



AKERMAN CARE

SERVICE USER GUIDE

Akerman Care Limited



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1. Contact Details:

Contact Details:

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Thank you for considering Akerman Care

This guide provides important information about the services we offer and how we support people to live fulfilling, independent lives.

Please take the time to read through the information carefully. We encourage you to share it with your relatives, representatives, and social worker so that everyone involved in your care and support has a clear understanding of what we provide.

If you have any questions or would like to discuss anything in more detail, please speak with the Service Manager, who will be happy to support you.

We are committed to ensuring that our information is accessible to everyone. If you would like this guide in an alternative format—such as easy read, large print, a different language, or audio—please let us know, and we will arrange this for you.

2. Who Will Benefit:

Our services are for adults with Autistic Spectrum Disorder (ASD), learning disabilities, and complex mental health needs, who may require additional time and higher levels of support to develop the skills needed for everyday living. We support individuals to build understanding, confidence, and independence, enabling them to apply their skills in a range of social situations and daily life experiences.

Our services are inclusive and can cater for individuals of any gender, aged between 18 and 65 years.

3. Our Ethos:

We believe that people with **Autistic Spectrum Disorder (ASD), learning disabilities, and complex mental health needs** have many unique strengths, abilities, and talents. With the right support, individuals can build on these strengths and achieve meaningful, fulfilling lives.

We firmly believe that, with appropriate, well-planned, and strengths-based support—alongside guidance, supervision, and encouragement—people can develop greater independence and be supported to engage more fully within their communities. Akerman Care is committed to providing high-quality support that is personalised and responsive to your individual needs, preferences, and goals.

We aim to provide a high standard of support by ensuring:

- Everyone has the chance to offer their ideas and feelings – we value all people
- You have the opportunity to maximize your potential
- That you are actively encouraged to contribute and be involved in the service content and delivery
- An on-going investment in our service, to maximize positive outcomes for you in your home.

We believe in the individuality of people we support and will demonstrate this by:

- Understanding and respecting your rights
- Assisting you to meet your physical, psychological and emotional needs
- Listening to you and supporting your independence
- Encouraging your involvement in all decision making
- Promoting “your home, your say”
- Recognising and supporting equality and diversity
- Upholding individual care and support planning
- Maintaining a person-centred approach
- Encouraging and enabling empowerment and accessing advocacy services
- The recognition of personal achievement at every level
- Always showing honesty and integrity
- Promoting effective and appropriate support through staff consultation and development
- Supporting your rights to have your own personal beliefs

4. Our Aims:

Our main aim is to work in partnership with you to become an active and valuable member of the community in which you live, and to develop a range of skills to enable you to grow in confidence, self-esteem and gain increased independence to integrate into the local community. We aim to provide a positive and friendly environment, which is flexible enough to meet your needs. To achieve our aims, we will provide the following:

- An individual approach and packages of support and intervention based on individual assessments and on-going monitoring and evaluation.
- Create opportunities for you to express and develop your individual identity, in accordance with your welfare, safety and protection.
- Promote staff training and development to ensure our staff team have the appropriate skills, knowledge and understanding to meet your needs.
- Provide the opportunity to optimise your potential and achieve life goals
- Provide high quality care and support, involving you throughout
- Support you to sustain your tenancy and suitably maintain your home
- Provide opportunities for you to actively engage in influencing your daily life
- Provide a lifestyle that will enhance your personal choices, achievements, independence, diversity, empowerment, personal rights and overall well-being
- Provide an environment of clear communication and where you are valued
- Provide value for money services that are transparent, regularly assessed and relevant to your needs

Accommodation, support and care services available:

As part of our overall approach to meeting your support and care needs, Service Users may select from a variety of support and care “options” and we will work in partnership to produce an effective and strength-based person-centered plan. Examples of services available include:

- Life skills development
- Support to register and attend education
- Identifying and locating suitable leisure activities
- Employment, volunteering or training
- Transportation
- Help in the pursuit of chosen religious worship
- Supervision of medication
- Accessing benefits
- Support to arrange and attend medical appointments

We will ensure you and important people in your life are involved in your care, throughout the service we provide, to ensure it meets your needs, your rights are always maintained, and you achieve positive outcomes.

5.The Environment: 58 Northville Road

Akerman Care offers a shared supported living provision at 58 Northville Road, Filton (BS7 0RG). This means that you will share several of the home's communal facilities with other tenants, including the kitchen, dining area, and communal living spaces. However, you will have your own private room, providing a personal space for rest, privacy, and individual activities.

The property is well maintained and provides a comfortable and welcoming living environment. It is furnished and presented to a high standard, supporting both communal living and individual wellbeing.

The home includes shared bathroom facilities, comprising four WCs and three shower rooms, which are maintained to a high standard of cleanliness and hygiene. These facilities are designed to meet the needs of all tenants while promoting dignity, privacy, and respectful shared use.

58 Northville Road is conveniently located within Filton, with excellent access to a wide range of local amenities. These include nearby supermarkets, local shops, cafés, takeaways, and leisure facilities. Larger retail options and services are available at The Mall at Cribbs Causeway, offering access to a variety of shops, restaurants, and entertainment.

The area also benefits from access to green spaces and recreational facilities, supporting outdoor activities and wellbeing. Local health services, including GP practices, pharmacies, and community services, are also easily accessible.

Public transport links are readily available, with nearby bus routes providing direct access to Bristol city centre, local colleges, and surrounding areas. Filton Abbey Wood railway station is also within reasonable distance, offering further travel connections.

The location has been carefully considered to enable individuals to become active members of their local community, promoting independence, social inclusion, and meaningful engagement.

As part of our commitment to maximising your comfort, choice, and control, you will be encouraged to personalise your own room. You can decorate and arrange your space in a way that reflects your preferences, identity, and individual needs.



6. Paying for Your accommodation

You will not need to pay rent directly during your stay with us. Accommodation costs are typically covered through **Housing Benefit** or by the **local authority** that has arranged your placement.

If you are eligible for **Universal Credit**, the **housing element (rental component)** of your Universal Credit may be used to contribute towards your accommodation costs. Where this applies, we will support you to understand your entitlements and ensure that the correct arrangements are in place.

Our team can provide guidance and practical support with benefits, including liaising with relevant agencies, to help ensure your housing costs are managed appropriately.

7.Repairs

We have made arrangements to carry out any needed repairs to your room using companies and tradesmen retained by the Landlord. If you need any work done to your room, please inform a staff member they will report the issue to management.

8.Your Rights & Responsibilities:

Your Rights

- You have the right to be involved in decisions about your life, your support, and how you live at 58 Northville Road. We will support you to make informed choices about your goals and how you would like to achieve them.
- You have the right to be treated with dignity, respect, and kindness at all times. Any concerns or complaints you raise will be taken seriously and addressed in a fair, transparent, and timely way.
- You have the right to feel safe in your home. Akerman Care has a zero-tolerance approach to abuse. If you feel unsafe or experience any form of violence, harassment, or bullying, you should speak to a member of staff or the Service Manager as soon as possible.
- You have the right to privacy and independence within your own room and daily life. We will always respect your personal space and choices, unless there are concerns about your safety or the safety of others.

Your Responsibilities

- 58 Northville Road is a shared home, and it is important that everyone lives together respectfully. Violence, intimidation, or harassment towards staff, visitors, or other tenants will not be tolerated and may result in a review of your support and accommodation.
- Discrimination, harassment, or abusive behaviour towards others based on race, gender identity, sexual orientation, age, disability, or religion will not be tolerated under any circumstances.
- As this is a shared supported living property, all tenants are expected to use communal areas (including the kitchen, bathrooms, and living spaces) respectfully. This includes keeping shared areas clean, allowing fair access to facilities such as the shared WCs and shower rooms, and being mindful of others.
- Due to housing regulations and fire safety requirements, smoking is not permitted anywhere inside the property, including private rooms. Designated smoking areas are available outside the building.
- Pets are not permitted at 58 Northville Road, unless agreed in exceptional circumstances with the provider and relevant professionals.

9. Staffing Levels & Staff Training:

To ensure appropriate levels of support, progress, and development for all tenants at 58 Northville Road, staffing is planned and delivered in line with each individual's assessed needs, outcomes, and the expectations of referring local authorities.

Staffing levels are informed by individual risk assessments, planned activities, and identified support needs, as outlined within personalised support plans. This ensures that safe and responsive staffing arrangements are maintained at all times.

During night-time hours (typically between 10:00pm and 8:00am), staffing is reduced to reflect typical sleep patterns. A sleep-in member of staff is on site throughout the night to provide support if required. Where individuals have increased or specific night-time needs, staffing arrangements will be reviewed and adjusted accordingly. Any changes will be clearly documented within care and support plans.

Our team is experienced, skilled, and committed to delivering high-quality, person-centred support. Staff receive a comprehensive induction and are trained in line with Health and Social Care standards. Many team members have experience supporting individuals with Autistic Spectrum Disorder (ASD), learning disabilities, and complex mental health needs.

A structured programme of ongoing training and professional development is in place for all staff. This includes core areas such as safeguarding, mental health awareness, the Mental Capacity Act (2005), and Deprivation of Liberty Safeguards, alongside additional specialist training relevant to the needs of the people we support.

We adopt a Positive Behaviour Support (PBS) and trauma-informed approach, ensuring that all interventions are least restrictive and focused on understanding the individual. Where required, staff receive training in safe and appropriate non-restrictive interventions.

Our Service Director holds a first-class BA (Hons) in Health and Social Care and brings significant experience in supported living, including working with individuals with autism, learning disabilities, and mental health needs.

We also work collaboratively with external professionals, including social workers, health services, and other specialists, to ensure a joined-up approach to care and support that promotes wellbeing, safety, and positive outcomes.

10. Fees:

Our fees are individually determined and based on each person's assessed needs, including required staffing levels, levels of support, and any specialist interventions identified as part of the assessment process. Core support costs cover the agreed package of care and support. Where additional or specialist input is required (for example, therapeutic interventions), these will be clearly identified and discussed separately with the placing authority at the point of referral.

We are committed to providing services that represent value for money, are transparent, and remain responsive to your changing needs. All costs are regularly reviewed to ensure they continue to reflect the level of support required.

We will ensure that you, and those supporting you, are fully informed of any costs associated with your accommodation and support before your placement begins. This follows a thorough needs and risk assessment, alongside the information provided during the referral process.

Costs may include, but are not limited to:

- Rent (typically covered through Housing Benefit or the housing element of Universal Credit)
- Service charges and utilities
- Care and support costs
- Activities and community-based opportunities

You will be supported to understand all costs in a way that is accessible and meaningful to you, ensuring you can make informed decisions and have a clear understanding of how your support is arranged and funded.

11. Introductions and settling in:

Before any decision is made to accept a referral to Akerman Care, all prospective tenants—and, where appropriate, their families or representatives—will be offered the opportunity to visit 58 Northville Road. This provides a chance to view the home, meet current tenants (where appropriate), and spend time with staff.

As part of this introduction, there will be time to discuss your individual needs, preferences, and goals, and to explore how the service can support you. This ensures that any potential placement is suitable, informed, and based on mutual understanding.

All placements are offered with an initial **6-week settling-in period**. During this time, we will work closely with you to support your transition into the service and to ensure your support is appropriately tailored to your needs.

In line with the statutory duties set out within the Care Act 2014, a review of your care and support will take place within this 6-week period. This review will consider how the

placement is progressing, whether your needs are being met, and whether any adjustments are required to your support.

12. Our Pledge to You:

Your Rights at Akerman Care

At Akerman Care, our priority is to ensure that you receive high-quality, person-centred care and support that reflects your individual needs, preferences, and aspirations.

We are committed to upholding your rights at all times and ensuring you are supported to live a safe, meaningful, and fulfilling life.

You can expect the following rights to be respected and promoted:

- **To be involved and informed**
You will be fully involved in assessing your needs and planning your care and support. Your views, wishes, and goals will always be central to decisions made about your life.
- **To make choices and maintain independence**
You will be supported to make your own decisions and maintain control over your life, including how you spend your time and how you are supported, in line with your abilities and preferences.
- **To dignity, privacy, and respect**
Your privacy will always be respected, including your personal space, belongings, and correspondence. Staff will support you in a way that maintains your dignity at all times.
- **To equality and inclusion**
Your cultural, religious, emotional, social, and personal identity will be respected and valued. You will be supported in a non-discriminatory and inclusive environment.
- **To build relationships and be part of your community**
You will be supported to maintain relationships and develop new ones. This includes spending time with others, accessing the community, and welcoming visitors into your home.
- **To safe, skilled, and compassionate support**
You can expect staff to be appropriately trained, professional, and responsive, delivering support that promotes your wellbeing and quality of life.
- **To access healthcare services of your choice**
You have the right to register with and access a GP, dentist, optician, and other health professionals, and to be supported to attend appointments in a way that respects your privacy.

- **To be consulted about changes**

You will not be asked to move or experience significant changes to your support without being consulted and involved in the decision-making process.

- **To raise concerns and make complaints**

You will be supported to share concerns or make a complaint. Information about how to do this will be provided in a way that is accessible to you, and you can be supported by a friend, family member, or advocate if you wish.

- **To clear information and involvement in decisions**

You will be given clear, accessible information about anything that affects your wellbeing or daily life and supported to take part in discussions and decisions.

Our Commitment to Quality

To ensure the highest standards of care and support are consistently delivered, the Registered Manager, Directors, and senior staff regularly review the support provided across the service. This includes ongoing oversight, reflective practice, and continuous improvement, ensuring that your care remains safe, effective, and responsive to your needs.

Consulting with You:

- House meetings will be arranged regularly, and all tenants are encouraged to attend. These meetings provide an opportunity to raise any issues, share ideas, and contribute to how the home is run. The Registered Manager or a senior member of staff will respond to matters raised and ensure appropriate follow-up.
- You will be actively involved in reviewing your care and support arrangements, with formal reviews taking place at least every 3 months, or sooner if your needs change.
- A range of consultation opportunities will be available, both formal and informal, to ensure you have meaningful opportunities to share your views and influence how the service is delivered and developed.

13. Arrangements to attend religious activities

- Arrangements for religious observance are made on an individual basis for every Service User. This will be done during planned meetings and subsequently at the regular reviews that all Service Users will have.
- The staff will enable, as far as practicable, each Service User 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 Service User and be recorded as part of the placement agreement.

14. Procedure for complaints:

At the point of referral, you will be provided with information about how to raise a complaint, including a copy of Akerman Care's complaints procedure. Support will be offered, where needed, to help you understand the process and to express your views. You can raise a concern or complaint with any member of staff, at any time. We aim to resolve issues quickly, fairly, and in a way that feels comfortable for you.

When a complaint is raised, the following process will apply:

- All concerns and complaints will be listened to, taken seriously, and responded to respectfully.
- Staff will aim to resolve concerns promptly, often on the same day, and will provide feedback on the outcome.
- If further investigation is required, you will be informed and kept updated throughout. We aim to complete this within a reasonable timeframe (typically within 3 working days where possible).
- If you are not satisfied with the outcome, you can request for your complaint to be reviewed by a senior member of staff or the Registered Manager.
- If the matter remains unresolved, you may escalate your complaint to the Directors of Akerman Care as part of our internal complaint's procedure.

Contact Details:

Joseph Holmes

Service Director

Tel: 0117 9923 420

Email: Joe.holmes@akermancare.co.uk

15. Respecting your privacy and dignity:

- You will have your own private bedroom, which is lockable, and you will be provided with your own key. Bathroom and shower facilities are shared within the home and are maintained to a high standard to promote dignity, privacy, and respectful use by all tenants.
- Staff will not enter your room without your permission, unless there is an emergency or where access has been agreed as part of your support plan (for example, to provide agreed support).
- At all times, staff will respect your privacy, dignity, and personal space, and will support you in a way that promotes independence and respect, in line with Akerman Care's policies and procedures

16. Visitors:

All visitors will be asked to respect the privacy and dignity of other service users and comply with policies and procedures, which staff will make them aware of.

17. Internet and WIFI Access:

WIFI is provided and available in all areas of the house.

18. Post:

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

58 Northville Road
Filton
Bristol
BS7 0RG

19. Smoking:

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

20. Medical Care:

We encourage service users to remain with their local Doctor and Dentist. However, if you have moved from outside the area, we will help to arrange a transfer to a local GP and dentist who will accept new patients.

21. Directions:

Northville Road is located in the Filton town of Bristol. It's located in South Gloucestershire, about 6 miles north of Bristol. Filton is also known for its historical link to aerospace, particularly with the development and production of the Concorde.

It is in 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 and enter the postcode BS7 0RQ, which will bring up a local map.