

BESPOKE CARE AND SUPPORT LIMITED

WOODWAYS



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 Woodways and The Ings which are located in Wombwell, Barnsley.



Woodways



The Ings

The Organisation

Bespoke Care and support is an organisation, providing specialist residential care to 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.



Woodways
is an all-
female
home for
people
who need
help and
support.



There are six fully self-contained apartments.



There is a dining area within each apartment



There is a kitchen in each apartment.

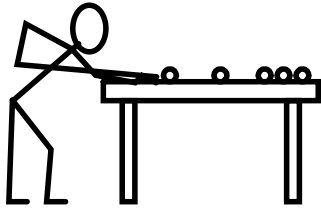


There is a lounge area within each apartment.



There are also shared communal areas including a lounge, activities room, sensory room.

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



Playing snooker

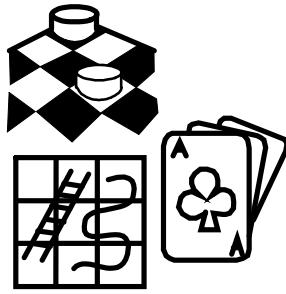
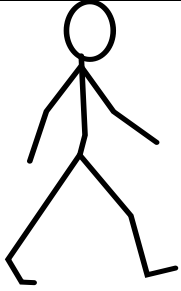


Table top games



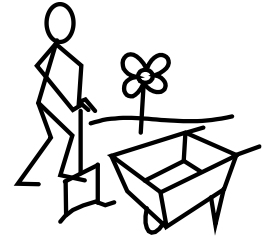
Football



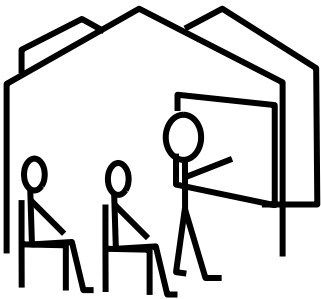
Walking



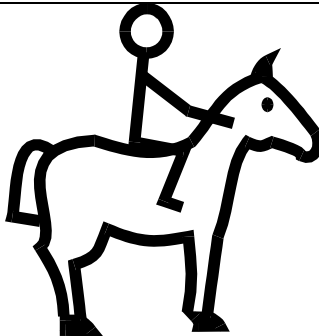
Music



Gardening



College



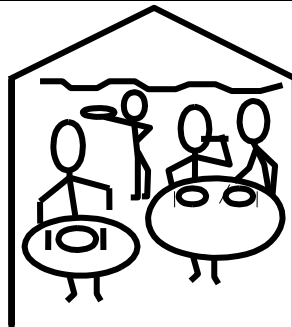
Horse riding



Discos



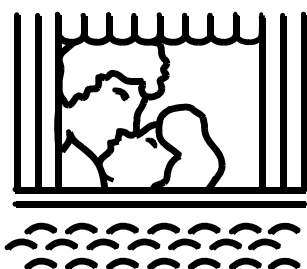
Pubs



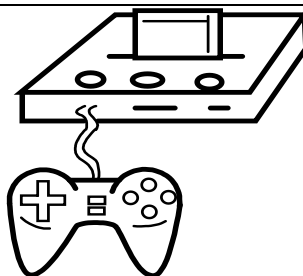
Meals out



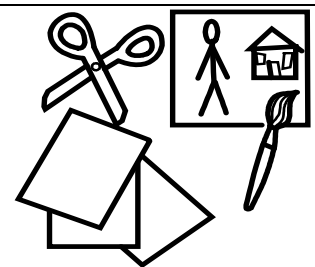
Picnics




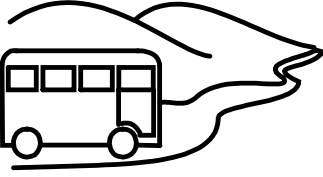
Cinema




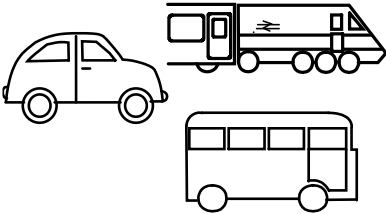
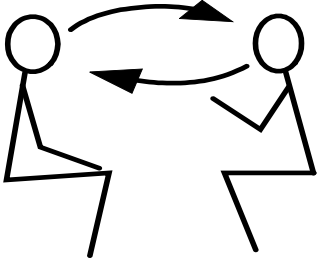
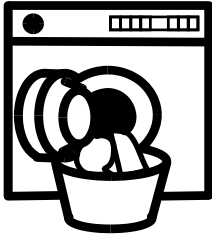
Computer games



Arts and crafts

 <p data-bbox="229 461 432 504">Basic skills</p>	 <p data-bbox="703 461 890 504">Day Trips</p>	

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

 <p data-bbox="233 1030 427 1072">Cleaning</p>	 <p data-bbox="695 1030 895 1072">Shopping</p>	 <p data-bbox="1174 1030 1353 1072">Cooking</p>
 <p data-bbox="153 1368 507 1411">Personal hygiene</p>	 <p data-bbox="671 1368 922 1460">Using public transport</p>	 <p data-bbox="1190 1368 1337 1411">Money</p>
 <p data-bbox="113 1827 547 1921">Communication and making friends</p>	 <p data-bbox="639 1776 954 1868">Keeping your Apartment tidy</p>	 <p data-bbox="1177 1827 1350 1868">Laundry</p>

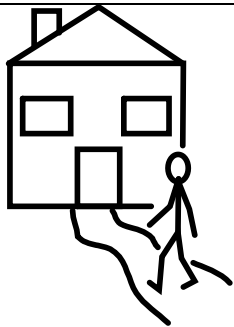
We help you to keep in touch with family and friends



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

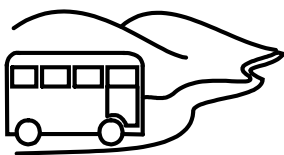


Writing letters

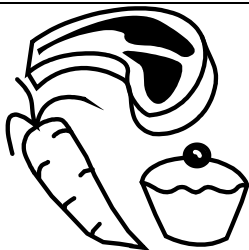


Your family and friends are welcome to visit you
at anytime. We help everyone to see or talk to
their family and friends. Also we will support you
to visit family, friends and next of kin.

We will support you at Woodways Apartments



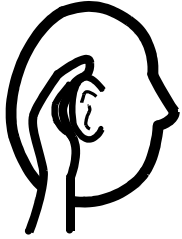
We like to go on holiday to different places
like the seaside, country cottages or
adventure holidays.



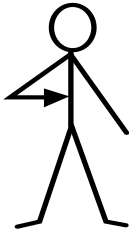
Special diets to meet your needs and you
can make your own meals with staff help in
your apartments kitchen.



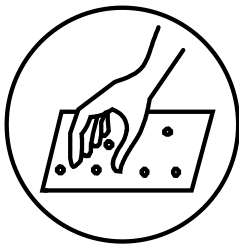
If you feel sad there will always be people to talk to.



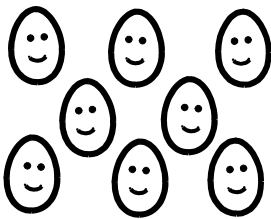
We will listen to you



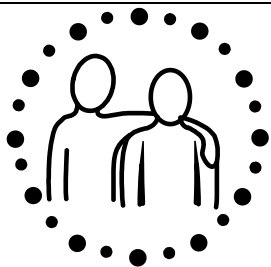
You will be respected and valued as a person in your own right and given support to have a meaningful lifestyle.



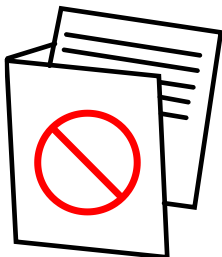
We will respect your rights and choices



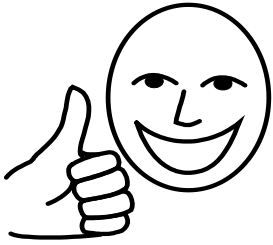
We will work in partnership with you, your family, carers and professionals to help you.



The care team want to give you good care and uphold your rights at all times.



We keep everything about you private and confidential

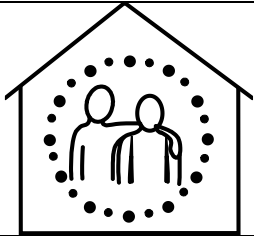


We hope you will enjoy your new home and we will do everything that we can to make your stay a very happy one.

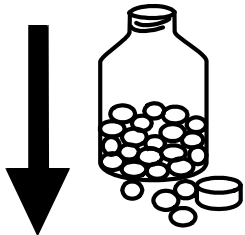
We use a positive and happy way to help you to manage your behaviour



We try not to hold people.



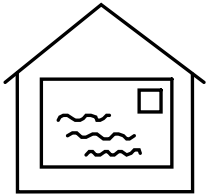
We try to help people feel safe in their home.



We try to help people to reduce their tablets.

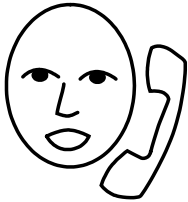


Other information



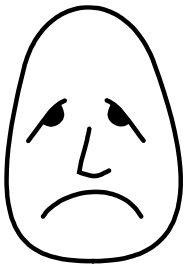
If you want to contact the Care Quality Commission

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

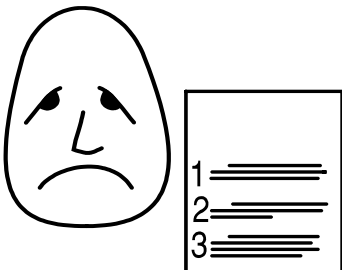


Or you can phone: 03000616161

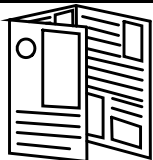
The person you need to speak to is the Lead Inspector



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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