

Cream

*Residential Care for Adults with
Learning Disabilities and Complex
Needs*



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Introduction

Our Organisation is designed around people with special and complex needs who require a tremendous amount of care and support to meet these needs. The individuals our services provide a home for, often have severe or profound learning disabilities and high care needs. We also provide opportunity to individuals without a severe learning disability but whose physical disability dictates full support and care.

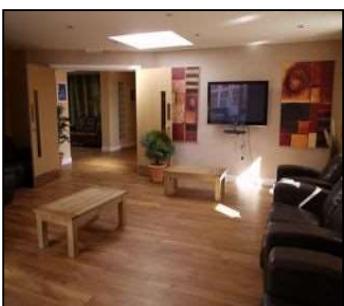
Our support is tailor made to each person, ensuring aspirations are striven toward and individual requirements are met successfully, sensitively, and consistently.

We create environments and offer resources of the highest quality and always aim to be inclusive, kind, and transparent in everything we do. We want people to feel 'at home' and families to feel confident that the care provided is exemplary.



Environment

Each of our homes have a character and charm and have been individually customised to meet and exceed compliance with the Care Quality Commission. Designed to be entirely accessible to those with a wheelchair dependency; the homes have been decorated and furnished to a high standard and are well maintained.



The bedrooms are furnished and decorated according to individual taste and preference and fully equipped according to each person's needs & wishes. Bedrooms have ceiling tracking fitted as needed and the ensuite bathrooms are equipped to suit each persons' needs, with either bath or shower according to wishes.

The gardens and grounds surrounding our homes are well tended and landscaped. Ensuring privacy and security. Created to be accessible to wheelchair use, tricycles and walking aids, the outside areas can have adapted swings, Barbecues, gazebos, seating with tables and sensory areas. Horticulture is part of the Taunton homes facility, with many residents involved in growing produce using our poly tunnel.



People We Care For

We offer quality care and support to individuals whose needs demand a careful and sensitive approach each and every day. Placements are offered to both adults and young people, from the age of sixteen, who are going through transition from school or college, whose learning disability is associated with additional needs such as: epilepsy, physical disability, profound and multiple disability with communication impairments, visual and/or auditory impairments; other health and social needs which may border on nursing care, may also be part of the care and support needs.

We are also able to support people with a physical disability and who share full capacity to choose where they live and who they live with. We can enable placements for people with Autism where everyone agrees that the environment and peer group is compatible to their needs and no one will be left vulnerable to intrusions. We always adapt the care and environment to the individual and do not expect them to fit in with our patterns and customs.

Every effort is made to ensure a progressive care service, which is responsive and flexible to the people within our care, and to promote trust and understanding with each person and their family.



Placements

On receiving a referral we pursue a thorough assessment of the individual in order to ensure the appropriateness of our service to meet their needs. We invite the individual, families and other professionals to thoroughly inspect who we are, what we do and what we strive to achieve.

Particular attention is made to ensure that the people who live together within the homes can harmonise as a group. We are mindful of each person's wishes and how their aspirations will and can be met within the group dynamic.

Prior to moving in, staff work extensively with the person referred discussing all matters pertaining to their individual care needs and support.

This is an inclusive method where the individual can begin to develop a relationship with staff and become familiar with names and faces. This process allows us to develop a more thorough understanding of the individuals needs whilst also endeavouring to make transition as smooth and comfortable as possible for the person and their support circle.

Staffing

We know that our primary strength is having a dynamic, enthusiastic and valued team of employees, who remain in our employ for long periods. It is so important to the people in our homes to be in receipt of care from a reasonably stable and consistent staff team.

Staffing levels are dependent on individual needs. We ensure there is a level of staffing to meet the day to day requirements of each home and each persons' daily needs. With activity plans in place for each resident and home. We are committed to staff development and offer full in house training to new staff as well as continued training and development to existing employees. This helps staff to feel valued and supported to develop and reach their own potential. We are keen for staff teams to aspire and to apply for promotion, keeping our most talented carers with Cream.

We have key workers, this is based on a relationship between a member of the team and a resident which has developed and as this bonding evolves the role is taken. The key worker supports the individual in their day to day lives: personal care, care of their environment and their daily wishes and choices. The key worker may support their person to attend reviews and where the individual resident chooses not to be present, will ensure their wishes and needs are presented fully.

This key person supports families in managing and maintaining their ongoing relationship and involvements with their child or family member.

Key workers can be a main point of contact for families and can facilitate action plans. We adhere to best practise which is to ensure a team approach and not an over reliance on a key worker role. We are aware of the risk of this key person leaving, transferring, taking promotion, Maternity leave, sickness and ordinary holidays. We strive to minimise sense of loss in the event of a key person not being available temporarily or permanently.



Communication Involvement and Inclusion

We understand that trust is paramount when an individual is placed in our care. We are therefore totally appreciative of the need to assure the adequacy of the care provision, bearing in mind the huge vulnerability of those in our care.

We believe that family involvement and a collaborative partnership is an essential aspect of all that we do. To achieve this, we support regular and frequent contact between staff, parents and the individual. This may be through phone calls, web cams, diaries, visits, texts, letters or via email. We appreciate that it may be difficult for parents to visit as frequently as they would wish due to distance and alternative communication is vital; we also provide support with transport to accommodate some family home visits. Home visits are flexible and can be for a day, weekend or longer according to personal wishes.

It is important to have regular reviews and meetings with all parties involved in the individual's health and welfare. These are held both formally and informally as needed and requested.

We understand the importance of open and transparent communication and strive to ensure an all-inclusive approach with individuals and their family.

Activity and day support

We focus on each person according to their needs, wishes, preferences, abilities and individual choices and aspirations. We aim to provide and use a variety of activities both in the homes and in the community. Staff support individuals in accessing the community, utilising resources and activities which are ordinarily available to the public.

We have our Multi-Sensory Hydro therapy pool based on our Taunton homes site which is fully accessible to all our residents. We have also developed activity space enabling all kinds of social events including weekly discos, social groups, Board games sessions, Movie nights, karaoke, Intensive Interaction workshops, sensory drama and use of a sensory area.

Each person develops their own weekly schedule to include favoured activity and to ensure an active and enjoyable week.

Options can include things like:

- Horse riding and grooming sessions at local centres for the disabled
- Music therapy (private)
- Massage (private)
- Rebound therapy at local resource with trained staff
- Art & craft sessions with staff and providers of sessions
- Gardening/horticulture with tutor
- Tricycle & bike rides to local community
- Bowling at local Hollywood centre
- Walks & rambles in countryside and local parks
- Cinema
- Theatre trips
- Day trips
- Music for fun
- Animal man visits
- Sensory baking
- Intensive Interaction
- Sensory drama
- Gardening
- Shopping
- Cooking
- Story telling



We have access to local colleges to offer educational and leisure opportunities. The emphasis is very much on enabling individuals to enjoy a rich and varied life where choices are respected and supported.

We provide health and wellbeing support using our privately retained physiotherapist to help develop and create stretching and exercise programmes, hydrotherapy programmes and 24/7 postural support management.

We employ other professionals, as needed, to ensure all needs can be met with appropriate vigour.

Person centred care includes our using access technology to develop means which enhance the person's ability to maximise their potential. We aim to encourage and totally support individual choice and control and use Active support in all we offer.

Holidays and day trips can be organised to various locations according to individual wishes and choices and their available finances. These trips may be for small groups or more individualised according to compatibility and choice. Our aim is to make these exciting, enjoyable and enriching.

Summary

Our commitment to providing quality care and support is our foremost priority. Those who live with us deserve the opportunity to feel safe and at ease whilst developing and enhancing their skills and abilities. We have a strong sense of duty and care. We keep our promises helping individuals and their families establish and continue to experience a sense of fulfilment and achievement, in our care provisions. We will continuously strive to provide an exceptional service with excellent outcomes for all.



We are expanding our services to include some supported living ‘plus’ alongside some new residential homes.

Our Homes

Longrun House – Taunton, Somerset

Longrun is the first home within the Cream organisation which opened in 2006. The home is an oasis in the middle of the county town of Somerset, idyllically situated in a unique position in the heart of Taunton yet surrounded by green fields and farmland. The home is adjacent to the Somerset College providing ease of access to a range of specialist courses. The home is within walking distance of many community facilities and the town centre.

Longrun is divided into two separate houses. Both are furnished to a high standard and offer a homely and comfortable environment.

Longrun House dates to the seventeenth century and has recently been refurbished to provide accommodation for seven individuals. All bedrooms have ensuite facilities, which are adapted to meet personal preference. There are four bedrooms on the ground floor and three upstairs which can be accessed via a lift. All rooms have ceiling tracking as needed.

Longrun Lodge is a ten bedded single storey home adjacent and connected to the house. It is spacious and has ease of access for people with mobility needs and wheel chair dependence. All bedrooms are located on the ground floor with ensuite bathrooms fully customised and they all have patio doors leading outside to their individual patios and the homes horticultural area and large gardens

There is a barbecue area for Summer use and where families are invited to join their child for special events. The **Multi-Sensory Hydrotherapy Pool** is on site, which is available for use each day for the individuals we care for.



Rawlyn House – Torquay, Devon

Rawlyn is a stunning property set in the beautiful seaside town of Torquay within walking distance of local shops and amenities. The Home is situated five minutes' drive away from the picturesque village of Cockington and it is within easy reach of the Country Park, Leisure Centre, Theatre, and beaches. Rawlyn House is set in lovely gardens which have been sensitively constructed to enable full access to people with a wheel chair dependency. The Home is not overlooked by its' neighbours and provides a safe arena for people who share a vulnerability. There are swings and barbecue settings in the garden with pathways for people to use as tracks to ride their tricycles or use walking aids. There is also a Summer House used as a sensory and activity centre providing further opportunity for residents in less inclement weather.

Rawlyn is divided into two homes; a group of six individuals reside in **The Lodge**, with ten people in **The House**. The Homes are furnished to a high standard and offer the opportunity for residents to join each other for activity, special events and socialising. The House has three bedrooms on the ground floor with seven large bedrooms upstairs and a lift. The Lodge has six ground floor bedrooms. Each room is fully customised and has a full ensuite facility to meet each person's needs, with baths or shower and tracking hoists as needed.

The Homes offer care and support to people with a severe or profound learning disability and complex care needs, providing an intensity of staffing ensuring individual care plans are person centred and achievable.



The Dairy House – Taunton, Somerset

The Dairy House is a new build which is designed to meet the needs of people with quadriplegia and wheelchair dependence alongside other mobility concerns and high levels of vulnerability including epilepsy and eating and drinking difficulties. The home is enabling care and support to people with severe or profound learning and needs. The Dairy House is a sister home to Longrun House and is set amongst a full country landscape, whilst remaining walking distance to the Town centre and local amenities.

The home is providing living accommodation for fifteen individuals which is separated into two sides with eight and then seven sharing their own communal space and kitchen facility. Resident's bedrooms each have a fully customised en suite with tracking hoists as required; bedrooms are adapted and personalised according to each person's preferences. Ground floor bedrooms have patio doors leading out to individual courtyards where garden furniture and garden areas offer further opportunity for privacy. Two first floor rooms have their own balcony garden.

The Dairy House uses the support of a privately employed physiotherapist who develops hydrotherapy programmes to manage each person's physical needs in water using our multi-sensory hydrotherapy pool, which is on site. The physiotherapist also ensures that postural supports are correctly used and available and creates programmes of stretching to be carried out by the care team daily. Private Speech and language consultancy is available for two days each month. The residents have full support around all their health and social needs with full attention to detail from trained, kind and experienced staff.



Wilton House - Taunton, Somerset

Wilton House is considered one of Taunton's finest houses and offers superb location adjacent to the town's park. Vivary Park is well known as a place to picnic, feed the ducks, be entertained by visiting bands: flower shows, the circus, model trains, walk amongst the flower beds and a safe place to use a tricycle and walking aids. The home is also well positioned with front door ease of access to the town's high street and all the facilities Taunton town has to offer.

Wilton House is a short walk away from a 'multi-Sensory Hydrotherapy Pool' which is next to sister homes, Longrun House, Rivers and The Dairy House. This proximity enables a network of social gatherings in home settings and use of our activity space The Laurels. The space and resource available within each of our homes creates an ideal opportunity where individuals with a severe or profound & multiple disability and complex needs can enjoy a highly supported lifestyle.

Wilton House provides individualised person-centred planning, where young people will benefit from our ability to deliver sensitive and responsible support. We employ a physiotherapist and speech and language consultancy to support and guide our teams and to assist on best practice in all areas surrounding posture management, physical wellbeing, and communication needs. We continue to use assisted technology focusing on the use of switches and communication aids to enhance opportunities for control and participation. We work closely with families to develop our knowledge and understanding of their young person's needs and wishes. Trust is needed and to earn this we look to have open and honest partnership with families, recognising the importance of being transparent, in all that we do. We seek to be a 'state of the art' service delivering care and enabling support in the best possible ways.



Rivers - Taunton, Somerset



Delivers high level care and support to a small group of young people with vulnerability and complex needs which may include complex epilepsy, gastronomy's, auditory and visual impairments and 24 hr postural management. Many will be reliant on wheelchairs for mobility. The environment is designed to provide open plan space which is fully accessible to all.

The home ensures highly individualised person-centred planning, where residents benefit from our ability to deliver sensitive and responsible support. We employ a physiotherapist, a speech & language therapist and training manager, to support, guide and skill our teams. We insist on best practise in all areas including: health & well-being, social & communication needs and having opportunity to meet individuals potential and aspirations. We use assisted technology focusing on the use of switches and iPads to support communication and choice with control.

We work closely with families to develop our knowledge and understanding of their young person's needs and wishes. Trust is needed and to earn this we look to have an open and honest partnership with families recognising the importance of being transparent in all that we do.

We seek to be a 'state of the art' service delivering care and enabling Active support, so people continue to develop in all areas of their life and build their relationships with others.

The Cabin

Delivering high level care and support to a group of young people with vulnerability and complex needs. Sister home to Rivers benefiting from all the resources available on our Taunton site. Supporting people with equipment including Grid 3/ Tobii communication.



Our Multi-Sensory Hydrotherapy Pool – Taunton, Somerset



The site in Taunton boasts a **Multi-Sensory Hydrotherapy Pool**, which is available exclusively for use each day by the individuals we care for.



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