



# ***Alexandra House & the Courtyard Project Resident's Guide***



Registered Office: 05035690  
Alexandra Homes(Bristol Ltd  
250 Wells Road, Knowle  
Bristol, BS4 2PN

## **Contact Details:**

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Bristol BS4 2PN**

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**Thank you for considering Alexandra House. The information contained in this guide provides details of our home and the services we offer our residents.**

**Please read the information carefully and share its contents with your relatives and your social worker. If you have any questions about the contents, please discuss them with the Home Manager who will be able to answer them for you.**

**If the guide needs to be in larger print or translated into a different language or put onto a computer or audio format, we can arrange this.**

# **CONTENTS**

1. Who Will Benefit
2. Our Ethos
3. Our Aims
4. The Environment: Alexandra House & The Courtyard Project
5. Staffing Levels & Staff Training
6. Fees
7. Introductions and Settling In
8. What We Offer
9. Quality Objective
10. Consulting with Residents
11. Religious Observance
12. Complaints
13. Resident's Care Plans
14. Privacy and Dignity
15. Meals
16. Laundry
17. Visitors
18. Telephone Calls & Internet Access
19. Post
20. Electrical Appliances
21. Smoking
22. Fire Regulations
23. Medical Care
24. Pets
25. Newspapers
26. Holidays
27. Insurance
28. Restrictions within the Home
29. Termination of the Placement
30. Directions.

## **Who Will Benefit:**

Our homes are for adults with Asperger Syndrome and related conditions, who require additional time and high levels of support in order to learn appropriate ways of dealing with their condition and to be able to transfer skills and knowledge into ways of dealing with other people and situations of every day living. Alexandra House can take up to 16 residents, with up to 14 residents living in the main house and 2 living in the two supported independent living units. Some facilities may be shared to enhance opportunities for socialization and personal development e.g. transport and resource rooms. The home can cater for residents of either gender, within the age range of 18-55 years. We will consider older residents if they are able to actively take part in the programmes we offer and, in line with Alexandra Homes' Referral Criteria.

## **Our Ethos:**

We believe people with Asperger Syndrome have many unique and specialist talents. We firmly believe that with appropriate and high levels of support, guidance, supervision and encouragement, people with Asperger Syndrome can be integrated into the community to a much greater degree.

## **Our Aims:**

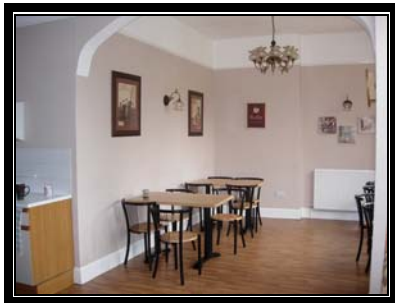
Our main aim is to work with and support our residents to become active and valuable members of the community in which they live, and to develop a range of skills to enable them to grow in confidence, build their self-esteem and therefore giving them greater independence to integrate into the local community. We aim to provide a positive, friendly and family environment, which is flexible enough to meet the needs of the individual and the group. To achieve our aims, we will provide the following:

- An individual approach and packages of intervention based on individual assessments and on-going evaluation.
- Create opportunities for our residents to express and develop their individual identity, in accordance with their welfare, safety and protection.
- Promote staff training and development to ensure our staff team have the appropriate skills, knowledge and understanding to deliver specialist packages of care.

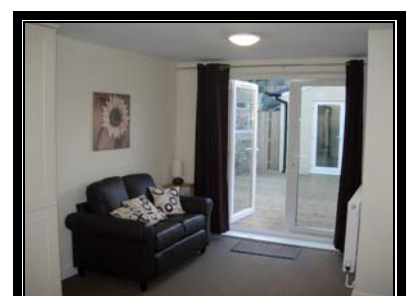
## The Environment: Alexandra House:

The home is a large Victorian house, with two additional, purpose built, independent units called The Courtyard Project.

The home is exceptionally well maintained and has many outstanding features, creating a very pleasant living environment. The home is decorated to a very high standard throughout, and all bedrooms have en-suite facilities. The home is very well located to public amenities, including local shopping and recreation centres, which are in easy walking distance. There is also a bus stop right outside the home with direct links to the City Centre and local colleges. The home is ideally located to take full advantage of local facilities, allowing the opportunity for residents to become fully active members of the local community.



The Courtyard Project consists of two purpose built units located in the grounds of Alexandra House, which have their own bathroom, bedroom, open plan lounge/kitchen and patio/garden area. The Courtyard Project has been developed to enable assessed residents, who have normally spent a period of time in the main house, to have the opportunity to develop their independent living skills through a fully supported, stepped programme of support and intervention. The main purpose of the project is to prepare residents, who have been assessed as having the potential to move on to a greater degree of independence within the community, to 'move on' with appropriate levels of risk taking. Residents of the Courtyard project will remain part of the Alexandra House community and they will continue to have access to the staff support, social networks and safety and security it provides.



## Staffing Levels & Staff Training:

To ensure appropriate levels of support, progress and development for all residents, staffing levels will be high enough to reflect their identified needs and will be in line with the requirements of referring authorities. Staffing levels will also take account of risk assessments in relation to activities and other areas identified in individual Support Plans, to ensure safe staffing levels are maintained at all times. In normal circumstances, staffing throughout the nighttime hours (between 10:30pm and 8:00am) reduce accordingly to reflect residents normal sleeping patterns. Where the need arises, because of illness or changes to support needs, staffing levels will be reviewed and changed appropriately, which will be documented in the resident's Support Plan / Risk Assessment.

We have experienced teams of staff, who are trained to a minimum of a level 2 Diploma in Health & Social Care, and many of them will also have specialist knowledge of Asperger Syndrome. All staff are inducted, trained, supervised and appraised through our own Nationally Accredited Training Centre, which is registered with City & Guilds and approved to deliver Diplomas and other qualifications in the area of Health & Social Care, under the Qualification Credit Framework. The Registered Manager is a qualified Social Worker and has a Bachelor of Science (Hons) Degree in Social Policy, with over 30 years of experience in residential care. The General Manager has a Degree in Psychology and an NVQ level 4 in Management and also has significant residential experience and specialist knowledge of Asperger Syndrome.

A programme of training and professional development is in place for all staff, which includes training in non-abusive psychological and physical intervention, provided by NAPPI UK, accredited through BILD (British Institute of Learning Disabilities) and relevant to the training of staff who work with people with Autism. In addition, we also provide staff with training on a range of other areas including Mental Health Awareness, Safeguarding, The Mental Capacity Act and Deprivation of Liberty Safeguards, as well as many other areas. Three attached, Specialist, consultants also visit the Home on a monthly basis to provide staff support, guidance and training in their respective disciplines of, psychiatry, psychology and sexual awareness and relationships.

### Investor in People

Alexandra Homes (Bristol) Ltd has been assessed by Quality South West and was awarded with the Investor in Standard in December 2008, in recognition of the continuous professional development and training of staff. This was re accredited in May 2012 and again in July 2015.



## **Fees:**

Our fees are individually set and based upon assessed need in terms of staffing requirements and any intervention programmes required. All fees cover basic packages of care; any costs for specific therapy programmes required will be identified separately and all fees will be discussed with placing authorities in detail at the point of referral. Fees currently being charged range from £1500 to £2500 per week.

## **Introductions and Settling in:**

Before making any decision to accept a place with Alexandra Homes, all potential residents, and their family / representatives will have the opportunity to view the home and meet with other residents and staff. As part of this introductory process there will also be the opportunity to discuss how the Home can meet the resident's needs and view the room where the resident will live. All placements offered will be on the basis of a minimum three month's 'settling in' period, which will be followed up with a review of how the placement is progressing.

## **What we Offer:**

To support and promote our resident's independence and to enable them to achieve their full potential, we will offer a range of support, activities and facilities, which include:

### **Staffing**

- Appropriately, skilled and qualified staff
- High staffing levels and tailored one to one support
- On-site Counsellor
- A Person-Centered Plan approach to care and support

Alexandra Homes (Bristol) Ltd is registered as a centre with City & Guilds to deliver a range of short courses and vocational qualifications.

### **Social Development / Personal Interests**

- Horse Riding
- Cinema & Theatre Trips
- Recreation Clubs / Discos
- Sports & Leisure activities
- Craft & Games
- Computer Facilities
- Trips Out - Bowling, Skating, etc
- Outdoor Pursuits
- Holidays (At least one weeks holiday a year)
- Pub Trips / Eating Out
- Cultural Development – Celebrating a variety of festivals, music and the arts
- Religious / Spiritual Participation (Of resident's choice)
- Personal Hobby Promotion (e.g. Going to football matches)

### **Education / Life Skills**

- Work Experience (Supervised / Unsupervised, as appropriate)
- College Links (Depending on Assessed Need)
- Independence Training – (Personal safety, cooking & domestic, health & hygiene)
- Road Safety
- Keeping Safe
- Basic Numeracy & Literacy Skills
- Understanding Individual Rights
- Employment Opportunities



## Quality Objective:

Alexandra Homes is primarily concerned with ensuring that the highest individual care is provided for each resident.

Residents at Alexandra Homes are assured that the following rights will be promoted:

- THE RIGHT to be fully involved in and informed about the assessment of individual needs and continuing personal care planning.
- THE RIGHT to retain personal independence and choice, including the right to make their own decisions and care for themselves where appropriate.
- THE RIGHT to have personal privacy respected, including mail and personal belongings.
- THE RIGHT to have cultural, religious and emotional needs respected.
- THE RIGHT to have social and political needs accepted and respected.
- THE RIGHT to mix with other people in the community whether by going out of the Home or by inviting friends in.
- THE RIGHT to expect staff to have appropriate skills and display sensitive care so as to achieve the highest quality of life.
- THE RIGHT to choose his/her own GP practitioner, dentist and optician and the opportunity to consult with them in private.
- THE RIGHT not to be moved without consultation.
- THE RIGHT to have full information on how to gain access to the statutory complaints procedure and to be represented by a friend or advocate if they wish.
- THE RIGHT to information and consultations on decisions affecting welfare, including daily living and to participate in any discussions on proposed changes.

Additionally, the Manager, Directors and senior staff at Alexandra Homes hold weekly meetings to discuss resident's care and ensure that the highest standards are being met.

## **Consulting with Residents:**

- A house meeting for all residents is held once a month, which all residents are encouraged to attend. Residents can raise any issue they feel to be important and the manager (or Senior Care Worker) will personally respond to each issue raised before the next meeting.
- Each resident has the opportunity to contribute towards their own review, every 3 months.
- A variety of consultation events are set up in formal and informal settings to ensure that there are a range of opportunities for residents to have a voice.

## **Arrangements to attend religious services:**

- Arrangements for religious observance are made on an individual basis for every resident. This will be done during planned meetings and subsequently at the regular reviews that all residents must have.
- The staff will enable, as far as practicable, each resident to attend appropriate religious services, receive appropriate religious instruction and observe religious requirements (e.g. dress, diet, festivals). Specific arrangements will be worked out with each resident and be recorded as part of the placement agreement.

## Arrangements for dealing with complaints:

Each resident, on admission to the home, will be issued with copies of complaints and representation forms (in line with Alexandra Homes' Complaints Procedures) and advised how to use them, and given support, if necessary, to make a complaint.

Residents can make a complaint to any member of staff, at any time, who will try to resolve any issues or concerns very quickly. With any complaint the following procedure will apply:

- All complaints will be listened to and taken seriously.
- Staff will look into your complaint and will try to resolve matters quickly, usually on the same day and they will get back to you with an outcome.
- If your complaint needs to be looked into further and checked out, you will be advised of this and kept informed of what is happening. This should not take any longer than three days.
- If you are not happy with the outcome you can ask a senior member of staff or the Manager look at the complaint again.
- Any serious complaint or complaint about the Manager can be dealt with by contacting the Responsible Person, who is overall responsible for running the Home. The Responsible Person can be contacted at the Head office for Alexandra Homes, which is listed below.
- You may also raise any concern or complaint with the Care Quality Commission (CQC), who regulate and inspect the Home. The address for CQC is listed below.

### Contact Details:

Gordon Rowe The Responsible Person Head Office Alexandra Homes (Bristol) Ltd 250 Wells Road Knowle Bristol BS4 2PN <b>Tel: 0117 9778423</b>	Regulation Inspector Care Quality Commission Citygate Gallowgate Newcastle Upon Tyne NE1 4PA  <b>Tel: 03000 616161</b>
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## **Arrangements for dealing with resident's plans:**

The situation of residents is reviewed at regular intervals and whenever circumstances change, which may mean changes to the placement agreement. Reviews are chaired by Senior Manager and are carried out in accordance with regulation 15 (1) of the Care Homes Regulations.

## **Arrangements for respecting privacy and dignity of residents:**

- All residents will have their own room with en-suite facilities. All rooms are lockable and residents are issued with their own key.
- Staff will not enter a resident's room unless there is an emergency situation or where it is agreed as part of a resident's care plan.
- In all circumstances staff will observe the resident's right to privacy and dignity and to be treated with respect, which are covered by Alexandra Homes' policies and procedures.

## **Meals:**

All meals are prepared and cooked on-site by the staff who are all trained in Food Hygiene skills. Residents will have the opportunity to prepare simple snacks and drinks in the kitchenettes, which are located in both of the dining room areas. All residents will be consulted about their food likes, dislikes and preferences, which will be taken into account when planning menus. As part of a programme of independence training, residents will also be given the opportunity to plan, cook and budget for meals with staff support and supervision. All meals will be served in the dining rooms. Residents in The Courtyard Project will cook meals for themselves as part of their independence programme.

## **Laundry:**

As part of a programme of independence training, residents will also be given the opportunity to do their own washing and ironing with staff support and supervision.

## **Visitors:**

Resident's visitors are very welcome at any time but we would appreciate it if meal times are avoided. Resident's may invite guests to dine with them, provided they give the Manager advance notice. All visitors will be asked to respect the privacy and dignity of other residents and comply with the home's policies and procedures, which staff will make them aware of. All visitors will be asked to sign in when they visit.

## **Telephone Calls:**

All the rooms have telephone points and it is possible for resident's to install their own personal line, if they choose to, for which they will be responsible for any charges incurred by the phone line provider. Alternatively, there is a pay phone on the ground floor of the house, which all residents have access to.

The pay phone number: **0117 9723051**

## **Internet and WiFi Access:**

All residents will be supported to have internet access installed in their own room if they want their own personal access, through an appropriate provider, such as BT. Residents will be responsible for any costs associated with this service.

## **Post:**

Any personal post received at the home, will be delivered to residents unopened. The full postal address for people to send mail is:

Alexandra House  
250 Wells Road  
Knowle  
Bristol  
BS4 2PN

## **Electrical Appliances:**

If residents wish to bring in their own television, they will need to purchase a TV licence, which can be purchased at a reduced rate. Any electrical appliances residents bring into the home must be checked beforehand, to ensure they are safe and in good working order.

## **Smoking:**

To promote a safe and healthy environment for all residents, visitors and staff, we have a policy of no smoking in any area of the building. Residents who smoke are requested to do so outside near the patio/garden area.

## **Fire Regulations:**

Each week, the fire alarm bells are tested in the home and fire drills are held regularly. If residents leave the home for any reason they are requested to let staff know, because they have to be aware of who is on the premises at all times for safety reasons.

## **Medical Care:**

We encourage residents to remain with their local Doctor and Dentist. However, if residents have moved to the home from outside the area, we will help to arrange a transfer to a local GP and dentist who will accept new patients. There is an Opticians near the home where residents can attend to have their sight tested, when required.

All medicines are kept secure and will be given out by staff, as directed, by a doctor. Residents who wish to take their own medicines can do so by arrangement and with the agreement of a doctor and the Home Manager.

Staff will accompany residents to attend any medical appointments, as appropriate.

## **Pets:**

It is not practical for residents to bring pets into the home for reasons of health and safety and the consideration of other residents. If a resident's visitor wishes to bring a dog, etc, on visits, we ask that they contact the home manager first out of consideration to the other residents.

## **Newspapers:**

Residents may order daily newspapers or magazines, to be delivered to the home but they will be responsible for any costs involved.

## **Holidays:**

All residents will have a week's holiday, away from the home, once a year with staff. This will be arranged after consultation with the residents and other relevant parties involved.

## **Insurance:**

If residents wish to bring valuable and treasured possessions with them, they should let us know so we can look into whether they are covered by our insurance policy. Any items that are not covered by our policy, will have to be insured separately by residents. Items will only be covered by our policy if they are securely stored away by us.

## **Restrictions within the home:**

For reasons of health and safety and to promote the resident's well-being, the following general restriction apply within the home:

- To assist in the promotion of a healthy lifestyle and to protect other people from the effects of passive smoking, smoking is not permitted in any area of the building, including resident's bedrooms. Residents who want to smoke may do so outside, in the patio area.
- To support our residents to promote a healthy lifestyle and to minimize any adverse effects of drinking alcohol, particularly in relation to the side effects associated with medication, we ask that residents do not bring alcohol into the Home, as part of a general duty of care. However, we also acknowledge that some residents may wish to drink alcohol from time to time. We therefore, support residents to attend a variety of social functions externally, where drinking alcohol in moderation, is not likely to be detrimental to their health & well-being
- To support residents to have structure to their day, and promote a balanced life style, we support residents to retire to their own rooms at 10:30 pm to ensure a reasonable degree of routine and a settling period for all residents. To support this routine/structure, the communal lounges and the training kitchen are closed after 11.00pm until the morning, from 8.00am, with the flexibility of accessing these areas to support a resident who may need reassurance from the night staff. The main dining room and Kitchenette remains open and accessible at all times. Residents, of course, choose what time they go to bed. Also, residents who wish to stay out later for specific celebrations, planned events or activities, may do so, although we ask that they let staff know, for safety reasons, when they are going out and when they are likely to return. All residents have a key to their own room, which will also allow entry to the main front door.
- Residents will not have access to the main kitchen, unless supervised. Residents who wish to cook their own meals can do so by using the training kitchen, which is used to promote independence training. Access to the laundry for residents is worked out on an agreed rota basis to avoid any unnecessary conflict. It will be locked outside of these times.

## **Termination of Placement:**

If it is felt that at any time the home is no longer able to effectively meet a resident's needs and it has been agreed to end the resident's placement, the home will give the resident and his/her referring authority a notice period of 28 days to find an alternative provision. This is only likely to happen in exceptional circumstances.

## **Directions:**

Alexandra House is located half way up Wells Road on the A37. It is in close proximity of Temple Meads Train Station. If you would like a map of the local area, we will be happy to e-mail you a copy, or alternatively, you can log onto [www.googlemaps.co.uk](http://www.googlemaps.co.uk) and enter the postcode BS4 2PN, which will bring up a local map.

**This Guide was last updated in July 2018.**