



Bolton Cares – Crawford Street A Guide for People we Support

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Contents

- Page 3. What is Crawford Street?
- Page 4. How to Access the Service.
- Page 5. What you can Expect from Us.
- Page 7. What we Expect from You.
- Page 8. Planning your Person-Centred
Support.
- Page 9. Medication.
- Page 10. Managing Money.
- Page 11. Health and Safety in the Home.

What is Crawford Street?

Crawford Street is a short term breaks service for adults over 18 who have a learning disability or autism.

People with disabilities and their carers can take a break here and enjoy time away.



Crawford Street offers care to suit you in a supportive environment.

It will help you to stay independent and learn new skills.



There are seven bedrooms which are all wheelchair accessible.

One room has an ensuite bathroom.



Crawford Street is fun! We offer day trips, group cooking and lots of other activities.

You can tell us what activities you would like to do and we will support you to do them where possible.

How to Access the Service



You will be referred to Crawford Street by social care.



You and your social worker will agree a support package together.



You might need to pay for support if you have enough income.

Bolton Council will work out what you need to pay.

If you need to pay, you will pay Bolton Council direct, not Bolton Cares.

What You Can Expect From Us



Safety:

- Your environment will be safe and comfortable.
- You will be cared for by experienced, friendly and well trained staff.
- The staff will know your care and support needs very well.



Person Centred Care:

- You will be treated as an individual.
- You will be listened to.
- You will maintain your independence during your stay.
- Your care will meet your own personal needs.

What You Can Expect From Us



Complaints and Compliments:

- We will ask you what you think of the service.
- We will let you know how to complain or how to tell us what you like about the service.



Equality & Diversity:

You will not be treated differently because of your age, gender, ethnicity, religion, sexuality or disability.

What We Expect From You



Work with us to make your care the best it can be.



Respect our staff.

Planning your Person Centred Support

Once we start your package of care, support staff will help you make a plan based on what you want and need.

Your family or friends can be involved in helping us make the plan, if you like.

If anything changes, you can meet the support team and talk about how to change the plan.



A person-centred plan tells us how you want to live your life and be supported.

You can use it to tell us what your goals are in life.

If you can't contribute to your plan, we follow guidance in the Mental Capacity Act.



The plan will be a contract between us to deliver your support.

We will both sign it and keep a copy.

You can ask us to share the plan with other people.

Medication

Your health is important to you and to us.



If you can take your medication yourself, we will just help you to store and manage it.



If you need staff to help you take your medication, we will follow our strict Medicines Policy to do this safely.



We will make sure your GP reviews your medication regularly.

Managing Money



At Crawford Street, guests bring in their own spending money.



Our staff can help you to manage your money if you need support.



How much support we give you will be in line with our policies and will be written in your support plan.

Health and Safety in the Home

Your safety is very important to us. If you feel unwell or hurt yourself during your stay, you must let a member of staff know.

We will make regular health and safety checks in the home. This will reduce any risks to you.

We will talk to you about any changes that may need to be made to your home to make it safer.