

# A Guide To The Services We Provide In The East Riding Of Yorkshire



**Respecting The Past, Supporting The Present, Preparing For The Future**

# ***Introduction***

This guide is designed to inform you of the services we can provide and how will sign post you to access the service you require.

ARCK are building their reputation to be one of the best tailored supports and housing providers in the East Riding of Yorkshire.

ARCK offer a tailored person centred service to Adults with Learning Difficulties, Autistic Spectrum Conditions and to All individuals who either need 24/7 Residential Services, Supported living support services (Outreach), Living Independently tailored person centred support and a telephone support service.

We pride ourselves on working in partnership with people's circles of support.

To provide people with the best appropriate support to meet their every need and also Signposting people to receive the help and support they require.

We also provide support to people who are leaving children's services and going into adult services, leaving school, college or not happy with their current service.

All support packages and living arrangements are tailored to meet every individuals need whether people choose to live with others or by themselves.

## ***About Our Services***

Our 24/7 Registered, Residential Services provide support for people with high or complex needs. A named Manager is responsible for running these services.

There can be up to four people sharing these services and a Fully trained staff team to support individually to ensure all the people who use the service receive a fair amount of support. Each individual who uses our service will have a key-working team they will ensure all support plans are followed and regularly reviewed to ensure the person's needs are being met to the highest standard.

Our Supported Living services (Outreach) and Living Independently for people who require a tailored support package to meet their individual needs We will support people to either live in a group living setting where they have chosen people who they want to live with. We will support people to live in their own home and they may require 'pockets of support' throughout their daily living this could range from support with personal care, supporting people to access the community, pay their bills, banking, shopping to promote people's independence and build their confidence. Additional to this we are able to offer a telephone support service for people who need reassurance and a point of contact for help and advice.

Becoming an adult is a challenging time for all, whether you are leaving your family home, children's care services or school, ARCK offer a transition service as a 'stepping stone' from children services to adult services to support people to plan for the future and gain the life skills required to become as independent as possible.

Change is difficult to deal with and ARCK work closely with the person and their circle of support who have chosen to use our services to ensure they have a smooth transition.

## ***Our Aim***

ARCK Living Solutions aim is to provide tailored sustainable, outcome based services for adults, no matter how complex. We have a value based, person centred approach with Tailor made support planning and a staff team trained to meet the individual and particular needs of those who use our service.

Through careful maintenance and refurbishment ARCK are striving to create ordinary, safe and comfortable homes which have a warm and friendly atmosphere. ARCK will sensitively support and encourage people to build a full and independent life which is worth living, by developing and fostering chosen interests and offering opportunities for new experiences that will build self esteem, trust and confidence, whilst respecting and retaining privacy and dignity alongside the persons right from intrusion,. ARCK will enable people to uphold enhanced community inclusion by participating in community living, mixing with others and building positive and meaningful connections of their choice in ways that are generally valued by our society .

ARCK Living Solutions will ensure that everything which takes place within their services is driven by the need, aspiration and want of the people using that service and not by the desires of their employees or any other person or professional group. ARCK Living Solutions will therefore play an active role within the Partnership Board and Action Groups whilst working in partnership with named advocates within the location provided.

## ***Equality and Diversity***

ARCK believes that every person has the human right to be treated equally and must not be excluded from accessing services related to:

- **Gender**
- **Ethnicity**
- **Disability**
- **Age**
- **Religious belief / culture**
- **Sexual orientation**
- **Socio-economic status**
- **A right to be included**

By using the principle that inclusion is right for all, ARCK will ensure that every person has:

- An equal chance to develop and learn new skills or re-discover old ones
- Participates equally in meaningful chosen activities
- Given the opportunity to communicate in their preferred format
- Their individual needs known and met through person centred planning
- Feels safe and knows they belong
- Is valued as a unique individual and feels strong and confident about their identity.

## ***Security***

Some people may seek admission to the service as an escape from elements in their previous living arrangements that threatened their safety or caused them fear. We therefore, aim to provide an environment and structure of support that responds to this need in the following ways:

- Ensure that the services meets and exceeds all security advice from the local police and fire officers. Offering assistance with tasks and in situations that would otherwise be perilous for people.
- Protecting people from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by people using the service.
- Creating an atmosphere in the home which service users experience as open, positive and inclusive.

## ***Civil Rights***

Having a learning disability or being considered to have a behavioral problem and residing in a service can all act to deprive people using a service of their rights as a citizen. We therefore work to maintain peoples place in society as fully participating and benefiting citizens in the following ways:

- Ensuring that each person has the opportunity to vote in elections and to brief themselves fully on the democratic options.
- Ensuring that each person has an equal access to all elements of the National Health Service.
- Supporting each person to claim all appropriate welfare benefits and social services.
- Assisting people to access public services such as libraries, further education and lifelong learning.
- Facilitating in an acceptable manner the support to ensure that people can contribute to society through volunteering, supporting each other, and taking on roles involving responsibility within and beyond the service.

## ***Services We Have in Goole***

### **Claremont** **21 Clifton Gardens Goole DN146AR**



Claremont is a registered four bedded home situated in the residential community of Goole in East Riding of Yorkshire.

The environment in which adults with differing needs live can have a profound impact on their health and well being and this has been taken into account when the adaptations and modifications were made to the service. ARCK took full advantage of the buildings 1920's original features especially the high ceilings, full windows and large rooms which gives the sense of space, freedom and meets not only what people want from communal living but also what they need. The decoration of the service took into consideration colour and contrast particularly lighting to enable a person using the service to feel calm, relaxed and able to understand and predict the environment whilst it still remains in a domestic style.

# ***Services We Have in Goole***

## **Bedrooms**

All bedrooms are designed for personalisation and privacy, with windows angled to avoid overlooking from the outside.



## **Communal Space**



Spacious area that encourages social interaction, activities and a place to relax.

## ***Services We Have in Goole***

### **Kitchen / Utility room**



The spacious kitchen area has a modern layout with workspace to encourage cooking skills to be developed and healthy eating plans maintained.

### **Garden**



The garden has been built to include a sensory area, vegetable/ flower beds, greenhouse and a chicken coop to encourage healthy eating and a relaxing, a quiet area to relax .

## ***Services We Have in Goole***

### **Bailey House** **6 Jefferson Street Goole DN14 6SJ**



Bailey House is a registered 3 bedded home situated in the residential community of Goole in East Riding of Yorkshire. The environment in which adults with differing needs live can have a profound impact on their health and well being and this has been taken into account when the adaptations and modifications were made to the service.

### **Kitchen**



Spacious freestanding kitchen area with large cooking range.

## ***Services We Have in Goole***

### **Communal Space**



### **Bedroom**



### **Bathroom**



### **Outdoor area**

There is an enclosed small garden area at the rear of Bailey House this is currently in the planning process of being landscaped by a young man who uses our services.

Bailey House currently has two vacancies and if you, your family member or someone you know requires a service please contact us we will support you to find exactly whatever you need.  
(contact details on the back page)

## ***What's in Goole and the surrounding areas***

Goole is situated in the county of East Yorkshire, England, roughly in the centre of a triangle formed by linking the cities of York, Hull and Doncaster. It is in a location well served by motorway, road, rail, inland waterway and overseas shipping links. The M62 Motorway passes by Goole providing easy access to the UK motorway network.

The largest and most well known of Goole's parks and gardens is West Park, located off Airmyn Road, the park has facilities including bowling, tennis in summer, children's play area, basketball nets, toilet facilities, football pitches and much more...

Goole and the surrounding areas are able to cater for most sporting interests, including all mainstream sports and outdoor pursuits.

### **Local amenities**

Claremont and Bailey House are situated conveniently for:

- Places of worship
- Hospital
- Dentist
- General Practitioners and Primary health care teams
- Leisure centre
- Post Office

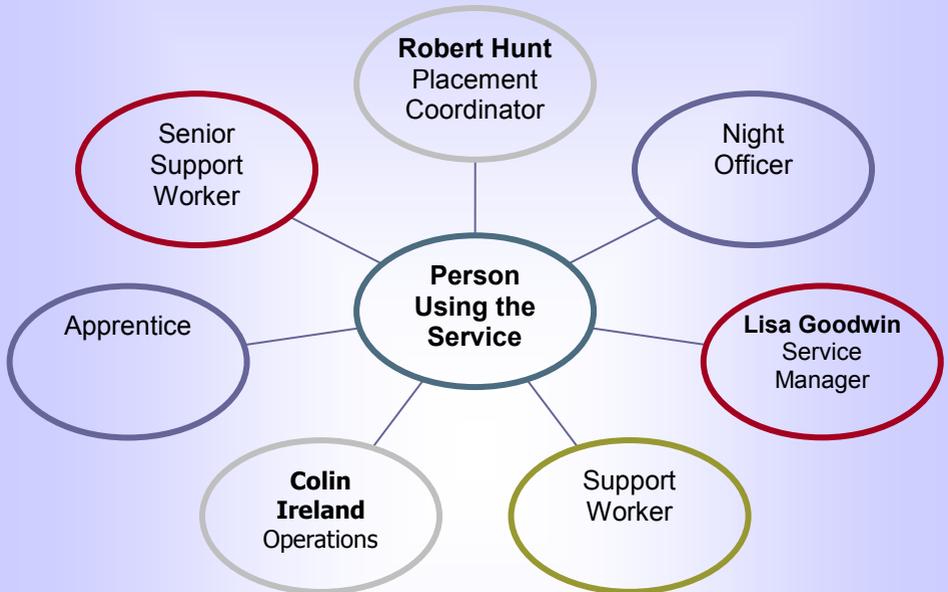
There are also all amenities as associated with a major town. Additionally there are specialised day facilities within Goole



## ***ARCK Organisational Structure***

ARCK fundamentally believes in the concept of total inclusion. Our care provision is driven by the people who use our services and their individual needs and aspirations.

This is depicted in our Organisational structure:



## ***Staffing***

ARCK are aware that the staff members who work within our care settings will always play a very important role in the welfare of all the people using our services.

To maximise the positive effect this contribution will have on the persons who use our service, we will do the following:

Employ staff in sufficient numbers and with the relevant mix of skills to meet all of the people who use our services needs.

Provide at all times an appropriate number of staff with qualifications in health and social care.

## ***Staffing (cont'd)***

Observe recruitment policies and practices which both respect equal opportunities and protect safety and welfare of people using the service.

Offer our staff a range of training that is relevant to their induction, foundation experience and further development.

Staff will be trained to an NVQ level commensurate with their role. All staff will receive a full induction, which examines company policies, procedures and work ethics.

All staff will be trained in solution focused approaches alongside person centred planning.

ARCK was founded as a community based development and upholds equal opportunities as the most important part of their recruitment process.

Therefore, ARCK aims to bring employment to people who live within the local community setting.

All care staff within the home will be appropriately qualified to deliver the highest standards of care.

A continuous staff-training programme is implemented to ensure that these high standards are maintained. It is in line with the latest best practice initiatives and developments in care practices, as is laid down in appropriate legislation and registration authority guidelines.

ARCK also recognises that young people willing to learn can be a very valuable asset to our services.

With this in mind ARCK plan to recruit and train new employees under the Apprentice umbrella. Not only does this support the Governments and Skills for Care's drive in offering work placement Apprenticeships to the young adults of Goole but also produces nurtures and provides experience, skills and guidance to the next generation of innovators within care home settings.

## ***Core Values of Our Service***

**Privacy, Dignity, Respect, Inclusion at every level, Personal centred support, Self Advocacy, Independence, Equality, Fulfilment, Choice and Human Rights.**

We fully recognise that every person should have the opportunity to choose a service, which will meet their needs and can offer the support they require. They should be given the opportunity to exercise their rights to choose in all aspects of their daily living. To facilitate and Provide comprehensive information in a person centred format on the quality of services and support available.

Provide each person with a contract and statement of terms and conditions of residency in a suitable format. Carry out a needs assessment on each person prior to accessing any service we provide. Full involvement in choosing their support staff.

### ***Person Centred Planning***

ARCK believes that Person Centered Planning means putting the person at the centre of planning their lives. For example, listening and learning about what the person may want from their life. Helping the person to think about what they want now and in the future, and taking responsibility for it. Family, friends, professionals and services need to work together with the person to make this happen.

ARCK do this by:

- Keeping the person at the centre and really listen to them, ensuring we use their preferred method of communication.
- Listening to people who love, care and know 'the person' well, family, friends, members of the community, advocates, staff and find out what is important to the person now and in the future.
- Using multidisciplinary approaches to best meet person centered goals.

## ***Core Values of Our Service (Cont'd)***

- Ensuring that person centered planning does not mean people will always get what they want, but we will endeavor to provide realistic solutions.
- Will use solution circles to solve problems and Strive to bring the governments guidelines on Valuing people to life.

Person planning tools will come from the guidance of Helen Sanderson in the form of Maps, Paths, One Page Profiles, Essential Life Style Planning and homemade DVDs. ARCK will recognise and will uphold all person centered plans that come into the service from other providers.

### ***Advocacy***

Through experience ARCK understands that sometimes people do not have families, friends or anyone else who can support them. People might not understand information being given to them, or options open to them. Sometimes people do not have enough experience of self-advocacy or may not be confident enough to express their own ideas and aspirations.

With all of this in mind ARCK will support and nurture a named advocate, who will work alongside us and within our service. This service advocate will help and support where possible, standing alongside their peer, helping them to speak up, or speaking on their behalf when necessary.



## ***Support Planning and Review of the Service***

All people who enter the service will have a comprehensive support plan alongside full risk assessments which have all been taken from the outcomes of their person centred plan.

Support plans, risk assessment, person centred plans and daily activities will all work in conjunction together to enable personal development in relation to independent living skills, leisure/educational/work opportunities, social and emotional development. The plans will be constantly under review to meet all changing needs of the person and in accordance with legislation. Where appropriate and when the plan needs revising, we will consult with the person, their named key worker and all other professional involved within and all chosen family member members and advocates. All plans will be made available to the person when requested. The information contained within each support plan will only be made available on a 'need to know' basis and only then with full consent of the person using the service.

### **Reviews (circle of support taken from Helen Sanderson)**

ARCK has developed a person centred review approach that is adapted from tools from Helen Sanderson.

This will ensure that all people using the service and where mental capacity allows will be the centre of their own yearly review of service.

### **Home Management**

In a person centered manner, the service will promote and introduce the importance of good housekeeping practices.

People will be able to improve their own personal skills in the home, including cooking, basic cleaning, laundry, budgeting, personal money handling and paying bills, shopping and general housekeeping skills.

## ***Support Planning and Review of the Service (Cont'd)***

ARCK would like to foster this approach to ensure that everyone feels that their contribution is valued and productive and positive outcomes are reached.

ARCK would like to:

- Identify and discuss what people like and admire about the person; what is important to the person (now and for the future); and what help and support the person needs.
- Identify and discuss what is working and not working from different perspectives (the persons, the staff , the families, and chosen others).

Agree actions that will:

1. support the person to get what is important to them now and for the future,
2. continue what is working and change what is not working build on the person centred information and build into a person centred plan.

### **Skills Building**

We offer a range of meaningful, therapeutic and non-threatening skill building activities based upon people's abilities and expressed needs and wishes.

They are intended to raise self esteem, promote well being and provide opportunities for personal development.

## ***Developing Practical Skills***

ARCK through experience believes that practical skills promote interest and motivation.

Craft and Design allows people to be creative and experiment with colour, patterns and shapes. This could be delivered with practical outcomes by making items of jewellery and candles or by making or decorating fashion items.

Practical skills mean different things to different people, other skills will be offered, but will be subject to a risk assessment and multi-disciplinary agreement.

### **Horticultural**

ARCK are developing a training environment for people wishing to pursue an interest in horticultural skills. Claremont will have a fruit and vegetable garden, where people can be involved in growing produce and can understand how these can be an essential part of a healthy lifestyle.

There are also plans for a Chicken coop. People can be involved with egg collecting, feeding the chickens ensuring that the chickens' health and well being are preserved and enhancing their cooking skills with the eggs they have collected. The working garden may prove to be the introduction to a lifetime interest or hobby. It is hoped that this could also be a stepping stone for work experience or placement.

### **Recycling**

People using the service will have the opportunity to have hands-on activity based involvement, being directly involved in the collection and recycling of paper, cans, plastic and cardboard within the service promoting environmental and social awareness.

## ***How do people Apply?***

Due to the size of our properties we do not consider differing diagnosis as a barrier to admission. Rather we consider compatibility along with needs and interests of each individual to be paramount. We aim to assess each individual for suitability based on their ability to live together harmoniously and as contentedly as possible and ultimately they will all benefit from the services provided. Every enquiry will be dealt with on it's own need, tailoring a service specifically to meet your need.

People who enquire about our services will be provided with an information pack. This will apply to people actively seeking services through their personal budget or an advocate acting on their behalf. All applications must be accompanied by a comprehensive assessment of need, which states the reasons for the referral or application and the specific services sought:

Referrals are usually multi-disciplinary and submitted by a local authority social services care manager or specialist community Placement teams. On a need to know basis and where data protection allows they will include:

- A full or part history
- Comprehensive assessment of need for services
- A financial assessment (which will determine local authority or health service funding to which the applicant may be entitled).

Each application will be given careful consideration by our Placement Co-ordinator who will complete a comprehensive initial assessment which will be carried out in co-operation with the person, their current Care Co-ordinator and all other relevant parties concerned with the well being of the named person.

## ***How do people Apply? (Cont'd)***

Full assessments are made to consider the social, psychological and physical needs of the named person and include detail of family background, education, employment, leisure, history of needs, problems, detail of expressed preferences, a diagnostic interview, functional assessment and risk assessment.

Any admission will be in accordance with the relevant placing authorities contracting standards and service agreement. The person accessing the service and their representatives are involved in the drawing up of their individual contract in meetings convened with the Placement Co-ordinator

As the service is designed for three people to live together, an agreed plan will be implemented that allows them to meet informally in a location that suits all. They will then be given the opportunity separately to discuss their views, as to their compatibility to live together.

Every effort will be made to support each individual living and entering the service through this process of transition.

To ensure admissions are well planned and satisfactory for all concerned introductory visits and trial stays are arranged in consultation with the individual, their Care Co-ordinator and family and in line with the individual's personal plan.

Emergency admissions are avoided. In the event of the necessity for an emergency admission this is managed with efficiency and sensitivity in co-operation with the placing authority. The registration authority is informed and a meeting with the persons Care Co-ordinator sought on the first working day following admission in order that a proper admission procedure may be followed.

## ***Summary***

As you have worked through this guide you will have learnt ARCK can support people to reach their life long goals and live the life they choose.



At ARCK we will:

Respect people's past, Support the present,  
Prepare for the future

**Contact us today**

## **Registration & Contact details**

Claremont and Bailey House are registered with the Care Quality Commission as service type CHS:

(Care home services without nursing)

We are also registered as a Supported Living Service

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Claremont and Bailey House are both owned by ARCK Living Solutions Ltd.

ARCK Living Solutions

24 Villa Close,

Hemingbrough,

Selby.

YO8 6RE

Directors of ARCK Living Solutions are:

Mr Robert Hunt and Mr Colin Ireland.

Registered Home Manager

The Registered Service Manager for the activities is Miss Lisa Goodwin

All can be contacted by using the following details:

**Telephone number** 01405 766985

**Lisa:** 07815527079

**Colin:** 07857794868

**Robert:** 07971 400146

**E-mail Address:** info@arcklivingsolutions.co.uk or

lisa@arcklivingsolutions.co.uk.

We can also be found on FACEBOOK

[www.arck\\_livingsolutions.co.uk](http://www.arck_livingsolutions.co.uk)

(currently under construction)

