

SUPPORTED
LIVES



and



No. 8, May 2006

Supported Lives On The Move!

Thanks to all the staff's great work, **Supported Lives** is continuing to grow at a great rate. We now have fifty staff supporting 48 clients, with a number of new referrals pending.

Our regular training program is now up and running and, last but not least, we are acquiring new premises of the edge of the city centre.

Who Am I? Mandy Lund



My name is Amanda Lund, I am 47 and a mum of 3 boys and will be getting married in Florida on 1st June.

I joined **Supported Lives** in Nov 2004 and I've recently been promoted to Senior Support Worker. Joining **Supported Lives** has changed my life and allowed me to reach my full potential in the work I love.



Our new office

There will be all the space we all require in our new building. We hope to move in during August.

Sally

Advisory Committee

The next meeting of the **Supported Lives** advisory committee will be:

10:30am
Thursday 22 June
Carlisle Business Centre

The directors will be giving a report on developments at **Supported Lives**. If anyone would like any more details about this meeting, please contact Tracy Ellington at the office.

Tracy Ellington

Staff Briefing

Attention all staff, especially those of you who aren't reading the **B&T!**

From June onwards a staff briefing letter will be sent out with your wage slips. It is important that everyone reads this as it will contain updates concerning policy, practice, training and any company changes that may occur.

Hopefully this new channel of communication will help to keep you in touch.

6-11

Free Day Trips

Did you know that if you have a regular contract and no outstanding debts with **Supported Lives**, then you should qualify for a **Free Day Trip** with unlimited mileage in the **Supported Lives** works car. (Usual support staff charges will apply.) This offer is limited to one day per year and will need to be booked well in advance as the car is often in great demand.

John Drury

A Grand Day Out...

Manor Heath Park

This is in Halifax but it's well served by buses from Halifax bus station. There are lots of gardens to look around and the indoor Jungle Experience. The



tropical heat is worth suffering here as there are some amazing butterflies to see. Everything is easily accessible in a wheelchair.

Brett

Commission for Social Care and Inspection

We received our first annual inspection from CSCI during October 2005, and now the report is complete.

We did really well in most areas and feel quite satisfied with the findings. There were three 'statutory requirements' in the recommendations of the report, these were:

1. Add information to the Service Users Guide regarding how to access the Statement of Purpose
2. All service users must have up to date risk assessments
3. Provide staff who are trained to undertake risk assessments

In order to address these we are doing the following:

1. The Service Users Guide (which you should receive when you are first visited after referral by **Supported Lives** staff) will have a line in it explaining how to access the Statement of Purpose. The Statement of Purpose is a document we are required to draw up before registering with CSCI. There is a copy in the office, it details our purpose, our policies and procedures and how we run as an organisation. Please feel free to contact us if you want to come and look at it.
2. Jon Kirkham will be undertaking a programme of risk assessing all our clients.
3. Jon has the relevant skills and competencies to undertake risk assessments.

If you want to receive a full copy of the CSCI inspection report please contact the office and we can arrange to send one out to you.

Jon Wright

Contact details

Address: Unit 9, Carlisle Business Centre, Carlisle Road, Bradford BD8 8BD
Telephone: 01274 223 242; E-mail: office@supportedlives.co.uk

Going to the Accident/Emergency (A & E) Department at Bradford Royal Infirmary (BRI)

This information is provided by BRI for people accompanying relatives with a learning disability. Supported Lives is reprinting it to help staff and carers.

Your relative has had an accident

Your relative has had an accident and needs to go to the A & E department. You may be taking them yourself or a member of staff may be taking them. You or the staff may need to ring the department if your relative has some behaviour which may be challenging or they may have difficulties understanding the visit.

Remember to take a list of the medication that your relative takes and perhaps something to occupy them whilst waiting.

Car Parking

There is a short stay car park which you can use as a 'drop off'. You can leave your car here for 20 minutes only. If you are going to be longer than this, find a security staff member and let them know where you have parked. They will ensure that your car isn't clamped in your absence. If you know before you go to A & E that you will be longer than 20 minutes, you will need to obtain a ticket from the machine.

Go to the Reception Desk

This is through the automatic door on your left.

You will be asked to give the name, address and date of birth of the injured person and details of why you are there. You will be given a card with these details on. You have the option to record that your relative has a learning disability on the card as there is a code 'PLD' and this makes staff aware that your relative may have additional needs.

There is a picture guide to the department with pictures and symbols, which explains

what may happen during the visit and pieces of equipment used for diagnosis. **Please ask for this if it may help.** There is also a multi-lingual phrase book, which may help people who speak other languages. **Please ask for this if it may help.**

Go to the Patient Assessment Desk opposite the Reception Desk

Take the card to the nurse at the desk, there may be a queue. If it is difficult for your relative to queue, tell one of the staff. You will be asked to sit down in the Main Waiting Area, which has refreshments, phones, toilets, a TV and a plasma screen, which shows current waiting times. If waiting in this area is too difficult or noisy for your relative, ask a member of staff if you can sit in the corridor where it may be quieter.

Remember you may not see people visiting with serious injuries who arrive in ambulances so you may not be aware of how many people are visiting and how this will affect waiting times.

You will be called to a numbered cubicle

You will see a doctor who will ask questions and carry out tests to determine the treatment. Your relative may either lie on the couch or sit on a chair. You can take the picture guide and/or the multi-lingual phrase book with you into the cubicle.

You may need an X-ray

There are three dolphins on the walls to follow to the X-ray department, a member of staff should direct you. Give your card to the receptionist and you will be asked to wait. Please tell the receptionist if this is difficult.

You can accompany your relative into the X-ray area and you will be asked to stand behind a screen when the X-ray is being taken. You can stay with your relative if you agree to wear a lead apron. You may need to wait for the X-ray. Once you have your X-ray, you need to take this back to the Patient Assessment Desk.

You will be asked to wait. Please consider the best place to wait: in the Main Waiting Area or in the corridor.

You will be called to a numbered cubicle for treatment

If your relative needs stitches or has a dislocation they can have a local anaesthetic which numbs an area. Sterile glue is sometimes used to bond heads and chins.

If your relative has a broken bone they may have a temporary plaster applied and will be asked to visit the Fracture Clinic the next day.

Uniforms in the A & E department

Nurses and healthcare assistants wear green uniforms.

Sisters and Charge Nurses wear dark blue uniforms.

Doctors wear light blue uniforms.

Contacts

The Modern Matron of the A & E department is **Terry Woods**.

The Patient Advice and Liaison Officer (PALS) for the BRI is **Gill Wavby**. She can be contacted on 01274 364 021 if you are unhappy about any aspect of your visit.

The PALS officer for people with a learning disability is **Lydia Sharp**. She can be contacted on 01274 322 374 if you have queries regarding your relative's visit.

**The telephone number
for BRI A & E is
01274 364 658**