

# **Crawford Street (Short Breaks)**

**A guide for the people we support.**

## **Address**

7 Crawford Street

Bolton

BL2 1JG

## **Telephone Number**

01204 331111

## **Registered Manager**

Paul Rimmer

## What is Crawford Street?

Crawford Street gives people with disabilities and their carers an opportunity to take a break and enjoy time away.

It is a residential, short term breaks service in Bolton for adults who are 18 years and over with a learning disability or autism.

Offering bespoke, flexible, person centred care, it is a supportive reassuring environment that enables people to maintain their independence, develop new opportunities and learn new skills.

It has seven bedrooms all of which are wheelchair accessible and one room has ensuite facilities.

Crawford Street is a fun place to be, we offer day trips out, group cooking sessions and a range of activities to get involved in during your stay. We welcome people's input into the range of activities we offer and work with families and the people we support to coproduce this.

## How to access the service

You will be referred to Crawford Street by social care who will prepare your support plan in partnership with you.

The amount you will have to pay for the services you receive will depend on your financial circumstances. Bolton Council will contact you to complete a financial assessment to work out the weekly amount you will have to pay for your staff support. This will be paid to Bolton Council and not to Bolton Cares. This is called your assessed charge.

## Our pledge to you

You have the right to expect:

A safe and caring environment

- To be treated as an individual and encouraged to share your views and be listened to.
- To be supported in a safe environment by staff who are good at their job and know your care and support needs very well.
- Maintain your independence during your stay with us.
- A friendly, fully trained and capable team, providing a respectful and dignified care and support which is tailored to you.
- To be well looked after in a comfortable, reassuring environment

- To be supported if you wish to make a complaint or compliment.

Bolton Care celebrates diversity and equal opportunities for all. This means you will not be treated differently because of your age, gender, ethnicity, religion, sexuality, or disability.

### **In return we expect that you will.**

- Work with us to ensure that you receive the best quality care.
- Work together to understand what good support is and co-develop ideas.
- Respect our staff.

## **Planning your person-centred support**

Once we start your package of care our support staff will work with you to compile a person-centred plan based on your needs, wishes and what you would like to do during your visit with us. We will help you tell us about all your strengths and what you are good at.

You may want the important people in your life to be involved in this. If at any point your needs or preferences change you can request a meeting with the support team and they will arrange a meeting to discuss your new requirements.

A person-centred plan details your choices and decisions about how you want to be supported.

If you are unable to contribute to your person-centred care plan, we follow the guidance detailed in the Mental Capacity Act.

Your plan forms the contract by which we deliver services. We will both sign it, and each hold a copy. A copy of the plan will be given to anyone else you authorise.

## **Medication**

Your health is very important to you and us and if you can independently administer your own medication during your stay, we will simply help you to manage and store this.

If you need staff support to assist you to take medication during your stay with us, we will do this following our strict Medicines Policy to ensure we do so safely. We will also ensure your GP regularly reviews your medication.

## **Managing Money**

At Crawford Street guests bring in their own spending money and the staff team support people to manage that.

The level of support provided is in line with our policies and procedures and is reflected in your individual support plan.

## **Health and Safety in your home**

Your safety is very important to us. If you feel ill or unwell during your stay, please let a member of staff at Crawford Street know. Also, if you have an accident fall or cut yourself you must let a member of staff know.

Crawford Street will complete regular health and safety checks of the environment to reduce any potential hazards. Any changes that may need to be made will be discussed fully with you if this impacts on you or your stay.