

**Sandwell Mind**



For better  
mental health

## **SERVICE USER GUIDE**

(as per regulation 5 of the Care Homes Regulations 2001)

Nicholl Grange  
22 Nicholl Street  
West Bromwich  
West Midlands  
B70 6HW

Tel and fax: 0121 525 3828

Welcome to Nicholl Grange. This guide is meant to give you a flavour of what the home has to offer you, but please feel free to talk to any staff member if you have any further questions or if you want to know more about the way the home runs.

## The purpose of the home

Nicholl Grange is a residential care home offering care and support for up to 14 people who have mental health problems. The people who live in the home are all aged over 18 and are both male and female. The home is staffed 24 hours a day. Staff at the home will be trying to help you cope with your mental health problems, to have the best quality of life you can, and to be as independent as possible.

## The facilities and support available at the home

Nicholl Grange is a purpose built 14 bedded home. It consists of a 10 bed main unit with 4 self-contained flats situated next door. There is also some supported housing managed by Sandwell Mind nearby. There is an enclosed garden to the rear and on-road parking to the front of the property.

The 4 self-contained flats each have their own bedroom, kitchen, bathroom and lounge.

Facilities in the main building are spread over two floors, connected by stairs and a shaft lift. On the ground floor there is a lounge, a quiet lounge, a dining area, a main kitchen, a laundry area, a staff office, a toilet, and two en-suite bedrooms. On the first floor there are 8 bedrooms (none of which are en-suite), 2 shower/toilet rooms, 1 bath/toilet room, a staff sleep in room and a small kitchenette

Staff can offer support to you in many different ways. If you want someone to talk to, they are there to listen to you. They will make sure that Nicholl Grange is a clean, warm and comfortable place to live in, but they will encourage you to take some responsibility for this as well. They can help you to get involved with leisure and social activities both inside and outside of the home, and they can help you plan how to budget your money. They will either prepare your meals for you or they will help you to do your own shopping and prepare your own meals, as appropriate.

Staff will always encourage you to do as much as possible for yourself, and to make your own choices about the way you want to live your life. However they will also recognise that sometimes, perhaps because of your mental health problems, they may need to step in and give a hand. They will make sure that your physical health is monitored, that you keep in touch with your nurse, social worker or psychiatrist when you need to, and that you attend reviews with these people every now and then.

Each resident has a keyworker. The keyworker is one particular member of staff who will get to know you and who will sit down with you and write a support plan. This plan outlines exactly what help the home is planning to offer you. You will be offered a copy of the plan so you know exactly what to expect from the home. If you feel you are not getting the support we have agreed to offer then you should let someone know - or formally complain if you like - because we would want to put this right as soon as possible.

There is a set of house rules that everyone at Nicholl Grange is expected to abide by. These sort of rules are discussed and agreed in residents' meetings, and they are important because they help everyone at Nicholl Grange to get along better. Staff at the home will let you know what these rules are. If there are any individual agreements about you or your own particular behaviour and lifestyle then these will be made clear in your own support plan.

### Individual accommodation and communal space provided

The government has set national standards about the amount of personal space (bedroom area) and communal space (lounges, dining areas etc), and about the number of toilet and bathing facilities that care homes should provide. Nicholl Grange meets these standards. If you need to know detailed figures about spatial standards feel free to ask the manager of the home who will be happy to provide you with them. You are encouraged to personalise your bedroom and to make it as comfortable and homely as you like. The bedroom is your own personal space; staff will always knock and ask permission before entering but because Nicholl Grange is a registered home Sandwell Mind does have an obligation to ensure that basic health and safety requirements are being met in all parts of the property.

### The qualifications and experience of the provider, manager and staff

Sandwell Mind is a company limited by guarantee no. 4660523 and is a registered charity, charity number 1096473. Sandwell Mind is affiliated to National Mind, the leading mental health charity in England and Wales.

Jeanette Witton took on the management of the home in May 2006. Jeanette is an experienced carer who has achieved the Registered Managers Award, the Certificate in Community Mental Health Care, and NVQ5 in Management.

Nicholl Grange is staffed by a manager, three shift leaders, eight residential support workers, a cook and a cleaner.

Sandwell Mind has a training policy and training programme that applies to all care staff. All staff complete a 12 week induction based on GSCC common induction standards and are then expected to undertake an NVQ award to further develop their skills and knowledge base. Sandwell Mind delivers in house training on key health and safety issues such as fire, first aid, food

hygiene and manual handling, as well as specific training related to mental health awareness and the specifics of the relevant job description.

## Key contract terms – admission, occupancy and termination

As a resident at the home you will usually be party to two separate agreements that cover these key contract terms:

Firstly the license agreement with Jephson (the Housing Association which owns the property). This document outlines your responsibilities as a tenant and Jephson's responsibilities toward you. You will sign and keep a copy of this agreement when you move in.

Secondly the contract between the local authority and Sandwell Mind. This document states the fee that has been agreed for your care at the home under the terms and conditions agreed between the local authority and Sandwell Mind. You will need to sign this agreement as well.

If you need some help in understanding any of the language used within these agreements then please ask your social worker or the manager of the home to explain things to you and to answer any questions you may have before you sign them.

## Fees, what they cover, and the cost of extras

The fee for Nicholl Grange is £ 601 per week. If you are in a rehabilitation flat then you are given an allowance each week to do your own food shopping but otherwise the fee covers bed, board, 24 hour staff support, an annual holiday and occasional social events. There are no extra charges on top of this, although you are expected to buy things like your own clothes and toiletries yourself, and if you are going out and about to pay for your own transport costs.

Most of people who move to Nicholl Grange have been assessed by a social worker as needing residential care, in which case social services basically pay the fee for you. You might have to make some contribution to the fee from your benefits, but your social worker will explain how this works before you move in. The bottom line is you are usually left with at least £21.90 per week as personal allowance (after the fees have been paid and after you have made any contribution you needed to).

## Service user views

We encourage you to have a good look around Nicholl Grange before you decide to move in. You are welcome to share a meal and to have a chat to any of the people living at the home to find out what they think about it. We will respect your privacy whilst you do this - we want you to be able to ask what you like and to be sure you are happy with what the home has to offer.

Another option may be to have an overnight stay before you decide to move in.

## The complaints procedure

Sandwell Mind has a complaints procedure which is on display at the home and is reproduced for your reference below. There is also a complaints and suggestions box at the home which you are free to use at any time if you like.

*Sandwell Mind wants to provide good quality care and support to people with mental health problems. We encourage you to let us know if you are not happy about any aspect of any of the services we offer. If you have a concern about something please let a staff member know as soon as you can, and see if they can resolve the issue. Often this can quickly sort the matter out, but if it doesn't, please feel free to make a formal complaint. No one will make your life hard because you have decided that you want to complain.*

*You should put your complaint in writing, or ask someone to do it for you. Let us know what you are upset about and what you would like to see done differently. There are various people you might want to ask to help you make your complaint – for example a friend or relative, your Social Worker, your CPN, Sandwell Advocacy or Voice Advocacy. Give your complaint to the manager of the service, or to any staff member, or post it to Sandwell Mind's head office (address given below).*

*We will arrange for someone to look at your complaint and see if it is upheld. We may need to talk to various people to get a picture of what has been going on, but we will try to finish this process within 28 days at the most. We will let you know the outcome in writing. If we decide that your complaint is upheld or partly upheld then we will tell you what we plan to do to put things right.*

*If you are unhappy with the outcome of the complaint you can go to Sandwell Mind's Care and Support Services Manager, or to the Chief Executive of Sandwell Mind. If you remain dissatisfied you can then go to the Chair of Sandwell Mind's management committee. All these people can be contacted at Sandwell Mind's head office.*

*If you have a complaint we encourage you to come to us in the first instance, but there are other people outside of Sandwell Mind that you can contact if you feel you need to. For Supported Housing or SORT services you can contact the Supporting People Team. If you live in a care home you can go to CQC at any time, and if your care home placement is funded by Sandwell MBC then you can also contact their customer relations team. Addresses are given below.*

<i>Sandwell Mind</i>	<i>CQC</i>	<i>Sandwell MBC</i>	<i>Supporting People</i>
<i>3rd floor, Bradfield House Popes Lane Oldbury West Midlands B69 4PA</i>	<i>Citygate Gallowgate Newcastle NE1 4PA</i>	<i>Customer Relations Council House Freeth Street Oldbury West Midlands B69 3DE</i>	<i>1<sup>st</sup> floor Kingston House 438 High Street West Bromwich B70 9LD</i>
<i>0121 543 3930</i>	<i>03000 616161</i>	<i>0845 359 7510</i>	<i>0121 569 5267</i>

## How to contact statutory services

All care homes in England are regulated by the Care Quality (CQC), who work on behalf of the government to ensure good standards of care are being maintained. The address is given above as part of the complaints procedure. Inspectors from the CQC visit the home periodically and write a report on the way the home is operating. You can see a copy of this report anytime you want, simply ask the manager of the home and they will sort this out for you. If you want they will arrange for you to have your own copy of the report. Nicholl Grange currently holds a 3 star 'excellent' rating from CQC.

Your support plan will include contact details for your social worker, community nurse and psychiatrist. Staff will help you if you need to get in touch with these people, or you can contact them directly yourself if you wish.

## Things you should know about abuse

Abuse is a violation of an individual's human and civil rights by another person or persons. Abuse can take many forms: it might be physical, sexual, psychological or financial. It might involve discrimination or neglect.

Sandwell Mind is committed to doing all it can to ensure that the rights and dignity of mental health service users are protected and promoted. All staff employed by Sandwell Mind receive training in recognising and responding to abuse.

If you have any concerns that you are at risk of being abused or badly treated, or have been mistreated whilst living at Nicholl Grange please discuss these concerns with someone you trust. We recognise that sometimes this can be difficult because of circumstances, and that sometimes it takes courage to do so. But you can talk to any staff member, your friends or family, your social worker or your CPN, or Sandwell Advocacy. Alternatively you can ring our head office on 0121 543 3930 and speak to the Care and Support Services manager.

Whenever any concerns about abuse are raised Sandwell Mind will always follow the locally agreed guidelines for responding to them, so be assured that we will always act consistently and professionally.

## Policies and Procedures

All staff at Nicholl Grange are employed by Sandwell Mind and are expected to work to a common set of policies and procedures. You can find all our policies and procedures on our website [www.sandwellmind.org.uk](http://www.sandwellmind.org.uk). We welcome any comments you may have to make about how these policies work in practice for you, and how they might be improved or adapted in future. Please let the care manager know your thoughts and this feedback will then help us whenever policies are reviewed.