

Aurora
Hyde Lodge

Aurora Hyde Lodge



Contents

1. Central Aims and Philosophy
2. The Home
3. Social Life
4. Learning
5. Safeguarding
6. Choice, Capacity and Communication
7. Religious Instruction and Observance
8. Health and Welfare
9. Positive Behaviour Management
10. Staffing
11. Complaints
12. Missing Persons
13. Fire Procedures and Health and Safety
14. Admissions Policy
15. Contact Details and Map

1. Central Aims and Philosophy

The house is registered as a care home for adults with learning difficulties who may require personal care without nursing and is part of The Aurora Group.

Hyde Lodge aims to provide for our adults with -

- A safe and nurturing environment that promotes increased independence.
- A healthy, active, and enjoyable life with a wide variety of activities.
- Opportunity to have a voice that is heard and genuinely influences their lives.
- Highly trained, attentive, and motivated staff team.
- A warm and welcoming home environment.
- On-going learning of independent living skills.

Hyde Lodge is a provision for adults to continue their learning and development in a safe, progressive, and nurturing environment. We provide full board on a 52 week per annum, residential basis including any reasonable individual requirements as agreed with the local authority.

The house is based around a person-centred approach whereby the residents are actively encouraged to be self-determining individuals with high self-esteem and voices that genuinely influence their lives. Effective, meaningful communication and participation is central to the philosophy of the home and all staff members are trained in a wide variety of augmentative and alternative communication methods and practices such as PECS and Makaton.

The residents are all encouraged to work towards being as independent as possible with the aim of improved outcomes and quality of life. Hyde Lodge individual learning skills programme is overseen by the activities co-ordinator who trains staff in a learning approach to support independent living skills that can be integrated into daily routines and learnt in a variety of contexts to edify learning in a different way that is practically useful for each individual and gives a sense of self-worth and independence.

Hyde aims to provide IT services which enables access to a wide variety of communication tools, media, Skype, facetime and Zoom. However, it is important to recognise that technology is a means to an end, not an end in itself. In line with this, we believe that being part of a larger community, having a healthy social network and taking part in physical activities all lead to a full and enjoyable life. We are proud to provide a wide range of activities inside and outside the house and to be an active and visible part of the community in Bristol.

2. The Home

Hyde Lodge is a spacious, welcoming, and warm environment. The home is registered to provide care for 8 adults. The house is decorated in a style that is both modern and therapeutic. The house also has a small garden to the front with a much larger one to the rear of the house which includes raised beds where vegetables are grown and used in food preparation.

Each resident has a bedroom which has been personalised to reflect their likes and needs. Everyone is consulted prior to moving in using visual aids appropriate to their level of ability to support choices such as wall colour, posters, soft furnishings, or any other touches to make their room their own. The house has two very large, open plan living and dining areas with beautiful views across the Downs, there is a kitchen on both floors and 4 bathrooms spread throughout the house. The lower floor has been designed to be completely accessible for people with limited mobility and wheelchair users. The home also contains a self-contained flat for one resident, which is designed to work on independence.

The house has Wi-Fi throughout, and individuals may use tablet computers for a variety of purposes such as:

Communication

The residents have access to a variety of communication aids specific to their individual needs. Some residents use iPads and tablets as communication and leisure tools. Communication is supported where appropriate by visual aids and Makaton signing.

Media

Some residents make use of their iPads or tablets to store media such as photos and videos as well as using programs such as grid 3. Both main living spaces have a smart TV which the residents can use in conjunction with their iPads or other tablet computer to watch films, TV or listen to music. Skype also provides an excellent link with family and friends which can be used either in the social spaces or in the privacy of their own bedrooms.

Ordering Food and Preparing Meals

We are fortunate to have access to several nearby supermarkets and smaller shops for purchasing food. However, we also work with individuals who may find the busy environment difficult when buying a variety of foodstuffs.

Aurora Hyde Lodge

3. Social Life

In Hyde we understand the importance of a healthy social network and encourage individuals to make new friends as well as maintain established relationships and family ties. There are a wide variety of social activities to choose from both within and outside of Hyde. There is a nearby public swimming pool, lots of local cafes, pubs and shops, and a church just around the corner as well as all of the amenities of a large city. Within the site we offer a range of social and physical activities. We encourage residents to access public amenities, not just those tailored for people with learning difficulties. We believe very strongly that difficulties should not be a barrier to anyone with the right support and we recruit staff that will fit well with the interests and lifestyle choices each person wishes to make. Individuals are supported to stay in touch with family and friends further away and family members are welcome to visit. The house is a friendly, warm and inclusive environment where individuals have the option of spending time together but is also spacious enough to enable individuals to have time to themselves or in smaller groups if so desired. We encourage everyone to have meals together as mealtimes are an important social time but also recognise that this might not always suit everyone. The house also celebrates a wide range of festivals throughout the year. Again, these are optional, but we find that many people really enjoy them and want to take part.

4. Learning

Learning new skills and working towards a more independent life is one of the key priorities of Hyde Lodge. Staff are trained to provide a clear, ordered, and supportive environment to facilitate learning for independent living skills such as cooking, cleaning and personal hygiene. Experienced staff and a strong shift leadership structure enable self-directed and responsible working practices that can quickly adapt to changing needs.

5. Safeguarding

Ensuring that the residents in our care feel safe and protected is of the utmost importance to us and all staff are subject to extensive referencing and police checks before they begin working with us. They are then trained in safeguarding adults (which is refreshed each year) and the Mental Capacity Act and Deprivation of Liberty Safeguarding as part of their induction. The senior team promote an atmosphere of openness, cooperation and transparency which ensures any problems can be dealt with quickly and effectively. A culture of high standards and intolerance of poor practice means that staff can feel confident that they will be heard, and any concerns will be taken seriously.

The residents have access to monthly drop in service with an independent advocate who can give advice on their behalf where applicable.

6. Choice, capacity, and communication

All staff have training on the Mental Capacity Act and Deprivation of Liberty Safeguarding and support plans include specific guidance on how to ensure that

staff practice works towards everyone having as much control over their own life as possible. Staff update daily information on a regular basis with the support of senior staff and major updates take place regularly with the staff teams involved with the residents.

House meetings with the residents and the LLAs take place monthly and have an outlined agenda in an accessible format tailored to each individual's needs. Topics on the agenda range from day-to-day items such as the weekly menus to choosing activities. Staff work conscientiously with individuals at a level that reflects their ability and therefore means choices are meaningful and genuinely influence their lives.

7. Religious Instruction and Observance

We recognise the importance of multiple faiths in Hyde Lodge and staff work with residents to ensure that their spiritual and cultural needs are met. We work closely with the residents themselves, but also with parents, advocates and social workers to ensure that all moral, spiritual and cultural needs are met.

8. Health and Welfare

To look after the health needs of the residents we use local GP, dentistry and optician services that are well known to Aurora Hyde Lodge and have a longstanding relationship with us although each resident has the option to choose other services if they so wish. Each resident has a document which outlines important health information such as allergies, preferred means of communication and any regular medication.

GP services

GP services are provided by Pembroke Road Surgery, Clifton. This practice provides excellent levels of care and has GPs who are familiar with the needs of the residents in our care, this includes a weekly 'ward round' where a consistent GP calls the home to discuss each resident and their health needs, visits the home once a year and completes the annual health review and will routinely call in when further appointments are required. This familiarity means that anxiety around seeing a doctor is significantly reduced and the residents can feel relaxed and comfortable when being seen.

Dentistry

The residents benefit from access to a specialist service based in Southmead where staff are trained in treating people with learning difficulties and special needs. Dentistry is of course something that can arouse anxiety and the experience and knowledge of the staff at the Southmead centre helps make visiting the dentist as comfortable an experience as possible. All the adults visit the dentist every 12 months as a minimum with further appointments booked as required.

Ophthalmology

Again, the residents benefit from access to an optician that has a long-standing relationship to Aurora Hyde Lodge and are very understanding and patient when undertaking optical exams which can be a stressful time. All the residents are seen every 12 months as a minimum with further appointments available as required.

Medication

All staff are trained and certified to safely administer medication. This means that medications can easily be given at a time and place that is convenient and preferred by each individual and that fits around their routines. Medications are safely stored in a locked cupboard within their bedroom and everyone has a personalised plan detailing their preferences. Again, staff are encouraged to be mindful that preferences change over time and to take a lead role in informing the senior staff of any changes to practice that be required.

Diet and Nutrition

The residents are supported in making healthy choices through direct involvement in planning the meals. Each week's menu is chosen by the residents in the home using a variety of communication aids.

This is a special time of the day and we are lucky to have two separate kitchens so that people have plenty of space to prepare their preferred meals.

Personal Care

For the residents who have additional needs such as personal care, this is provided by the house and agreed in the initial costings. The privacy and dignity of residents is maintained at all times and the culture of the house ensures that this issue is taken seriously and these rights respected. Each resident also has a personal care plan which outlines any issues and learning objectives agreed with the young person, family and social worker.

9. Positive Behaviour Management and Challenging Behaviour

At Aurora Hyde Lodge, staff are trained in the BILD accredited behaviour management technique 'PRICE' (Protecting Rights in a Caring Environment). The aim is to use in-depth understanding of the causes of challenging behaviour (both generally and in terms of specific causes for each adult) and proactive management of the social and physical environment to avoid or de-escalate incidents of challenging behaviour before they reach crisis point. Where this is unavoidable staff are also trained to use minimally restrictive physical Interventions to ensure the safety of the adults and staff. Initial training in 'PRICE' discusses the causes of challenging behaviour and how to deescalate situations effectively and aim to avoid the use of physical interventions wherever possible and is refreshed by a 1-day course annually. A member of staff is also trained as a 'PRICE' instructor, and able to provide training, advice, and support to other members of staff.

Each resident who presents with challenging behaviour will have a comprehensive risk assessment and an agreed positive behaviour management plan which will include primary and secondary strategies. Wherever possible, the residents will be involved in the planning and review processes.

10. Staffing

The overall structure of staffing within the house is outlined below:

Nominated Person Kim Welsh

Extensive experience (18 years) of management in SEN Educational and Care establishments joined Aurora in 2017 to develop new adult provision. Previously lead 2 SEN Colleges with several separate CQC homes in the community attached to them. Teaching career over many years involved lecturing at college and university level for HSC subjects for degree and level 3 programmes.

Registered Manager – Linzi Jones

Appointed manager from April 2023 of Aurora Hyde Lodge and is responsible for the overall running of the house. Linzi is a very experienced Registered Manager previously running several care homes over her long career. Linzi completed her Level 5 in Leadership for Health and Social Care and Children and Young People's Services in 2016. Linzi is ambitious for Hyde Lodge and shows a clear vision for the home whilst keen to work with the families and carers of our residents.

Shift Managers

There are two shifts to enable 1:1 support for the residents as required with higher ratios provided where required and agreed by the local authority. The shift managers work closely with the staff on shift to ensure the smooth running of the house and provide support, mentoring and assistance as well as directly

Aurora Hyde Lodge

supporting the residents and organising activities and mealtimes etc. All of the shift managers have experience of working within care and have additional training in dealing with conflict and giving professional supervisions to enable them to support the Learning and Living Assistants (LLA) to provide the highest standards of support in a progressive and adaptable environment.

Living and Learning Assistants (LLA's)

Each resident is supported on a 1:1 basis with higher ratios provided where required and agreed by the local authority. The Living and Learning Assistants are provided with all statutory training but also with additional training in several important areas, (all training provided is outlined below). They are encouraged to take a responsible relationship to the residents in their care, advocate for them and participate in all aspects of updating practice and care planning. They are also given opportunity to take further training in areas of special interest to afford the house with a diverse mix of skills that are contemporary and relevant.

Training

Aurora Hyde Lodge provides a comprehensive induction package, which includes a rolling program of refresher training and encourages staff to undertake extra courses to extend their skills and understanding. The standard induction training includes the following areas:

- Safeguarding Adults
- Mental Capacity
- Deprivation of Liberty Safeguarding
- PRICE behaviour management
- Autism awareness / Epilepsy awareness
- Food Hygiene
- Advocacy
- Makaton / visual communication
- Fire Safety / Health & Safety / Manual handling / First Aid
- Medication handling and administration

Night staff are employed in relation to the number and needs of the residents in Hyde Lodge and are awake throughout the night to provide support and security for them.

Housekeeper

The house has a housekeeper who has the responsibility of overseeing the general upkeep of the house and ensure that it feels welcoming, warm and clean. The housekeeper has an eye for the smaller details that helps a house feel like a home and works closely with the residents and the staff within the house to be aware of any issues that need addressing.

Supervisions, Appraisals and Support

All staff receive supervisions from their shift manager, the registered manager, or a designated senior member of staff to a minimum of 8 per year with more frequent supervisions available for newer members of staff or upon request. Supervisions take place in a 'formal' 1:1 setting and are confidential, but senior staff are encouraged to mentor throughout the day to ensure practice is kept to a high standard. All staff also receive an annual appraisal to acknowledge achievement and discuss how to further develop them develop their practice and maintain high standards.

11. COMPLAINTS

Any person who has a complaint is directed to talk to the registered manager in the first instance as soon as possible. If the complaint remains unresolved, they are taken through the formal complaints policy and procedure.

The complaints policy and procedure are discussed with residents on a 6 monthly basis within the house meetings using an accessible format. The residents also have the opportunity to access a drop in centre to meet with an advocate where any concerns could be addressed and the living and learning assistants are also encouraged to take an advocacy style relationship for the residents, they work with in regard to complaints.

12. MISSING PERSONS

Hyde Lodge has a set policy on dealing with missing persons in general and any specific concerns relating to an adult who may be at particular risk (who may have history of absconding, for example), has an individual risk assessment to inform staff of how to minimise such risks. Hyde's policy outlines a set procedure with regards to undergoing a search and which authorities to inform. Staff are trained in this policy as part of their induction, and this is refreshed periodically during staff meetings to ensure staff feel confident to initiate this procedure if needed.

13. FIRE PROCEDURES AND HEALTH AND SAFETY

Each resident has a comprehensive risk assessment in place which details evacuation procedures and any specific risks regarding issues such as mobility, noise sensitivity, likelihood of compliance etc. All staff must read and sign these risk assessments as part of their induction.

The house also has an overall risk assessment and a set of general procedures to follow in the event of a fire. Staff are trained in fire safety, and this is refreshed on a regular basis.

We comply with all relevant fire and building regulations/legislation.

Regular checks on all equipment are undertaken including PAT testing, fire extinguisher testing, bi-annual checks of emergency lighting via an external body, (weekly checks are also undertaken in-house), and weekly checks of the alarms,

Aurora Hyde Lodge

fire doors and emergency equipment (such as fire blankets, torches etc.) are undertaken by senior staff. Protocols are also on view at key areas around the house in accessible format and the residents are regularly refreshed on its use before fire drills and debriefed afterward.

14. ADMISSIONS, DISCHARGE AND FEES

Referrals can be made by parents and/or social workers/health workers and visits from any of these parties and of course potential resident themselves are welcomed by appointment.

The Statement of Purpose, the admissions policy and resident's guide will be sent out to describe the level and kind of support we provide. If it is felt that Hyde Lodge could be a suitable placement for an individual, assessments would be made via the Registered Manager and in consultation with the Named Person.

Final decisions about an offer of a place are based on the ability of Hyde Lodge to meet the adults needs and compatibility with current residents.

Fees will be based on individual needs and agreed between Aurora Hyde Lodge and the placing authority prior to admission.

15. CONTACT DETAILS AND MAP

Provider: The Aurora Group Aurora
LD Limited
Twigworth Court Business Centre
Unit 13 Tewkesbury Road
Gloucestershire GL2 9PG

02306170170 enquiries@the-aurora-group.com

Registered Manager: Linzi Jones
Aurora Hyde Lodge
Westbury Park
Bristol
BS6 7JE
(0117 94406176 or 07387418920)

