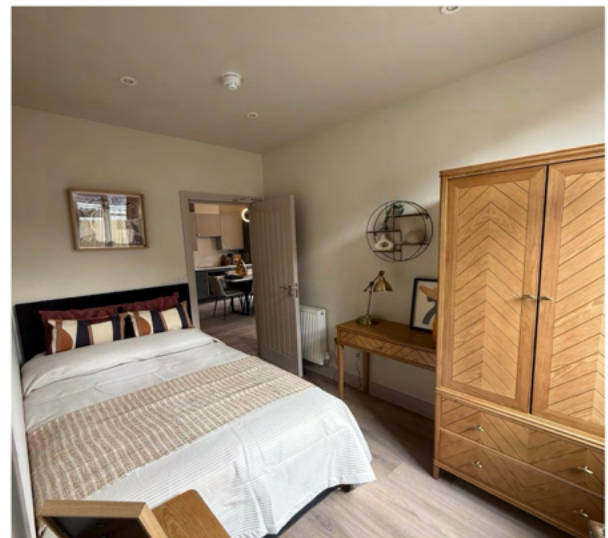




AKERMAN CARE

SERVICE USER GUIDE



Created by:	Joseph Holmes
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Thank you for considering Akerman Care. The information contained in this guide provides details of the services we offer to our service users.

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

If the guide needs to be in easy read, larger print, translated into a different language or put onto an audio format, we can arrange this for you.

Who Will Benefit:

Our services are for adults with Autistic Spectrum Disorders and related conditions, who require additional time and high levels of support to learn appropriate ways of living with their condition and to be able to transfer skills and knowledge into ways of dealing with other people and situations of everyday living. Our services can cater for individuals of any gender, between the ages of 18-65 years.

Our Ethos:

We believe people with Autism have many unique and specialist talents. We firmly believe that with appropriate and well-planned strengths-based support, guidance, supervision and encouragement, people with autism and learning disabilities can be integrated into the community to a much greater degree.

Akerman Care is committed to providing quality support and care that is personal and relevant to your individual needs.

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

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
- Support you to find your own home, if required, and deal with the associated tenancy processes
- 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 planning and 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.

The Environment: Northville Road, Filton

Akerman Care offers a shared housing provision. This means that you will share several of the house's facilities with other tenants, including the kitchen, dining area and recreational areas. However, you will have your own private space for sleeping and hygiene and any other activities.

The house is exceptionally well maintained and has many outstanding features, creating a very pleasant living environment. The home is decorated and furnished to a very high standard throughout, and all bedrooms have en-suite facilities.



As part of our commitment to maximising your personal comfort and empowerment, you will be able to decorate your personal room and customize it to meet your requirements.

Accessibility

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 you to become an active member of your local community.



Paying for Your accommodation

You will not need to pay rent during your stay with us. Accommodation with our service is paid through Housing Benefit or by the council that placed you with us.

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.

Your Rights & Responsibilities:

Your Rights:

- **You have the right to be involved in any decision that affects the way you live your life.** We will support you to make informed choices on what you want to achieve and how to achieve it.
- **You have the right to be treated with dignity and respect;** any concerns or complaints you may have will be addressed promptly, transparently and without bias.
- **You have the right to be safe in your home.** The Provider will not tolerate those who abuse Service Users in any way; if you have any concerns about violence or harassment directed towards you, you should talk to staff or, if you can't to the Registered Manager
- **You have the right to privacy and autonomy.** Where this does not impact on the safety of yourself and others.

Your Responsibilities:

- Any violence, intimidation or harassment towards staff, visitors or other service users will not be tolerated and may lead to changes to your support package and accommodation.
- Discrimination, violence, harassment or intimidation against anyone because of race, gender identity, sexual identity, age, physical condition or religion will not be tolerated
- Because of laws governing housing provisions such as this, no smoking is permitted anywhere in the building, including your private room. There are designated outside smoking areas.
- Pets are also not permitted.

Staffing Levels & Staff Training:

To ensure appropriate levels of support, progress and development for all service users, staffing provisions will be planned and delivered to reflect each person's identified needs and will be in line with the requirements of referring authorities.

Staffing levels will also reflect 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 usual circumstances, staffing throughout the nighttime hours (between 11pm and 07:00am) reduce accordingly to reflect 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 care and support plans.

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 autistic spectrum disorders. All staff are inducted, trained, and supervised in the area of Health & Social Care, under

the Qualification Credit Framework. The Registered Manager has a first-class BA (hons) degree in Health and Social Care University and also has significant residential experience and specialist knowledge of Autistic Spectrum Disorders and mental health conditions.

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.

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.

We always aim to provide value for money services that are transparent, regularly assessed and relevant to your needs. We will ensure that you are aware of all/any costs of using/accessing our accommodation and services, before you even start using and/or accessing the service that we plan to provide you, following our initial needs and risk assessment and the information provided as part of the referral process. These costs will include, but are not limited to; rent, utilities, support hourly costs and activities etc. all of which you will have a say in and be suitably informed, in a format/process that is relevant to your ability and needs.

Introductions and settling in:

Before making any decision to accept a referral to Akerman Care, all potential service users, and their family / representatives will have the opportunity to view the home and meet with other service users/tenants and staff. As part of this introductory process there will also be the opportunity to discuss how the service can meet your needs and view the home where you will live. All placements offered will be on the basis of a minimum 3 months' settling period, which will be followed up with a review of how the placement is progressing for you.

Our Pledge to You:

Akerman Care is primarily concerned with ensuring that the highest individual care and support is provided to you and each service user.

All who use Akerman Care's services are to be 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 integrate and socialize 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 their 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.
- THE RIGHT to choose your support provider

Additionally, the Manager, Directors and senior staff of Akerman Care hold weekly meetings to discuss the care and support being provided to you to ensure that the highest standards are always being met.

Consulting with You:

- A meeting will be arranged once a month, which all service users are encouraged to attend. Service Users 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.
- Your participation and contribution towards a review of your care and support arrangements will take place 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 you to have a voice and influence organizational decision-making.

Suggestions

- To help us provide you with the best possible care, we will contact you to get your views on the quality of care that you receive. When seeking your views about our Service we always like to include the views of your family and friends. However, if you prefer that we do not speak to your family, please do let us know. To enable us to do this we have simple questionnaires which we ask you and your family or friends to complete from time to time.

Arrangements to attend religious services:

- 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.

Procedure for complaints:

At the point of referral, you will be issued with copies of complaints procedure (in line with Akerman Care's Complaints Procedures) and advised how to raise a complaint. Support will be provided if/where necessary. It is worth noting that you can raise a complaint to any member of staff, at any time, who will try to resolve any issues or concerns very quickly.

If it is possible, it is recommended that you record your complaint in writing. You may wish to ask a friend or a relative to write out the complaint for you which, if possible, you should then sign and send to us in your preferred way – post, or email.

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.
- 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:

Joseph Holmes The Responsible Person / Registered Manager Tel: 0117 9923 420 Email: Joe.holmes@akermancare.co.uk	Regulation Inspector Care Quality Commission Citygate Gallowgate Newcastle Upon Tyne NE1 4PA Tel: 03000 616 161
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Arrangements for respecting your privacy and dignity:

- You will have your own room with en-suite facilities. All rooms are lockable, and you will have your own key.
- Staff will not enter your home without prior consent unless there is an emergency situation or where it is agreed as part of your care plan.
- In all circumstances, staff will observe your right to privacy and dignity and to be treated with respect, which are covered by Akerman Care's policies and procedures.

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.

Internet and WIFI Access:

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

Post:

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

**39 Northville Road
Filton
Bristol
BS7 0RQ**

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.

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.

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.