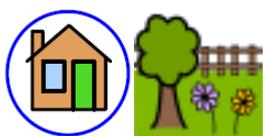


**BESPOKE CARE AND SUPPORT LIMITED**

# The Ings



# Service User Guide



## Introduction to Bespoke Care and Support

Bespoke Care and Support has 2 homes for people with autistic spectrum disorders, learning disabilities, mental health conditions and complex needs. The 2 homes are The Ings and Woodways which are located in Wombwell, Barnsley.



**The Ings**



**Woodways**

## The Organisation

Bespoke Care and Support is an organisation, providing specialist residential care to/for adults who have learning disabilities, autism, mental health and complex needs including behaviours of concern. We support individuals who are part of the Transforming Care Agenda to live within the community.



The Ings is an all-male home for people who need help and support.



There are six fully self-contained apartments



There is a dining area within each apartment as well as a living area

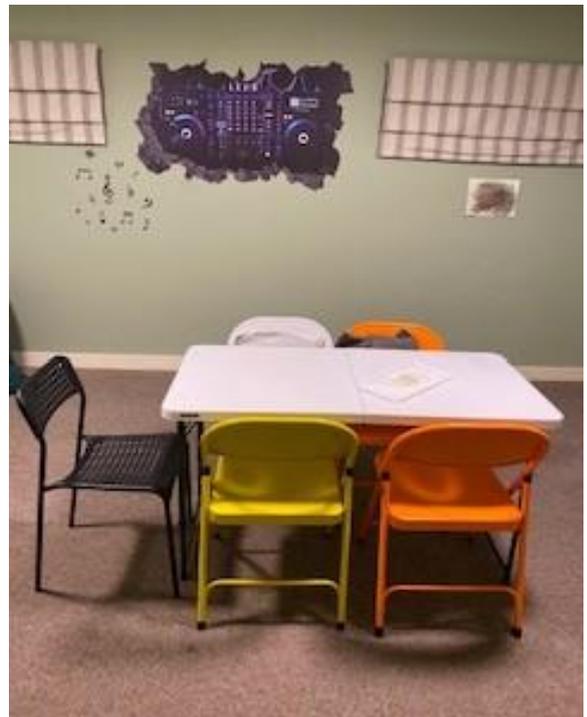


There is a kitchen in each apartment.

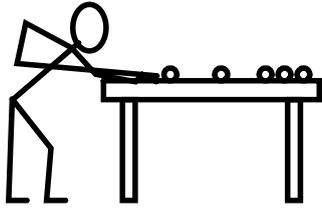


There is a communal lounge in The Ings.

There are also other shared communal areas including an activities room and sensory room.



**We like to do lots of activities at home or in the community. We enjoy**



Playing snooker

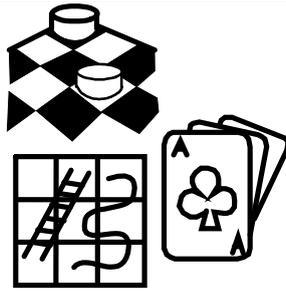
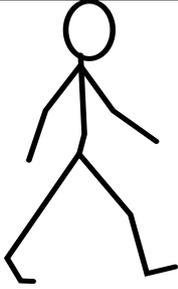


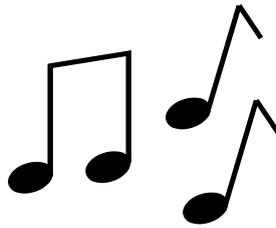
Table top games



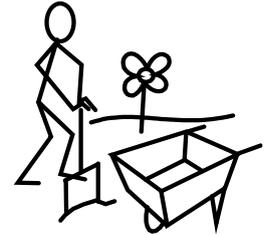
Football



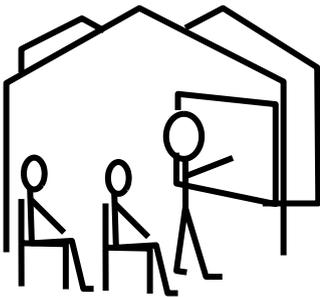
Walking



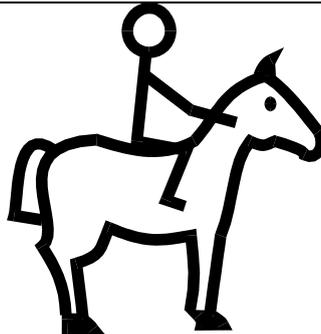
Music



Gardening



College



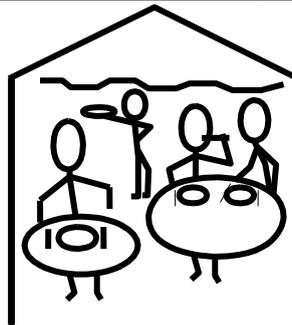
Horse riding



Discos



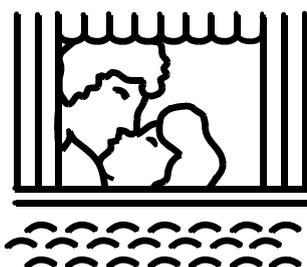
Pubs



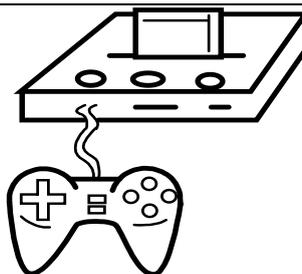
Meals out



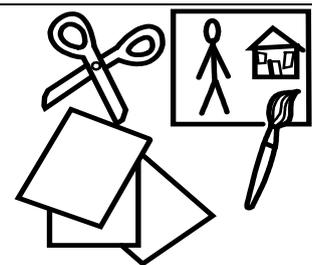
Picnics



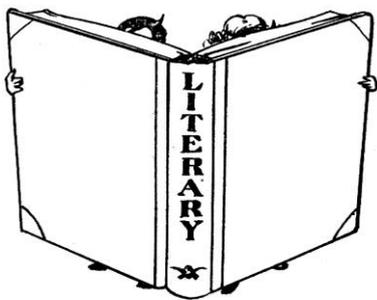
Cinema



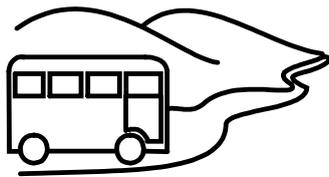
Computer games



Arts and crafts

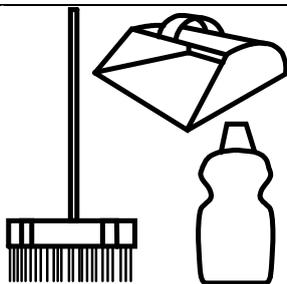


Basic skills

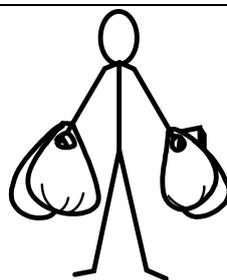


Day Trips

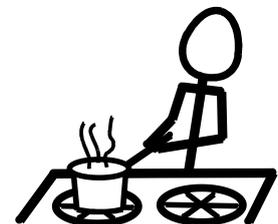
**We aim to support you to become more independent in many areas such as**



Cleaning



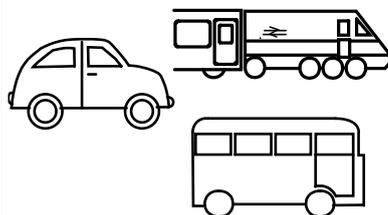
Shopping



Cooking



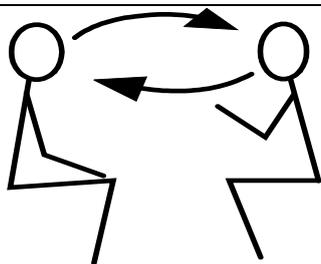
Personal hygiene



Using public transport



Money



Making friends



Keeping your Apartment tidy



Laundry

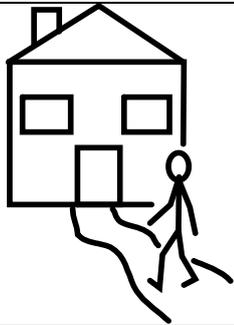
## We help you to keep in touch with family and friends



Telephoning family, friends and next of kin or  
facetiming and zoom calls

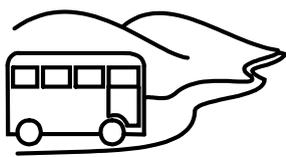


Writing letters

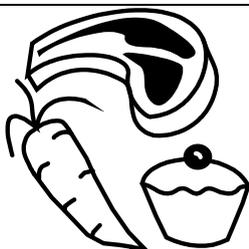


Your family and friends are welcome to visit you  
at anytime. We help everyone to see or talk to  
their family and friends. Also we will support you  
to visit family, friends and next of kin.

## We will support you at The Ings Apartments



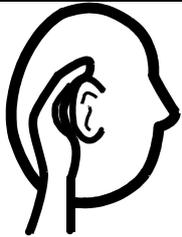
We like to go on holiday to different places  
like the seaside, country cottages or  
adventure holidays.



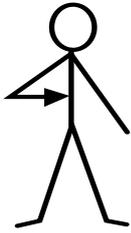
Meals to meet your needs and you can  
make your own meals with staff help in your  
apartment's kitchen.



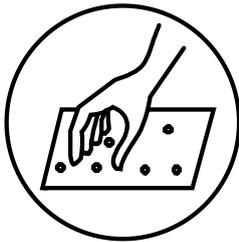
If you feel sad there will always be people to  
talk to.



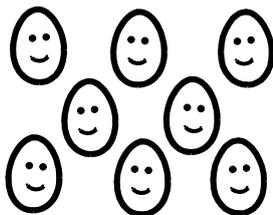
We will listen to you



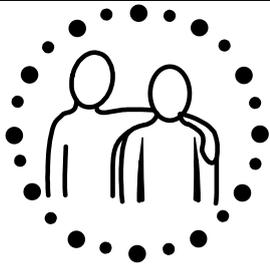
You will be respected and valued as a person in your own right and given support to have a meaningful lifestyle.



We will respect your rights and choices



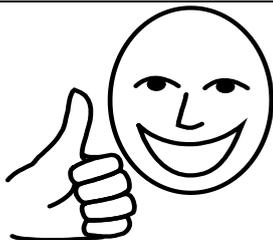
We will work in partnership with you, your family, carers and professionals to help you.



The care team want to give you good care and always uphold your rights.



We keep everything about you private and confidential

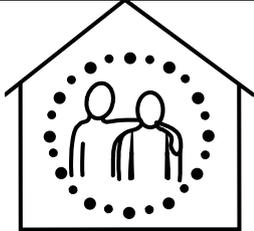


We hope you will enjoy your new home and we will do everything that we can to make your stay a very happy one.

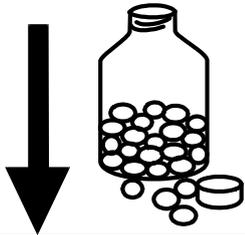
## We use a positive and happy way to help you to manage your behaviour



We try not to hold people.



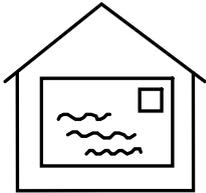
We try to help people feel safe in their home.



We try to help people to reduce their tablets.

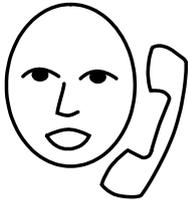


## Other information



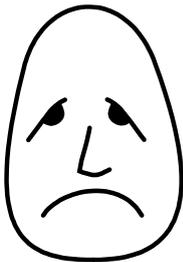
If you want to contact the Care Quality Commission

You can write  
CQC,  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

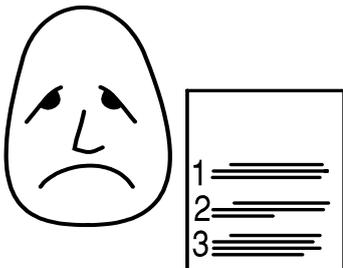


Or you can phone: 03000616161

The person you need to speak to is the Lead Inspector



If you are unhappy and want to make a complaint you can talk to the staff or Manager at the home



If you want to make a complaint, we will give you a copy of our complaints procedure.



# I have received a copy of my Service User guide



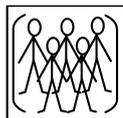
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