditions:

### Equal Opportunities

We aim to satisfy the needs of Service Users by providing equal opportunities irrespective of sex, age, marital status, racial or ethnic origin, physical disability or sexual orientation.

### Services

We shall provide accommodation, food, light, heat, laundry and all necessary personal care as would be provided by a residential care home.

### Payment

Payment shall be made, monthly in arrears, to cover the provision of all services. Fees shall be reviewed from time to time.

## Termination

The agreement can be terminated by either the Service User or the home, on giving 4 weeks' written notice. Should a Service User leave the home without giving the required notice, payment in lieu of notice at the normal weekly rate shall be payable. The home may give notice to a Service User to leave the home upon:

- the non-payment of fees;

- the home becoming unable to meet the needs of the Service User, following appropriate expert advice; or
- any circumstances or behaviour from the Service User which is detrimental to the home or the welfare of other Service Users.

## **Trial Period**

The first 4 weeks shall be regarded as a trial period.

## **Personal Extras**

The Service User shall provide from their own resources for items such as hairdressing, newspapers, clothing, toiletries, luxury or personal items.

## **Insurance**

The home's insurance will cover normal personal belongings of the Service User in the home, highly valuable items need to be covered separately.

## **Our fees**

Fees for our services are payable monthly, in arrears. You can pay for your care privately, in which case you, or someone on your behalf (e.g. a relative) will be responsible for the payment of your fees.

Alternatively, your fees may be payable by a local county council (social services) or by NHS Continuing Health on your behalf, in which case, they will be invoiced directly.

Fees are reviewed on a regular basis and are usually increased on an annual basis.

## **How to comment and complaint**

We welcome complaints and comments from Service Users, their families, their representatives and our own staff. We hope that you will be very happy with the service that we provide, but if for any reasons you have any concerns, please speak so someone.

If you feel it is necessary to raise a concern, please:

- raise your complaint as soon as possible, with the member of staff on duty at that time, or with your key worker.

Staff will try to find a solution straight away, through frank and open discussion. If the situation is not resolved to your satisfaction, please make a formal complaint, or ask someone to do this for you.

If you wish to make a formal complaint, we will acknowledge this in writing within 3 days, and then investigate fully. We will give you a full written response within 28 days and hopefully resolve the situation to your satisfaction. If you are still not happy, you will be referred to other people that you can speak to. All Service Users are given a booklet called "How to Complain" and further information is available in this booklet in an easy to understand picture format.

## Useful contacts

### Care Quality Commission (CQC)

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4WH



Telephone: 03000 616161

### Social Services

The Adult Care Team  
Customer Service Centre  
John Dryden House  
Northampton  
NN4 7YD  
Tel: 0845 124 4500  
Email: [acss@northamptonshire.gov.uk](mailto:acss@northamptonshire.gov.uk)



### Health Authority

NHT Patient Advice and Liaison Service Manager  
Sudborough House,  
St Mary's Hospital,  
London Road,  
Kettering  
NN15 7PW  
Telephone: 01536 494130



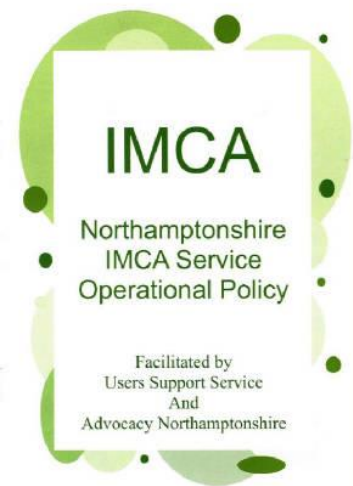
### General Social Care Council

Myson House  
Railway Terrace  
Rugby  
CV21 3HT  
Tel: 01788 572119  
Fax: 01788 532474



## Advocacy Northamptonshire

Advocacy Northamptonshire  
3 Tower Court  
Irchester Road  
Wollaston  
Wellingborough  
NN29 7PJ  
E-mail: [karen@dpan.co.uk](mailto:karen@dpan.co.uk)  
Telephone: 01933 664800  
(Office Hours 9.00am to 5.00pm)  
Fax: 01933 664934



## Disabled People's Alliance Northamptonshire

DPAN  
3 Tower Court  
Irchester Road  
Wollaston  
Wellingborough  
NN29 7PJ  
E-mail: [wendy@dpan.co.uk](mailto:wendy@dpan.co.uk)



**Mather-Franks Care Group**  
**Highbury**  
**114 Irchester Road**  
**Rushden**  
**Northamptonshire**

**Telephone: 01933 39 55 11**  
**Email: [highbury@mfcaregroup.com](mailto:highbury@mfcaregroup.com)**  
**Website: [www.mfcaregroup.com](http://www.mfcaregroup.com)**