



# Rivercourt Road

Short breaks service  
information and guide

## What are short breaks?

Short breaks are about having a break from your family and them having a break from you.

The Government White Paper 'Valuing People' A New Strategy for Learning Disability for the 21st Century describes the need families have for a break from caring.

We take the view that within the principals of everyday life we all expect to have activities, social contact and time away from the people we spend most time with.

Anyone staying at 17 Rivercourt Road will receive a high quality service. We will listen to them and we will listen to their parents and carers.

Rivercourt is also a registered home with 'The Care Quality Commission'.

Generally short breaks are planned; however, there will be some emergency short breaks.

### Who uses these services

- Residents of Hammersmith & Fulham
- Adult persons over 18 years who have a learning disability

### The person may be:

- living with a carer
- living on their own
- caring for someone at home
- The service is available to other local authorities or people who wish to buy a place themselves.



## The purpose and aims of short breaks

- To be beneficial to both the customer and their relative or carer.
- To be supportive of family life and enable people to remain living at home.
- To avoid crisis and so ensure the best use of long term residential care resources.
- To enable families to spend time with other family members and to have time and space to pursue their own interests.
- To introduce opportunities and variety for social interaction for customers.

## Description of the home

17 Rivercourt Road is a large detached house at the junction of Rivercourt Road and the A4. It has five bedrooms, each with an en suite shower.

Two of the bedrooms are fully compliant with disability access requirements and have ceiling mounted hoists.

There is also a bathroom on the top floor with a specialist bath so everyone can have an alternative to a shower if they want, including people with severe and multiple disabilities.

In addition there is a kitchen dining room with access to a sensory garden there is also a lounge, and the two bedrooms with hoists are now sensory environments also.

There is a lift which gives disability access to all floors.



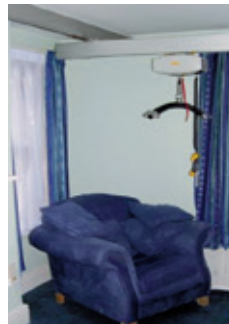
Entrance Hall



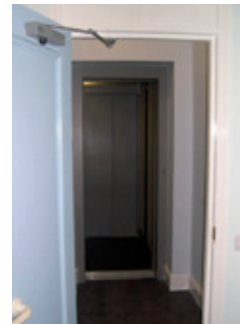
Accessible en suite shower room

## Where is 17 Rivercourt Road?

The home is close by to Ravenscourt Park and King Street, Hammersmith, with its shops and transport links. It is also close to Farnham Gardens and the River Thames.



Ceiling hoist



Lift



Ravenscourt Park

# How services are accessed

## Assessed need

1. You should contact the learning disability service social workers and tell them you think you need a break.
2. You will then be assessed to see if you are eligible for an allocation of respite care.
3. If you are eligible you will be told how many nights a year you are entitled to.

## Deciding to use 17 Rivercourt Road

1. Once you have been allocated respite care you can contact the home and arrange a visit to see if you like it.
2. The social worker will have to send a copy of their assessment to the home.
3. The manager of the home will arrange for an assessment of what staff need to do to care for the person who is having a short break.
4. An initial visit and stay will be arranged, this will be part of the assessment.

## How to book a stay

1. To book your stays simply phone the home and tell them when you wish to arrange a short break and give them the dates.
2. Booking in advance is recommended. Remember, there are five bedrooms so five people can stay at a time. This can sometimes be reduced to three people staying at a time if the needs of people staying are high.

NB: the service can provide for two people who require full disability access bedrooms at a time.



Riverside by Hammersmith Bridge

## Why choose 17 Rivercourt Road?

### Staffing

The Manager of the home is Angela Mooney.

Angela has worked for the social services department for many years and holds the NVQ Level 4 registered managers award, A1 award for assessing and a teaching award.

The levels of staffing will be adjusted to the level of need of people staying in the home at any one time. There will be a waking night staff and a residential care worker sleeping in.

Where the dependency levels of service users staying in the home are lower, a single residential care worker member will be on duty and there will be no waking night staff.

The provider of the service is Hammersmith & Fulham Council. The Learning Disabilities Team is based at:

Parkview Centre for Health and Wellbeing  
Cranston Court, 56 Bloemfontein Road  
London W12 7FG

Tel 020 8383 6464.



## Service provided by the home

The staff expertise and facilities of the home means that we can provide a service for people:

- With physical disabilities requiring physical care.  
NB: where necessary the home will contact a district or community nurse.
- Who experience difficulty communicating.
- Who need guidance and supervision.
- Where we risk manage around and support independence skills.
- Who require a risk assessment to ensure their safety and the safety of others.

## Care plans

Each customer will have a care plan which records:

- The aim of their short breaks.
- Their care needs.
- Who to contact.
- Likes and dislikes.
- Medical information.
- How communication can best be helped.
- Programmes to be continued whilst using the service.
- Religious or cultural practices to be upheld by the service during their stay.
- Hobbies and activities to be supported whilst using the service.
- Monitoring of care procedures or incidents of illness, epilepsy and risk assessed behaviours and accidents.
- What to do and who to contact in an emergency.

## Complaints and comment on the service

In order to positively improve the service we need feedback from users or their carers. These comments are welcome whether they are complimentary or you think we should change.

In the event of a complaint the home uses the Hammersmith & Fulham Council social services department complaints procedure a copy of which is available from the home or any social services office.

Where you simply wish to raise a concern or query this should be in the first instance to Angela Mooney or the senior staff member on duty, if they are unavailable then you can speak with your key worker, or the learning disability team.





## Concerns and complaints

If you are worried about anything or wish to complain, you can either:

Talk to Angela Mooney

Tel: 020 8563 8683

17 Rivercourt Road, Hammersmith, W6 9LD  
Short-Break Service

You can speak to your Social worker or duty social worker on

Tel: 0208-383-6464

You can call the Complaints Officer

Tel: 020 8753 5101

You may wish to speak with Advocacy on  
020 8748 5168

You may wish to speak with 'The Care  
Quality Commission' on 03000 616161

The complaints procedure has been printed in various languages, and staff will be happy to assist you.

## The staff who support you

Hammersmith & Fulham council have a complex training programme, and a copy of this can be provided.

Training profiles for the establishment are kept on site, and staff also undertake mandatory training such as first aid courses, which are renewed every three years, admin of medication, food hygiene, fire warden, health and safety, protection of vulnerable adults, Makaton sign language, manual handling, and cross infection control'.

Staff have regular supervision, and appraisals, from which other training can be identified.

## Staff who support you

Rivercourt has a team of staff on contracts and from an agency which are registered with our organisation, and all staff will have the required training and up-to-date mandatory training. As a busy 24 hour service, and to arrange staff to meet the needs of customers, agency staff will be used at times, and will be regular workers.

## How good are the services we offer?

We are committed to maintaining and improving the quality of this service. We review our policies and procedures.

We re-visit these during staff meetings, and training sessions. An important part of our approach to quality assurance is to obtain the views of our residents, relatives and their representatives.

We do this with regular PCP care plan reviews, and through separate meetings with relatives and outside professionals.

We send out questionnaires every six months, or may conduct a telephone questionnaire on our service, the summary of findings is available at the home, and any changes or requests made are put into place.

During the inspection process the 'Care Quality Commission' will send out questionnaires on the services Rivercourt provides, they may even want to chat with you.

These findings are also added to our inspection report, and a copy of the report is kept at Rivercourt and can be accessed.





## What do you think of your home?

We want everything that we do in the home to be driven by the needs, abilities and aspirations of the customers, and families/carers, not by what staff, management or any other group would desire.

We recognise how easily this focus can slip, and we remain vigilant to ensure the facilities, resources, policies, activities and services of the home remain customer-led.

Despite this we know customers may become dissatisfied from time to time. Therefore we have a simple, clear and accessible complaints procedure for anyone associated with the home to use.

## Have your say

Rivercourt will be having 'Parent/carers Forums' which will encourage autonomy in the planning of the service. To promote advocacy for customers, and promote the service for the broader community.

This will create a platform for things to happen ie newsletters, addressing certain issues. These meetings will be advertised in our Rivercourt Magazine.

## Transition

It is very important that services recognise transition and work together to make sure moving from one stage of a person's life to another is planned for, and managed as smoothly as possible.

A programme will commence at a pace that is comfortable for the individual, and will start six months before their 18th birthday. Relevant information from customers, families/carers, and other professionals will be collated. The plan will be monitored and reviewed. A PCP care plan will be drawn together, along with goals, and aspirations.



## Mission statement

A skilled, qualified and committed staff team will provide 24 hour quality support and care for people with Learning Disabilities.

We promote social inclusion, personal choice and maintain the rights and dignity of the individual. In addition we will offer a stimulating programme tailored to meet individual needs.

We encourage the input of families and carers in supporting their family members to achieve their goals and aspirations.

## Fire precautions

There is a separate fire policy also incorporating an emergency plan. This plan is kept on site and is called a 'Grab Pack'. There is one in the front hallway on the front display and one in the sleep in each room.

Each customer also has an individual fire risk assessment. All staff undertake fire warden training which is updated every year. In between this time we will hold in-house training.

The fire alarms are tested weekly and serviced regularly.

## What will I need to bring with me for my stay?

- You will need to remember to bring enough medication for the duration of your stay, ideally in a dossett box (ask your G.P., they can inform the pharmacy to make your family member's medication into a dossett box, it is much easier to manage). Please also supply relevant skin creams, soap, shampoo etc as these are not supplied by the home. These will need to be in date for inspection purposes and for the safety of the individual.

- Trips and activities are funded by yourselves, we will pay for staff to attend trips and functions, you will need to send in monies for the duration of the customer's stay. Where we can get concessions we will try, but social inclusion doesn't always allow for this. Some places we are able to take a packed lunch, but going out at times can mean eating out too.
- Appropriate clothing, and sufficient clothing for the duration of the customer's stay.

We will wash and dry clothing and supply an inventory of items that have come in, and we will book these out on leaving.

## Bookings at Rivercourt

It is recommended that you book in advance to save disappointment, particularly around the summer period.

If your family member has regular bookings ie. every week, or with another structure, at times these days may need to change, and an alternative will be offered. This will allow for 'fair access', your short-break allocation will not be effected.

## Cancellations

We hope you enjoy your stay with us, and we always look forward to you returning. It is always best to cancel as soon as you know you will not be able to attend. Staff will be booked according to support needed, so we will appreciate a call at your earliest convenience. We may also need to cancel at times, but this will be in an emergency. We will give you our earliest notification, and this should be 24 hours. In some cases, and in extreme emergencies, this could be 12 hours, or on the day. We always try to avoid these circumstances, and will offer appropriate bookings at the same time. We thank you in advance.



## Accessible information

This customer guide, inspection report, complaints procedure and other information about the home will be made available for the people for whom the home is intended. We use speech and language therapists within the learning disability service to provide this information in an accessible format. Translations will be made by request. This guide is also available in picture format.

## Sensory experience at Rivercourt

Rivercourt has a sensory garden that is a tranquil experience for all to enjoy.

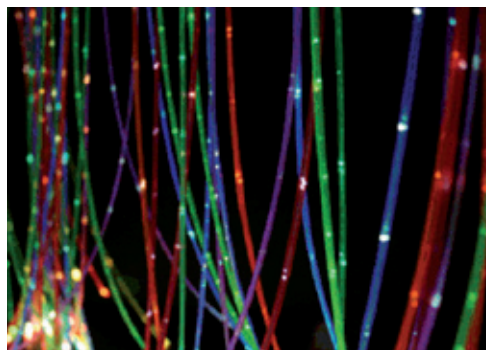
It is accessible for all customers, and has wheel-chair high boxes. There is a fish pond with seating area, where you listen to the running water.

There are a number of attractive water features, wind chimes, and colours that will create a relaxing environment.

Two of the bedrooms with ceiling hoists also have sensory equipment, which include projectors, multiplication mirrors, fibre optic curtains etc.

Customers are able to take care of the fish that we keep at Rivercourt, and enjoy watching them!

We hope you enjoy our garden too!!



## Mini-Bus

Rivercourt has a mini-bus which broadens our activity plan, and takes us to many exciting places. The trips are varied, and will accommodate everyone's needs, as it has a tail-lift for wheelchairs.

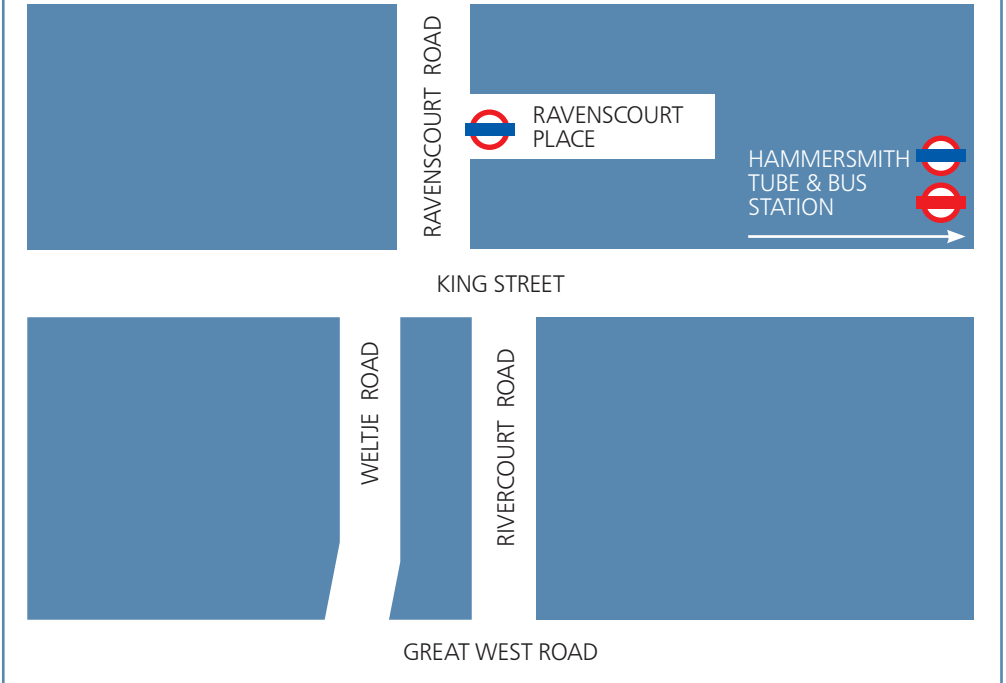
## WiFi

Rivercourt has unlimited wireless broadband. This has proved to be enjoyable and helpful to those who have equipment, ie. iPads, that support communication and learning.

This can be used in the comfort of customers' own rooms, while having privacy and personal time as required.



## Where to find us?



If you would like any part of this document interpreted into your own language or produce in large print or Braille, please telephone 020 8563 8683

**[www.lbhf.gov.uk](http://www.lbhf.gov.uk)**

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