



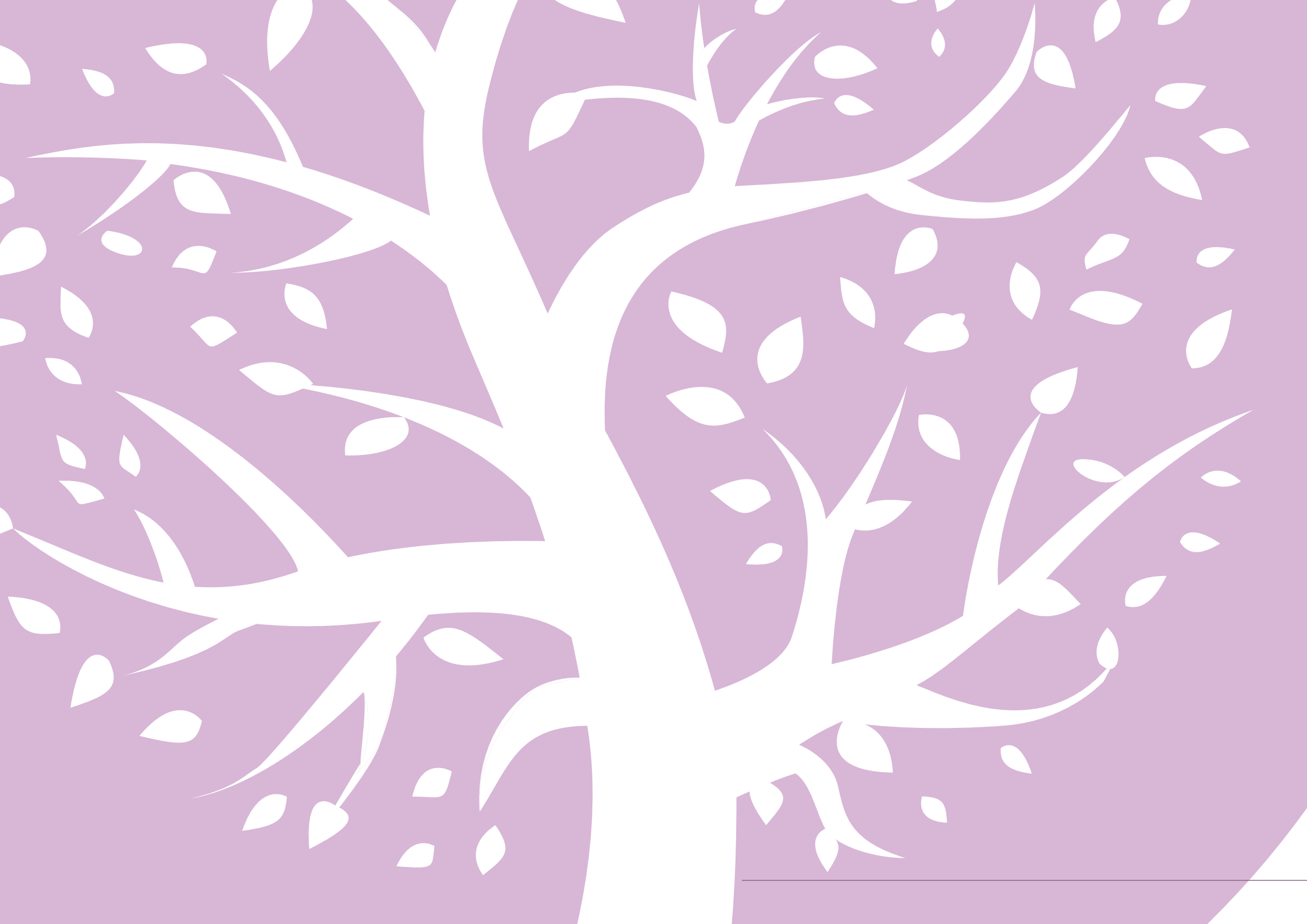
ABELECARE

Residential Care Services 2019/2020

ABELE CARE

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AT Abele we care for individuals who have, or are recovering from, an enduring mental illness.

ABELE offers a community based home to clients providing them with the capability to transition from hospital or rehabilitation services back to independent living. At Abele Care we put our clients at the centre of our care programmes.

WE help each client define their needs and then build a progressive plan towards their successful transition to community life.

STAFF recognise each client has individual needs and we work with them and their clinical support team to develop a collaborative programme of care which significantly minimises the risk of relapse.

OUR programmes are sensitive to the needs of our clients and we allow each client to set the pace of their progress. We assess each client's circle of support (clinical support, family/relatives & friends) in determining a realistic care plan which is achievable with that level of support.

WE engage with each client in terms of their mental health needs, their social and life skills, their ability to integrate with the community and, of course, their own health and well-being



TAILORED CARE



At Abele Care we recognise that each of our clients have arrived in our care from differing backgrounds. To increase the likelihood of a successful transition to community life, our work starts well before a client receives our service.

Our in-depth pre-admission process gives us the confidence that the client will develop under our care.

Everyone has abilities. At Abele Care we work to identify a client's innate abilities. In so doing, we quickly leverage our clients' interests to let them develop to their strengths. Client development in this fashion leads naturally to a rapid progression.

AN important aspect of our service is the personalisation of our programmes and the individual nature of the programmes developed between the service user, our staff, community organisations and clinical teams.



THESE take account of the individual's mental & physical health and social care needs. The agreed plan is implemented as a joint venture between our client, Abele Care, the clinical team and co-ordinated by the Care Co-ordinator. Achievement is monitored through on-going assessment and review with a positive approach to encouraging individuals to pursue realistic personal goals at their own pace.

INDIVIDUALITY



WE put our residents in the driving seat when it comes to their care. We flex our level of intervention to support our residents and help them overcome challenges.

WE promote the independence and the maintenance of an individual's normal social networks and activities where required. The individualised plan of care considers life history, employment and meaningful activity (volunteering, social networks and contacts) health and well-being, preferences and activities in order to ensure that we offer access to activities which are appropriate and desired.

OUR focus on the individual allows us to promote positive behavioural support and develop meaningful, constructive, targets to help our residents achieve their desired outcomes.

BECAUSE the whole fabric of Abele Care is built from our individualised care programmes we experience very few relapses.

INEVITABLY, some of our residents will face demanding moments. But given our collaborative approach to care, any concerns a resident may have are normally diffused before they develop into significant issues.

LISTENING

TRANSITION



OUR goal is to successfully transition everyone in our care back to community life. That's why we work towards our clients' progression from the day of their admission.

ABLE Care aims to deliver a 'transitioning' service which supports people with mental illness through our Residential Plus accommodation model and supported living arrangements in the movement of clients from NHS or independent providers (i.e. hospitals), GP commissioning or rehabilitation services to independent living in the community.

EVEN when in the best of health, clients often fear the unknown and we work hard to ensure our clients know in advance each step in their journey back to the community. From early engagement in induction/admission handling, through bespoke care programmes to our Residential Plus collaborative transition planning we do our utmost to ensure our clients are fully prepared for their return to community living.



OUR staff are critical to our person-centre care. Each of them are highly trained and benefit from lived experience and complementary skill-sets.

WE make a substantial investment in the training of our carer staff. After all, they are the cornerstone of Abele Care and of critical importance to our clients.

WE recognise that, for most of our residents, the most important people in our organisation are our Care workers with whom they have regular contact. We therefore take great care in the recruitment, training and supervision of our staff. We offer all our staff a wide range of relevant qualifications together with personal development plans which enable Abele Care staff to achieve a high level of training.

OUR CARERS

OUR CARE HOME



A^{BELE} recognise that every prospective client should have the opportunity to choose a home which suits their preferences, needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we undertake the following.

W^E provide detailed information about the home. We ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken.

A^T Abele Care we demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.

W^E offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

HARBORNE BIRMINGHAM

SITUATED in Harborne our home has 6 en-suite bedrooms for residents, each for single occupation.

THE home is within walking distance of Harborne High Street and well served by local amenities and shops. A local park is within 5 minutes of the home. Bus routes are the 24, 10, and 11 (each within a 10 minute walk). The home has areas for communal use: a quiet lounge, an open communal kitchen with adjacent dining area and a lounge.

THE home has communal garden space for clients' use. All rooms offer TV connections.



The Care Quality Commission rates Abele Care as 'Good'.

The CQC highlighted our abilities in the categories of safety, effectiveness, responsiveness and, of course, provision of care.

QUALITY STATEMENTS

SELF-CARE STATEMENT

It is important that the service users and their families or their representatives engage with us in the promotion of self-care and independence of the client. We encourage our residents to work positively to their strengths and we promote their assessment of risk whilst we additionally assist to address their weaknesses.

INFECTION CONTROL STATEMENT

THE Department of Health issued a Code of Practice on Infection Control which Abele Care Limited has implemented in full. Our infection and Prevention Control lead is the Registered Manager. They are responsible for ensuring our compliance in this particular area. From time to time infection incidents occur such as localised outbreaks of Norovirus or diarrhoea and vomiting which mean the imposition of safeguards to prevent further infection will need to be put into place.

WHERE practical, clients, their families or representatives will be involved in any such discussions or arrangements in order to assist in controlling the further spread of infection.

As part of our registration and inspection regime we have to comply with government legislation and our contractual obligations to Local Authorities however we view the protection and safeguarding of Service Users as paramount.



SAFEGUARDING

As part of our duty of care to the people who use our services and staff, their protection and safeguarding is at the core of all we deliver. From time to time incidents occur which need to be placed in a safeguarding context. When this happens Abele Care will work with multi-agency partners within the context of the West Midlands Safeguarding policy and procedures.

COMPLAINTS

In order that we can continually strive to improve our services, complaints are a very useful barometer in evidencing the quality of our services. We therefore encourage clients, their families or representatives, to discuss openly with us any aspect of their care which in their experience falls short of the standards expected.

Clients and staff are fully engaged in any investigation which needs to take place. We are aware of how distressing such an investigation can be and will through support and assistance seek to minimise any such distress whilst fulfilling our duty of care and legal obligations.

We welcome such discussion and where we cannot jointly resolve the issue, we will support and assist our clients in taking the matter further. We respectfully remind clients that unless we know what is wrong we do not have the opportunity to put it right.

QUALITY STATEMENT

As part of the regulatory requirements we are required to assess and monitor the quality of our service provision for inspection purposes. From time to time we therefore need to assess the quality of service and we use questionnaires and audits to ensure that we are gathering the information required. By interrogating the data we are able to present this in a way that evidences our compliance.

ABLE Care is aware of the difficulty of engaging clients in quality monitoring and we seek means by which we can jointly develop more innovative and user friendly ways of measuring quality. All quality reports are available to our clients, their families or representatives on request and in a format suitable for their needs. We also produce a quarterly newsletter through which relevant information is also communicated.

PRE-ADMISSION ASSESSMENT

BASED on the information received we will arrange our assessment using some or all of the following:

- Senior members of the management team visiting the potential client in their current environment and at differing times of the day / week;
- A visit to the prospective accommodation by the potential client, the referring professional, others involved in the Clients care (a visit to the accommodation will include a tour; meeting other residents; and a discussion as to the suitability of the placement);
- Any gaps in information provided will be addressed during the visit
- Services provided by Abele Care Limited are 24 / 7 (normally our care home is staffed by suitably experienced and qualified individuals. Our assessments are led by our Registered Manager.

ADMISSION OFFER

BASED on the information received and the assessment undertaken by our admission panel, a conditional offer or admission may be made. This will follow after careful consideration of the identified preferences and needs of the individual referred; the mix of residents currently at the chosen accommodation; and the resources available to meet the needs of the individual whilst undertaking the placement.

CONDITIONAL OFFER

ANY offer of admission is subject to the completed negotiation and formal agreement that appropriate funding is in place.

ADMISSION PROCESS

ONCE agreed, the admission is tailored to the preferences and needs of the person using our service. We have learnt that for a placement to be successful then the admission process should include one or more preliminary visits by the individual to our accommodation service for a period of time or overnight to ease the process of admission. We are happy to talk with you about any aspect of our referral and admission process.

PERSONALISED PROGRAMMES

An important aspect of our service is the personalisation of our programmes and the individual nature of the programmes developed between the service user; our staff; community organisations and clinical teams. These take account of the individual's mental health; physical health and social care needs. The agreed plan is implemented as a joint venture between the person using our service; Abele Care; the clinical team and co-ordinated by the Care Co-ordinator. Achievement is monitored through on-going assessment and review with a positive approach to encouraging individuals to pursue realistic personal goals at their own pace.

REVIEWS

FORMAL reviews are held at appropriate intervals, in conjunction with the person using our service, the Care Co-ordinator and family. These offer the opportunity to update the individualised care plan and gradually develop a transitional plan for a move to a more independent setting. During the course of an individual service, Abele Care will support the development of a range of move on options to increase choice for those who wish to increase their level of independence but still require some form of support and those who wish to move into independent community living. Our first review is conducted at 28 days.

A^{BELE} Care Limited was formed in May 2014 and the company has a management team and directors who manage the business on a day to day basis

THE SERVICE PROVIDER:

Abele Care Limited
Sharon Annakie, MBA, DMS (Registered Manager)
Court Oak Road,
Harborne,
Birmingham,
B32 2EB
0121 240 5306

CARE QUALITY COMMISSION CREDENTIALS

CQC Number: (Harborne): 1-1881464359
CQC Provider ID: 1-1564298178
Employer and Public Liability registration number: NI//12/332
Data Controller and Information Commissioner Office Registration ZA208392
Companies House registration: 09057083

PROVIDER
INFORMATION

