



# Daneswood – A Service Users' Guide



**This guide is available in an alternative format to make it accessible for our service users.**

Daneswood provides a home for up to 17 young adults, both male and female aged 18 + with severe or profound and multiple learning disabilities in a caring environment where individual rights are respected, individual living skills are developed and individuals' quality of life is enhanced.

Daneswood embraces a range of therapeutic approaches including some of the principles of the anthroposophical work of Dr Rudolph Steiner. We aim to create a stable environment and to nurture the individual in physical, emotional, social and spiritual aspects. We seek to encourage individuals' dignity, sense of responsibility and self-worth.

## **Facilities & Services**

Daneswood is a spacious former country house hotel set in the village of Shipham in the Mendip Hills. Daneswood has views over the Mendips to the sea at Weston Super Mare and across the estuary to Wales.

The grounds are landscaped and terraced there are lawned and patio areas, a greenhouse and nature areas. There is car parking available adjacent to the house.

Daneswood has a range of communal areas including large lounge areas, dining rooms, three conservatories, kitchen and laundry facilities and a specialist bathroom facility. Daneswood has an indoor spa bath / hydrotherapy facility with a ceiling hoist, an arts & crafts room, a sensory room and a soft room.

Each individual has their own bedroom furnished to their own tastes and needs; most bedrooms have full en-suite facilities.

Accommodation at Daneswood is spread over three floors; each of the floors is served by lifts which are large enough to hold a wheelchair user and their carer. Daneswood also has a dedicated staff training room.



Daneswood has a number of vehicles including a minibus with wheelchair access to enable service users and their carers to access community activities.

Daneswood provides:

- An environment that is geared towards working with and supporting people on an individual basis
- Staff who are trained to support and communicate with each individual service user
- Dedicated bath, shower and toilet areas that promote independence, using specialist equipment where necessary
- Support both within and away from the home
- Anthroposophical health support
- Access to arts and craft facilities
- Access to the garden and grounds. We hope, in the future, to incorporate a sensory garden and features that will enhance the therapeutic benefits for our young people
- Support to individuals to enable each person to make choices and communicate in their chosen manner.
- An activity programme that will include those interested within the maintenance and development of the garden grounds. A greenhouse provides further opportunities for individual support.
- Transport will be available to access wider community interests, seeking to forge community involvement.
- Vocational and educational programmes are included to maintain and develop the occupational interests of the service user.

## **Staffing**

Daneswood's Responsible Individual is Dr Peter Gardner, a Chartered Forensic Psychologist, Chartered Educational Psychologist, Chartered Counselling Psychologist, Registered Psychotherapist and Neuropsychologist and who has many years of experience of working with people with learning disabilities.

The staff team at Daneswood is led by the Registered Manager, Jerry Brown who has more than 25 years experience of working in and managing residential care homes for people with people with learning disabilities and those with complex needs. Jerry Brown is a Qualified Social Worker, holding the Diploma in Social Work; he is registered with the General Social Care Council, and holds an NVQ 4 in Management and a range of other qualifications.

Daneswood is staffed by a number of senior support workers, a team of support workers and waking night support workers to provide an appropriate staff: service user ratio, administrative and domestic staff. Training and support for staff will be provided in accordance with The Care Standards Act 2000, The Care Home Regulations 2001 and the National Minimum Standards for Care Homes for Adults (18-65) and take account of the individual needs and interests of the young people in our care.



## **Fees:**

The fees for your place at Daneswood will be negotiated by your Local Authority with Daneswood Management Team. You may be required to make a service user contribution towards these fees; the level of this contribution will be set by your funding authority. You may also be required to make a contribution from your mobility allowance toward the running costs of our vehicles.

The weekly fees cover:

- ✓ An individual bedroom that exceeds the minimum criteria specified by the National Minimum Standards. This will include en-suite facilities; many rooms have spectacular views across the Mendips and towards Wales. Others have direct access to the woodlands that surround the rear of the home.
- ✓ £1000 of personal insurance.
- ✓ Access to a range of activities both social and occupational which are personalised and centred on your individual abilities and preferences.
- ✓ All meals. Participation in the planning, preparation and serving of meals will be encouraged. A wholefood, organic diet, reflecting the seasonal influences, will be provided.
- ✓ Laundry and maintenance of personal and communal areas, although your participation in maintaining a comfortable home life will be encouraged.
- ✓ Transport which will be provided to enable you to pursue your outside interests.
- ✓ An agreed staff support ratio to meet your needs.
- ✓ Managerial support to monitor the quality of your care package and to ensure your package of care is delivered appropriately.
- ✓ Where additional support is required, this will be agreed separately with you (and your representative) and the purchasing body.

**An invoice will be forwarded to your purchaser for payment of your support and accommodation fees.**

## **Service Users' Views of the Home**

Regular surveys of the satisfaction of service users and their representatives' views are undertaken; a summary of the results is available from the Manager.



## **Complaints**

Daneswood welcomes the right of service users and their representatives to make complaints. Complaints are viewed as constructive criticism of the service provided. A copy of the complaints procedure is issued to all individuals and their families on admission and is available on request from the office.

You may make a complaint directly at any stage directly to the Responsible Individual, Dr Peter Gardner, or to the Care Quality Commission.

Dr Peter Gardner  
C/o Appleford School  
Shrewton  
Nr Salisbury  
Wiltshire  
SP3 4HL

Care Quality Commission  
South West Region  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel 03000 616161  
Fax 03000 616172

Other useful contact details are:

Somerset County Council  
Social Services Department  
County Hall  
TAUNTON  
Somerset  
TA1 4DY  
Tel 0845 345 9133

Somerset Partnership NHS & Social Care Trust  
Broadway House  
Barclay Street  
Bridgwater  
Somerset  
TA6 5YA  
Tel 01278 720200  
Fax 01278 720201

## **CQC Inspection Reports**

A copy of the latest inspection report by the Care Quality Commission will be issued on request to all Service users and their 'interested Parties' and anyone requesting a copy of the Daneswood Service User Guide. Copies are also available via the CQC website [www.cqc.org.uk](http://www.cqc.org.uk)