

# Swan Bank Resource Centre

## Short Breaks

**Aims to enable people with a learning disability to access a range of short breaks and care and support services designed to assist and promote independence.**

The service is available to provide overnight accommodation for people with a learning disability between the age of 17 and 65 years. The service operates 364 days per year. There is no overnight service on 25th December (Christmas Day).

The service is able to provide a limited number of sessional sessions Monday to Friday, 10.00am-3.00pm. Swan Bank provides individuals with up to 1:1 support if that is their assessed means.

The purpose of the service is to enable people with a learning disability to receive overnight accommodation in accordance with their assessed needs, thus enabling their carers to have a break from their caring role.

The service aims to provide the person with a learning disability continuation with their planned daytime activities and provide opportunities to experience new opportunities to enable promotion of their independence.

The service will structure a service plan together with the person and if required their carer or significant others.

The service is committed to providing a person-centred service that enables them to:

- maximise independence and to promote social inclusion
- experience new opportunities to enable choice, rights and dignity
- receive a service that responds to their needs
- be involved in the planning of activities whilst in the service
- have accessible and appropriate information about the service
- be supported by well skilled and trained staff.

The service seeks to meet these aims by:

- providing carers with a break from caring
- enabling service users to continue to live in their own homes
- maximising the independence of service users and to promote social inclusion
- providing opportunities to enable service users to exercise choice
- providing a flexible service that responds to individual needs
- involving people who use the service and their carers in identifying their needs
- developing and implementing policies and procedures that enable staff to deliver a quality service in a consistent and fair manner
- ensuring that each service user has appropriate information about the service (s)he receives.

The service is a detached house, purpose built in 2005 to meet the needs of people with physical disabilities and offers a range of specialist aids and adaptations to promote independence.

The home offers accommodation and facilities for 4 people.

The service is registered with the Care Quality Commission and as such is inspected on an annual basis. There is further monitoring through:

- Wolverhampton City Council quality assurance systems
- departmental audits and checks
- regular reviews involving the All Age Disability Team
- monitoring visits by senior managers
- compliments and complaints process.

We provide accessible written information and pictorial reference information. We also use alternative language interpreters to ensure information is shared in a way all service users can understand.

For users whose first language is not English we have Punjabi speaking staff and can get an interpreter if required for initial assessment for the service.

# Who could use this service?

People with a learning disability or autism between the ages of 17 to 65 years:

- whose needs meets the FACS Criteria (Fair Access to Care Services)
- who live in Wolverhampton with a person who meets the definition of a carer under the Carers Act
- who have been assessed as requiring care and/or support.

# How can I start using the service?

Referrals will be accepted from the All Age Disabilities Team for any person living in Wolverhampton. Swan Bank will complete its assessment to determine if and how needs can be met. Feedback will then be given to the social work team confirming if the placement is agreed and if not, why not.

The person will then be invited to visit the service and plan short introductory sessions prior to receiving an overnight service. Swan Bank management team will plan with the person and carer their package of overnight stays.

The charges for 2014/15 are:

**Overnight aged 60 years and under - £11.41**

**Overnight aged over 60 years - £17.71**

**Outreach - Pending Financial Assessment**

There is currently no waiting list to use the service.

# Do you involve service users in planning and decision making?

Decisions are shared on the individual service assessment of needs with the person and their carers; the social worker is also informed.

We will consult with people that use the service by:

- holding monthly service user meetings
- involving service users in the recruitment of new staff
- involving service users in any cosmetic changes to the service, e.g. decorating, choice of furniture etc.
- involving service users in meal planning
- questionnaires
- monthly review of service user plan
- Annual Review
- inspection process
- carer coffee mornings

## **What skills and training do staff have in relation to Special Educational Needs (SEN) and disability?**

All staff complete either NVQ 2 or NVQ 3 disability awareness training, autism, safeguarding, mental capacity, DOLS, MAPA and all other mandatory training. Staff skills are further enhanced through a comprehensive, individualised training package.

## **How do I give feedback about a service?**

If you are unhappy about a decision that our service makes, initially contact the manager of the service to discuss your concerns. If you are still unhappy with the response, you are able to make a complaint through the councils Customer Relations Team in a variety of ways:

**Verbally:** Tel: 01902 553215

**Written:** Complaints form available from any Wolverhampton City

Council office or by writing in a letter format

**Email:** [alisondowling@wolverhampton.gov.uk](mailto:alisondowling@wolverhampton.gov.uk)

A member of the customer relations team will get in touch with you to talk about your complaint and inform you of how your complaint will be handled.

If you want to give a compliment or make a complaint about our service contact:

**Ann Watson**

Ernest Bold Resource Centre Short Breaks  
Wolverhampton Street  
Bilston  
Wolverhampton  
WV14 0LT

Tel: 01902 553369

Email: [Ann.watson@wolverhampton.gov.uk](mailto:Ann.watson@wolverhampton.gov.uk)

**Wolverhampton City Customer Relations and Complaints Manager**

Priory Green Building  
Whitburn Close  
Pendeford  
Wolverhampton  
WV9 5NJ

## Contact details

If you have questions or need further information contact:

Swan Bank Resource Centre Short Breaks  
2 Swan Bank  
Penn  
Wolverhampton  
WV4 5QE

## **Where to find us...**

Take the No. 255/256 bus from Wolverhampton, get off at the Co-op bus stop on Penn Road, turn to your left and walk back towards Manor Road, walk up Manor Road and take the second road on the right into Swan Bank. Swan Bank Short Breaks Centre is the house on the corner.