

Care Delivery
RecoveryHub@NorthWestLeeds
Leeds Recovery Service
Welcome Brochure



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Hello and a very warm welcome

RecoveryHub@NorthWestLeeds

RecoveryHub@NorthWestLeeds
Leeds Recovery Service
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From the team

This brochure contains lots of useful information about daily life here.

Once again, welcome and I hope you will have a very enjoyable stay and that we are able to support you with your recovery.

If at any time you have questions, please do not hesitate to speak to me, your dedicated carer or one of the management team.

Susan Meehan-Stanier
Registered Manager

Our Values

We want to provide you with the best quality service possible. Our work is underpinned by a set of values which are central to everything we do.

Our values are:

- **Choice, Control and Independence:** you have the right to make your own decisions about your life.
- **Dignity and Respect:** you have the right to be treated with dignity and respect at all times
- **Privacy:** you have the right to your own space and to be left in peace if you wish
- **Wellbeing and Fulfilment:** you have the right to do things you enjoy
- **Safety:** we will make sure you feel safe during your stay with us.
- **Equality, Diversity and Inclusion:** you have the right to be valued for who you are and to have your voice heard on all issues that affect you.

Who works at RecoveryHub@NorthWestLeeds?

The Hub is run by Leeds City Council with support from nurses and therapists. Staff from Leeds City Council and Leeds Community Healthcare work together to ensure that you get the help you need.

We have a team of support staff who can support you with your day to day needs and help you to regain your confidence and independence. We also have Occupational Therapists employed by Leeds City Council and Physiotherapists from Leeds Community Healthcare. Other specialist workers such as registered nurses can provide you with additional support if needed.

All staff at the Recovery Hub are DBS checked and are trained as per mandatory requirements detailed in the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009.

They all wear a recognised uniform and carry an identification badge that you can ask to see.

How do we work?

Everyone using the service is allocated a dedicated carer. They will work closely with you to help you prepare for your return home.

On admission your dedicated carer will have a conversation with you and if you wish a family member or friend can be present. The Occupational therapist and or Physiotherapist may also complete an assessment with you.

Together we will complete a recovery plan. This plan will set out what support you will need to maintain your independence.

The service is time limited, though it is recognised that individual circumstances may require a flexible approach.

Consent

We will ask you to consent to us working with you and supporting you with certain aspects of your care.

Confidentiality

If you wish to see the information in your file Under the Data Protection Act 1998, you have the right to see this, if:

- You are the person whom the file is about;
- You are legally responsible for someone who is not capable of asking to see the file for themselves (although we have a legal duty to consider their best interests and are in our rights to refuse this); or
- Where the file covers more than one person, if the council thinks this is reasonable, taking account of whether the other people have agreed.

All personal records relating to you which are kept in the service will be kept confidential. No one other than a relevant care professional will have access to your information without your consent

Acceptable behaviour

The Care Delivery Service gives its full support to Leeds City Council's Equal Opportunity Policy and is committed to anti oppressive practice in providing its service.

This means any behaviour towards a member of staff, customer, or a member of the public that constitutes harassment on the basis of somebody's gender, race, culture, impairment, disability, age, class or sexual orientation is unacceptable and actions will be taken against it.

Such behaviour includes:

- physical assault of any kind
- threatening behaviour, whether physical or verbal
- verbal abuse, insults, name calling, jokes or comments that single out gender, race, culture, impairment, disability, age, class, or sexual orientation in a derogatory way
- graffiti or other written insults
- leaflets, pin ups, videos, computer software, comics, magazines, books and any other material that give offence.

If you see, hear or experience any behaviour of this sort you should inform a member of staff who will investigate and, if necessary, take further action using the appropriate City Council Procedures.

These include:

Harassment Procedure

Complaints Procedure

Violent Incident Policy

Suspension of Service Procedure

Equal Opportunities



Our accommodation and facilities

Accommodation is spread over 2 floors with 40 rooms in total. We have accessible toilets and bathrooms closely located to each bedroom.

Your room

You will have your own room which staff will only enter with your permission; with the exception of emergencies .We encourage you to bring personal items such as photographs with you. Your room has a lockable drawer for your personal belongings and a lockable medication cabinet. Each room has a television and Wi-Fi is available throughout the building. Tea and coffee making facilities are available in your room on request.



Call system

For your peace of mind, your room is fitted with a call system enabling you to call for support from staff at all times. Do not be afraid to call for assistance, particularly at night, should you require help. The call box will be located within your reach and you will be shown how to operate it on the day you move in. There are numerous call points throughout the building.

Social areas

Throughout the home there are plenty of places you can enjoy catching up with family and friends. There is a café bar from which you and your family and friends can buy snacks and drinks.

There is a hairdressing and beauty room which your personal hairdresser is welcome to use.



Services

General Practitioner (G.P) visits

A local G.P visits regularly. If you would like an appointment, please let us know and we'll be happy to book one for you.

Medicines and prescriptions

Medication for all existing and future medical conditions will be prescribed by a GP and will be kept in a locked medical cabinet in your bedroom. If required, staff will support you to administer your medication. Our team will also keep a close eye on your day-to-day health needs and respond accordingly. If you feel unwell, please don't suffer in silence - tell one of the care team and they will do whatever they can to help you feel better.

Hospital visits

If you are unable to attend hospital appointments by yourself and have no relatives or friends to support you please talk to us and we may be able to help.

Signposting and Information

We offer a signposting and information service which can help you to find out about additional support and services available in the community, including near where you live. We can also help you to link in with groups and activities in your local area. Please ask us for more information.

In the entrance we have a digital signage screen, keeping you up to date and informing you of daily events.

Smart / IT Room

Other facilities include an internet suite, WIFI, and a telecare equipment room with lots of assistive technology.

Telecare provides equipment and technology which can help to keep you independent further information is available in this pack.

Support for Carers

We can offer advice and information to your relatives and carers. There are a number of carers support networks in Leeds and we can help link them in if they wish.

Carers can also use the café bar or bring their own drinks and snacks.

Everyday Life at RecoveryHub@NorthWestLeeds

Activities and hobbies

Activities and groups run on a regular basis. Please ask a member of staff for details.

In addition the Community Engagement worker can help you to join groups and activities in your local community.



Newspapers

If you would like to purchase a daily newspaper this can be arranged by the team.

Meals, snacks and drinks

Meals are cooked fresh every day. Please see the noticeboard for mealtimes. Special diets, religious and cultural diets are also catered for. There is a four week menu. If you do not like what is been served that day please speak to a member of staff and an alternative will be provided. Hot and cold drinks are available throughout the day and night.

If you are able to make yourself a drink and snack you will be encouraged to do so. There are fully fitted kitchens on each floor equipped with an oven / fridge / kettle and toaster.



Laundry

The Home has its own laundry; we ask that if you wish us to launder your clothes that they are marked clearly with your name.

Smoking and Alcohol

RecoveryHub@NorthWestLeeds is a no smoking building. There is a smoking area on the grounds. Staff can support you if you need this.

It is ok to use alcohol in moderation, so long as it does not interfere with the running of the service.

Visiting Times

There are no set visiting hours; visitors are welcome at any time however, we request you avoid meal times. For reasons of fire safety we request all visitors to sign in when they arrive and sign out when they leave. The signing in book is located in the main entrance reception area. Children and pets are welcome but pets need to be on a lead at all times. There is a visitor's room on the ground and first floor with tea and coffee making facilities.

Getting Involved

The service is always open to suggestions on how the service can be improved. The manager holds regular surgeries and you, your family and friends are welcome to come along. The times and dates of these meetings will be displayed on the notice board.

Your feedback is very important to us; please let us know about your experience of using the service. We request you complete a satisfaction questionnaire before you return home. We also have a suggestion box in the reception area for ideas on how we can continue to improve.

There is a newsletter covering the wider service which is published every two months. We are always looking out for stories to share. If you would like to share your experience of using the service please let a member of staff know.

Transport

If able to get out and about in the community we are ideally placed for a full range of shops and cafes

For more information regarding local bus services please ask a member of the team.

Buses

The nearest bus stop is situated a few minutes' walk on Yeadon High Street. Various buses including 33a and 97 can take you into Leeds.

Trains

The local train station is Guiseley Station approximately five minutes' walk away.

For more information on bus and train times please ask a member of the team.

Other Useful Information

To avoid unnecessary concern if you are going out we request that you inform a member of the team.

Staff are **not allowed** to accept gifts from customers or their relatives.

Fire Safety

The fire alarms are tested weekly and you will be informed when this is taking place. If the fire alarm rings at any other time please do not use the lift and follow the instructions given by the staff.

All electrical appliances must comply with BEAB standards; if you wish to use your own electrical appliances please speak to a member of the team first.

Returning Home

We have physiotherapy and occupational therapy services to provide additional support. We also have occupational therapy and physiotherapy equipment available so that you can become confident using. We will arrange for equipment to be available in your home prior to your return home.

Skills for Independent Living Service (SkILS) is a seven day a week enablement service which support recovery in people's own home. They work closely with the team at RecoveryHub@NorthWestLeeds. If you are assessed as needing their support they will help you to prepare for your return home.

Complaints, Compliments and Concerns

If you are not happy about any aspect of the service you receive from RecoveryHub@NorthWestLeeds please tell us about it. You can do this by speaking to staff or the management team and they will do their best to deal with the problem.

If you are not happy with the response you get you should ask to see the Manager or

Principal Service Manager Chris Peters Telephone 07891 275581

E-mail christopher.peters@leeds.gov.uk who will get in touch and arrange to meet with you.

If you are still not satisfied by the response you can make a formal complaint. You can do this by:

- Phoning the council customer relations team on 0113 222 4405 or text phone 0113 222 4410
- In writing: Freepost RLZR-ELTX-RUEH, Leeds City Council, PO BOX 657, LS1 9BS
- Visit one of our local council offices in person (such as a One Stop Centre)
- e mail: complaints@leeds.gov.uk

Alternatively you may wish to speak to an independent advocate – 0113 2440606 or by e mail to: office@advonet.org.uk

You can also tell us about the things we do well and if you have a compliment please let staff or the service manager know. You can also use the above contact details to pass on compliments formally.

Who regulates the service?

RecoveryHub@NorthWestLeeds is registered with and regulated by The Care Quality Commission (CQC). They inspect and monitor us to make sure we are doing the things we should. They do not deal with individual complaints but are happy to receive information about the service at any time.

You can contact CQC at:

Care Quality Commission National Correspondence.

Citygate

Gallowgate

Newcastle upon Tyne

NE14PA

Tel: 03000616161