

Manor Road Service User Guide

Accommodation

96 Manor Road is a Victorian Terraced house, situated near to the centre of Liscard village, in Wallasey. There is a paved area to the front of the property and a large walled garden to the rear. The property is ideally situated to enable access to local amenities and public transport.

Manor Road is a residential establishment, which accommodates adults, aged 18-65 years, who have a learning disability. The establishment is owned and staffed by

**Metropolitan Borough of Wirral
Adult Social Services Department
Westminster House
Hamilton Street
Birkenhead
Wirral CH41 5FN**

The Manager is-Lynda Nelson-----

The communal facilities include lounge, dining room, kitchen, ground floor shower and toilet. There is a bathroom and toilet on the first floor. Each service user has a single lockable bedroom

Aims of the Service

Our aim is to enable people who have a learning disability to live in a homely environment within the community and to be given the opportunity to develop their skills and abilities to the full.

Our aim through individual assessment and care planning is to ensure that service users are provided with the support and care which is appropriate to their level of need.

We aim to offer an holistic approach to service provision in accordance with each person's needs and aspirations, which encompasses all aspects of social support, leisure and recreation.

We aim to provide a service for those who need either, individual total care, assistance with semi-independent living skills, or a need for rehabilitation.

We aim to empower service users by enabling them to make informed choices in all aspects of their lives.

The guiding principle that is an intrinsic part in the lives of the service users and the staff at Manor Road, is respect for each person as an individual.

This principle underpins the value system within the establishment and ensures that dignity, self-esteem, choice, privacy, individuality, independence autonomy and opportunities within the community, rights and responsibilities are safeguarded.

Service users are enabled to make choices concerning all aspects of their lives. All decisions are made either individually, depending on requirement, or democratically within the group. Feedback and suggestions are always welcome and weekly house meetings are held to discuss service user issues on the running of the home.

All service users are encouraged to continue existing hobbies pastimes and interests. Nursing care is not provided

Staffing

There is a Manager and four support staff.

The manager holds NVQ Care Level 4 / Registered Managers award.

Two support staff members hold NVQ Level 3 and another 2 staff members are working towards NVQ Level 3.

All staff have received training in core skills.

All staff have received accredited medication training.

All new staff receive induction training which includes covering fire and emergency policies and procedures.

All policies and procedures are available to service users.

Service users are encouraged to uphold the policies on drugs alcohol and smoking.

Admissions Procedure

Admissions take place via a Care/Manager /Social Worker, following completion of a core assessment, to determine that eligibility criteria is met.

Manor Road does not accept emergency admissions.

Visitors

Visitors are welcome at any reasonable time and refreshments are provided on request .To fulfil fire safety and security arrangements both service users and visitors are requested to inform staff when entering or leaving the building.

Meals

A choice of menu is available. Staff aim to cater for all dietary needs including health and cultural requirements.

Complaints

Please see attached summary of complaints procedure.

Complaints can also be made directly to the

**National Care Standards Commission (Lead Inspector Ms Beate Roth)
Liverpool/Wirral Area Office**

**3rd Floor, Campbell Square
10 Duke Street
Liverpool L1 5AS**