

# EDEN PLACE INFORMATION MAGAZINE



# We are Eden Place

Set in an English country garden tucked away in a beautiful courtyard surrounded by a walled garden, Eden Place is a bespoke residential home, managed by Transitions, where we offer personalised support for each individual in a fun, motivating, safe and caring environment. At Eden Place we support individuals with learn-

ing disabilities, mental health and complex needs. We are also specialists in supporting individuals on the autistic spectrum and individuals with Dementia. In Eden Place we empower our individuals to live as independently as possible and support them with their daily emotional and physical needs. Our creative, energetic and experienced staff are enthusiastic about working

with each individual and are inspired to offer them personalised support to meet their individual needs. This is achieved by recognising their uniqueness, personal needs, family's needs and their level of independence. Small and exclusive, Eden Place accommodates a maximum of 12 individuals to ensure quality care and happy people.



## OUR MISSION

To deliver premium quality support for adults with learning disabilities, mental health and complex needs.



## OUR VALUES

Transitions is a company built on trust. This means we have trust at all levels. Between our individuals and support workers, trust between our support workers and families and trust between our support workers and management. We value the power of happiness. A little bit of happiness can have a dramatic and long-lasting effect on our individuals, staff and the larger community that we live and work in. Our underlying principle is to treat everyone with respect, dignity and kindness. We provide positive interaction and great communication with the individuals we support, their families and anyone associated with their support requirements.



## OUR GOALS AND OBJECTIVES

At Eden Place we strive to deliver the highest quality of support for our individuals with learning disabilities, mental health and complex needs. Our goals and objectives are all aligned to make a positive and long-lasting difference in the lives of those we support. At Eden Place our goals and objectives include:

**Putting our individuals first:** The individuals we support are at the very centre of our goals and objectives. Creating and offering a support plan that enables each individual to live a better life and to have a happy future is what our company is all about. We also strive to mould our care home and services around our individuals and not the other way around as each individuals' needs are different and this is reflected in our unique support planning.

**Being supportive:** We not only support our individuals, but we also involve the families and professionals in our decision making.

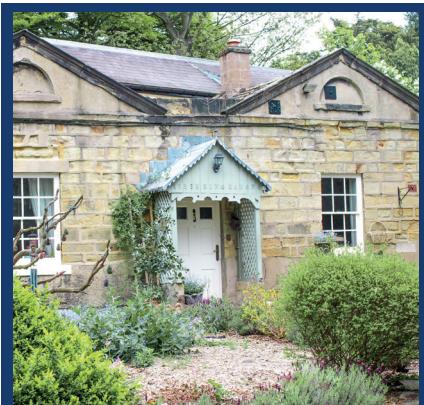
**Striving for excellence:** Eden Place is always improving, building and expanding our services in order to offer the highest quality of support to the individuals in our care home. Our goal is to be the front runners of forward-thinking support and to offer our individuals the best possible care and support.

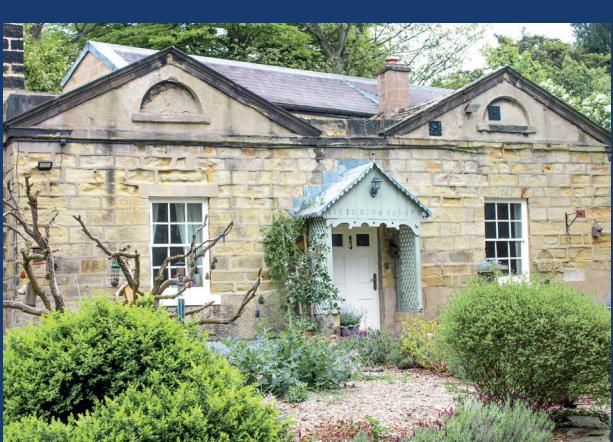


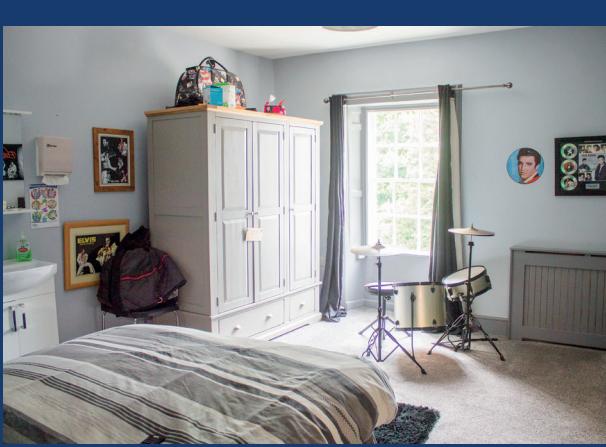
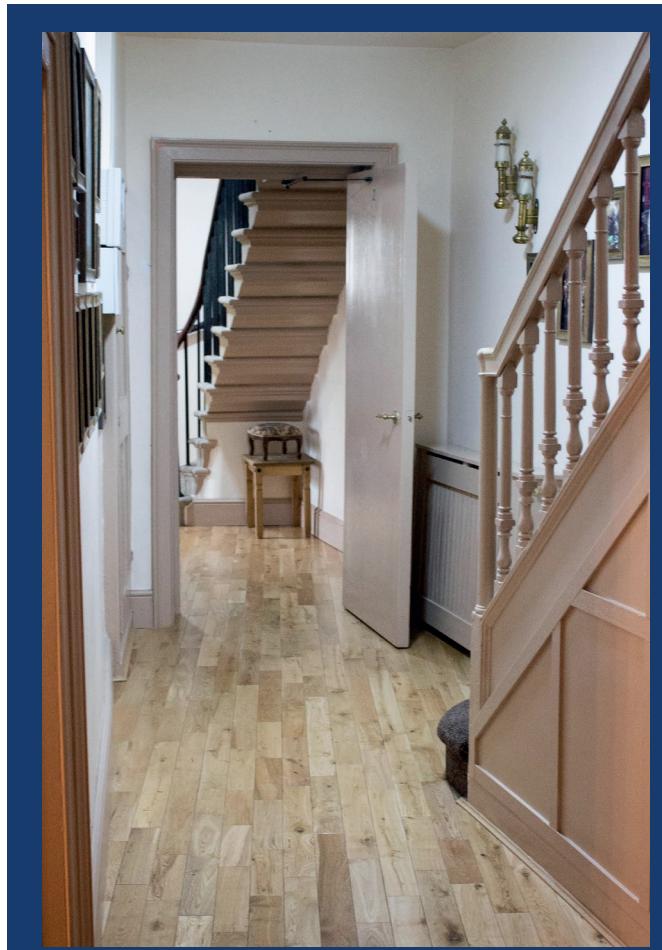
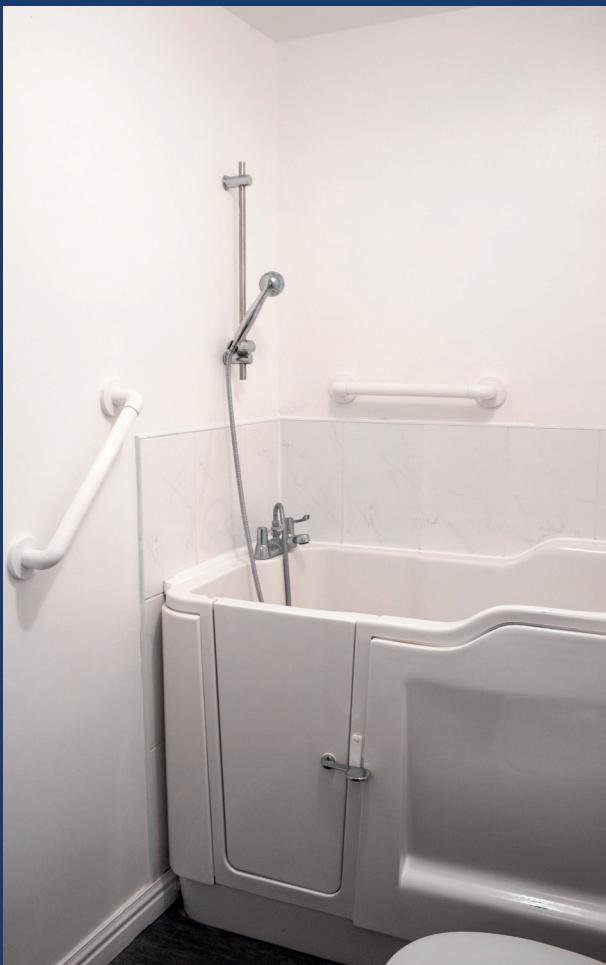
# OUR HOME

Set in an English country garden tucked away in a beautiful courtyard surrounded by a walled garden, Eden Place has been providing care services to individuals requiring support and accommodation since its inception in 1985. The beautiful Grade II Listed Georgian House has a true country charm and fits in beautifully in the sought-after area of High Ackworth. In 1997 Eden Place was extended and the Eden Bower wing was attached. Built from Ackworth stone aesthetically designed and in keeping with the main house, Eden Place and Eden Bower together make up Eden Place Residential Home. In 2016 major renovations were started at Eden Place. Including upgrades to the building itself, the entire interior was redecorated and upgraded to a luxurious standard. Old furniture was replaced with oak, the floors were redone, and new settees were bought. All the

bedrooms received brand new oak furniture and was decorated and personalised to the individuals' wishes. The renovations also included the installation of a new kitchen and a bigger laundry room. With 12 bedrooms, 2 large bathrooms, 2 reception rooms, a fully fitted kitchen and dining room, all with idyllic features and a beautiful garden, the property and external grounds provide a perfect location and environment for individuals to relax. There are also a number of seating areas within the grounds for individuals to enjoy relaxing in the beautiful garden areas. Other buildings on the ground include the Eden Skills Lodges – two purpose built wooden lodges set within the wooded area of the grounds. The Eden Skills Lodges have full utilities and are used as a skills facility for residents of Eden Place. Eden Cottage, another beautiful stone building on the property is the managers' office.









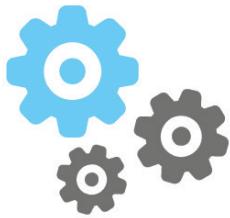
# OUR SERVICES

At Eden Place Residential home we focus on outcome-based support providing top quality residential, respite and outreach support. In connection with that we provide personal care and specialist support to adults with learning disabilities, mental health, Dementia and complex care needs. Eden Place ensures that each individual is supported to achieve their goals and aspirations. We want to ensure that people have the right level of support to help them to be independent, have choices and be able to do what they want to do. Therefore, every individual referred to Eden Place will be individually assessed to establish their needs, functional skills and development areas. Following on from the initial assessment, a costing and support plan will be formulated addressing each area identified from the initial assessment.

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At Eden Place we ensure that each individual is fully involved in their support plan. The aims and objectives of our specialised service focuses on up-skilling or re-skilling individuals to achieve their full potential and promote their independence. All aspects of the individual's life are considered in our support plans to ensure a holistic approach is taken in meeting their individual needs.





# ENHANCING LIFE SKILLS

At Eden Place we ensure that each individual is fully involved in their support plan. We aim to support individuals to enhance their skills in every part of their daily lives, including self-care, budgeting, organisational skills, shopping, domestic skills, gardening or work. Our philosophy is to increase independence and decrease dependency by setting achievable goals and monitoring outcomes for individuals. All individuals are different and therefore individual techniques will also be used by staff to engage the individual and encourage them to progress. Enablement, autonomy and empowerment are also factors to enhancing individual's life skills and life choices. Individuals are supported to manage their own risks in a safe and supportive environment. We encourage all individuals to keep their support plans live and

change details as they occur with each new opportunity that arises. Individuals will be supported to carry out their own reviews with support from the staff. Joint evaluations of support plans will be undertaken with the support worker and the individual, any areas of concerns will be discussed in an open and transparent way to ensure health, well-being and safety is maintained. Eden Place provides individualised support to ensure needs, wishes, aspirations and choices are at the centre of everything that we do. We are fully committed to assisting individuals to create new and varied opportunities. Our support workers will work with individuals to develop interests, skills and development lists to support individuals to achieve their potential. Individuals will be supported and encouraged to have an active and fulfilling life. Support workers will support individuals with their personal care needs this will include washing, bath-

ing and toileting. The individual will be prompted, supported, advised and encouraged to be as independent as possible during these tasks. With the support of the Eden Place support staff, individuals are also encouraged to expand on their existing skills and develop new skills and opportunities in all areas that match their needs and abilities. In the Eden Skills Lodges, individuals have access to modern computers that can be used to watch videos and listen to music on or used to learn basic IT skills. themed events and arts and crafts regularly take place in the lodges where individuals are supported to participate, to interact and to enjoy these events. Eden Place also has a great variety of books, DVDs with a large television, several games, a sensory area and fitness equipment.



## PERSONALISATION AGENDA

The personalisation agenda looks at what the person being supported wants and what we could do to help people to find out what they would like to do. We encourage and empower the individuals supported and living at Eden Place to make friendships with others and have a good, healthy and exciting life with goals, aspirations and plans to look forward to and achieve.





# POSITIVE BEHAVIOUR SUPPORT

Behaviour that challenges arises for many different reasons including stress, specific triggers or simply to communicate. At Eden Place we believe in a person-centred approach that looks at the causes of behaviours. As part of the initial assessment behaviours are identified as well as the potential reasons and triggers for them. We consider how we can modify

our approach by adopting a specific set of skills and detail the information in the support plan to minimise or eliminate these behaviours. We incorporate positive behaviour support plans into person centred plans that have been developed specifically for each individual. These are reviewed and updated with the individual's support team. Working under the guidance of Seniors, support staff are trained to work with individuals who display

behaviours that challenge. Staff then work with the individuals to understand triggers and warning indicators of behaviours and what can be put in place to support the individual. Through inclusion, participation, choice and communication, Eden Place believes that any behaviours can be replaced by positive behaviours to improve the individual's quality of life.

As part of positive behaviour support, we believe in:



**inclusion**



**participation**



**freedom of choice**



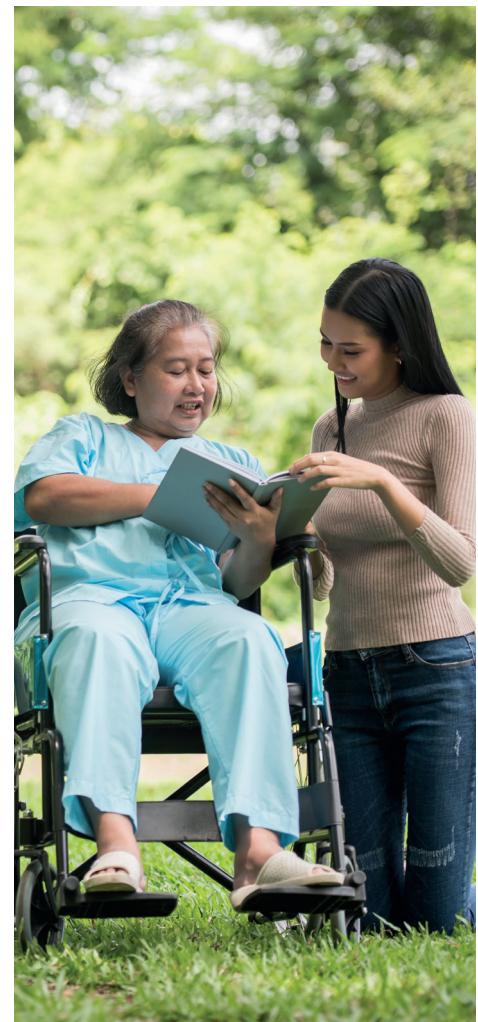
**communication**

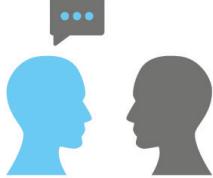


**skills and training**



**working together**





# INFORMATION AND COMMUNICATION

All individuals supported and living at Eden Place have access to a wide scope of information on various topics through easy read flyers, meetings and individual communication. All the relevant support and whistleblowing documentation, advocacy numbers, local groups, flyers, brochures and other information is available in the home for individuals to access and use. Trained members of staff are able to assist individuals in obtaining information and support them in understanding it. As different individuals have different ways of communicating, the support staff at Eden Place has access to a wide variety of communication methods and channels available for individuals to use to make their needs known. Visual communication

aids support the individuals to communicate and interact more effectively with their support workers, friends and family. When individuals find it difficult to communicate it may cause frustration or anxious behaviour. However, correct communication methods enable individuals to communicate and provide understanding, as well as become more independent and self-confident in their interactions and making choices. Through symbols, words, pictures and photographs, individuals can make their own choices and communicate them as well as express their feelings and opinions. At Eden Place we also have a very open communication policy that encourages individuals to communicate with staff about anything that affects them in their day to day lives.



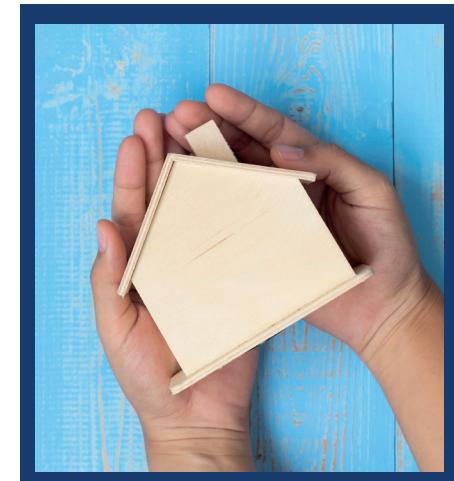
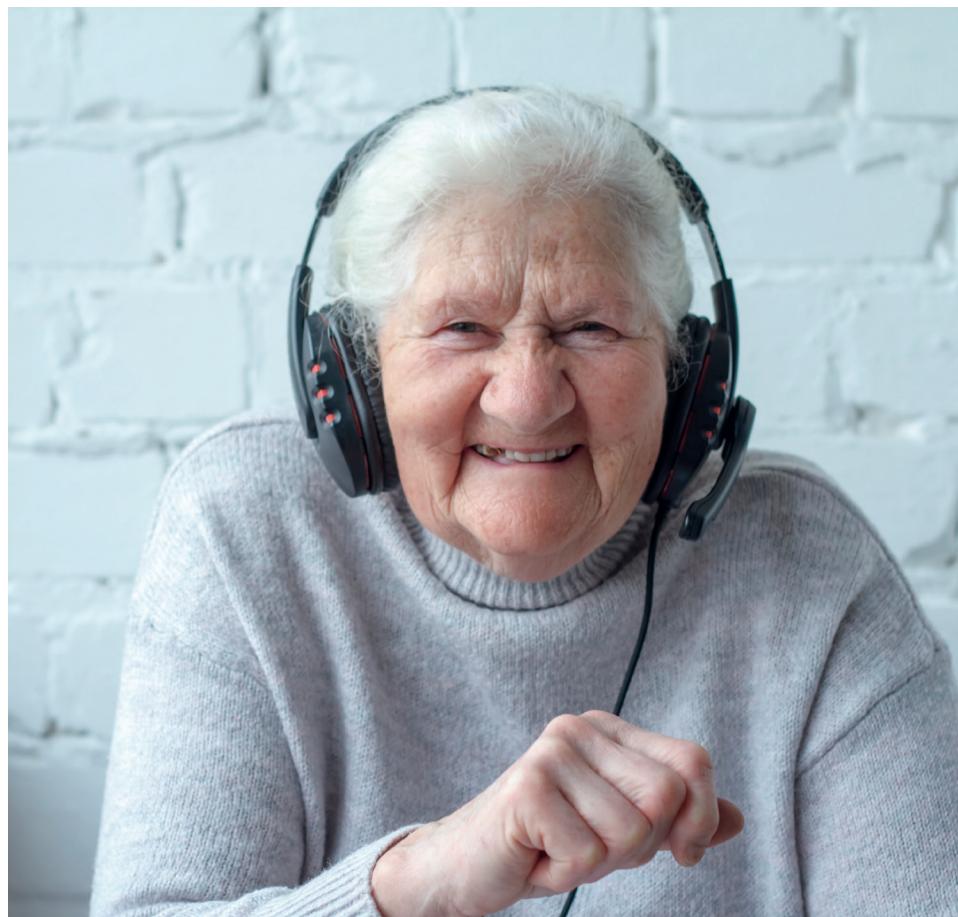
At Eden Place, individuals can make their own choices and communicate them through:

**SYMBOLS**

**WORDS**

**PICTURES**

**PHOTOGRAPHS**





# PRIVACY, DIGNITY AND SAFEGUARDING

Promoting privacy and dignity is at the heart of operations at Eden Place. Staff are professionally trained to always promote and protect the privacy and dignity of the individuals residing at Eden Place as this a basic human right, but also a big factor in creating trust and building healthy and rewarding relationships. Eden Place has a zero-tolerance policy on all forms of abuse and we promise to always take prompt action on any report of suspected abuse. Safeguarding those with learning disabilities, mental health needs or Dementia is of the highest priority at Eden Place

as everyone has the right to live a life free from any form of abuse or neglect. Therefore staff, families and individuals have easy access to safeguarding and whistleblowing numbers as well as local safeguarding procedures. All staff are trained in safeguarding practices by an external trainer and always carry a whistleblowing card with them. Safeguarding ensures that our staff, the individuals and their families know how to make an alert and who to make the alert to. Eden Place does not use any form of restraint and all staff are trained on using de-escalation techniques when faced with aggression or challenging behaviour. As part of safeguarding, risk assessments and safety awareness campaigns are

held on a regular basis to assist the individuals we support to make informed choices on risk areas. Individuals are supported to consider a range of options and outcomes whilst still respecting their freedom of choice. At Eden Place we support individuals when they have made unwise choices in seeking the appropriate help from external sources when necessary. In addition to that, Eden Place staff will along with the individual, their family and care manager complete a consent evaluation to determine if an individual has the capacity to make certain life-changing decision and support them through it.





# HUMAN RIGHTS



## THIS IS IMPORTANT!

Every single one of us as human beings have basic human rights, including the right to be safe from abuse and violence, the right to be treated equally, the right to have your privacy respected and the right to freedom of thought, conscience, religion and belief. Eden Place does not discriminate against any individual and we have policies and procedures in place to ensure that all are protected.

Under the Charter of Human Rights and Responsibilities Act of 2006, there are 20 individual rights stipulated within Section 8 to Section 27. From these rights, each individual supported by Eden Place has, but is not limited to, the right:

- to be called by the name of choice
- to be treated as an individual
- to independence
- to make personal life choices
- to live their chosen lifestyle
- to personal privacy at all times
- to be protected from harm
- to look after themselves as far as possible
- to take responsibility for their actions and decisions
- to invite anyone they want into their homes as long as it is safe to do so
- to have their dignity respected through all stages of life
- to have an individual, personalised support plan
- to receive anti-discriminatory services that are responsive to each individual's race, religion, culture, language, gender, sexuality, disability and age
- to have access to their own personal records and information relating to decisions that have been made affecting their life
- to keep and use their own medication when it is risk assessed as safe to do so
- to manage personal finances if they are capable to do so
- to be involved in the creation, implementation and reviews of their own support plan
- to be clearly told what they are advised not to do and why
- to have the opportunity to participate in activities and health care that suits their needs
- to be advised of opportunities to develop their skills and interests
- to receive encouragement to participate in making decisions regarding their support and future
- to be prepared and guided where a condition has been diagnosed and to receive support where necessary
- to be able to express their wishes and feelings in the knowledge that their concerns will be taken into account.
- to know how to complain and know that the complaint will be taken seriously and dealt with properly



# HEALTH AND SAFETY

Safety is of the highest priority at Eden Place. Risks and safety hazards regarding our individuals and their support are highlighted and monitored at monthly support reviews and are continuously monitored by senior members of staff and management. Accidents and incidents are recorded to track their occurrence and to set up guidance to minimise them. All staff at Eden Place are expertly trained in handling a wide variety of emergency situations. With full First Aid training staff are able and confident in ensuring the safety of the individ-

uals in their care during an emergency situation. Eden Place also has extensive emergency plans in place should any disaster or emergency take place. Procedures and policies are in place regarding the health and safety of individuals living in their own accommodation. Regular spot checks are carried out to ensure all health and safety standards are met, including that of food preparation and cleaning, infection control and health management. Eden Place endeavour to promote healthy lifestyle choices. Also, all aspects of medication management and medication competencies are closely monitored by skilled and trained professionals.

## TO ENSURE TOP SAFETY PRACTICES, WE:



identify possible risks and safety hazards during monthly support reviews



have expertly trained staff that can handle a wide variety of emergency situations



have staff fully qualified in First Aid so that they can confidently ensure safety



have extensive emergency plans in place should any disaster or emergency take place



have procedures and policies in place regarding health and safety



closely monitor medication management and medication competencies



Eden Place works closely with Health-watch Wakefield who gives people free, impartial advice and information about local health and care services. They ask local people who use health and care services about their experiences, good or bad and use the information collected to make recommendations to local service providers such as Eden Place.



Transitions (Support Specialists) Limited

## Eden Place Residential Home

Overall rating

Inadequate

Requires improvement

Good

Outstanding

### Are services

Safe?

Good

Effective?

Good

Caring?

Good

Responsive?

Good

Well led?

Good

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at [www.cqc.org.uk/location/1-2679848253](http://www.cqc.org.uk/location/1-2679848253)

We would like to hear about your experience of the care you have received, whether good or bad.

Call us on 03000 61 61 61, e-mail [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), or go to [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)



# ORGANISATIONAL CULTURE AND STAFF



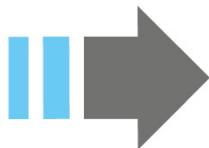
Based on trust, Eden Place strive to be as open and transparent as possible while still protecting the privacy and dignity of our individuals. Working closely with the Care Quality Commission and other regulating bodies, we always ask for advice and support on unclear or difficult situations. At Eden Place we believe that honesty is the best policy and we encourage transparent policies, procedures and operations and have an open-door policy on all questions relating to our services. We regularly question and review our practices, reflect on feedback received through our questionnaires and strive to make continuous improvements to our services.

At Eden Place we strongly believe that happy staff mean happy individuals, and therefore we do our best to ensure our employees are happy, confident, well trained and satisfied. A strong culture of trust enables our management team to work closely with, but also support our staff to ensure that all our individuals receive the best support, perfectly suited to their needs. Training and professional development is a big part of our operation as expertly trained staff deliver exceptional support that is compliant with all current regulations and best practices. All staff members

receive comprehensive inductions and full mandatory training to ensure compliance with the Care Quality Commission, as well as specialist training and NVQ qualifications. We strongly encourage and support our staff to compete external training and qualifications to develop and enhance their professional skills and knowledge base to deliver the best support possible. At Eden Place an open style of management is in place which encourages feedback, participation and performance reviews from staff. Staff supervision and feedback is in place at all levels and monthly supervisions and reviews ensure that staff are up to date with training, policies and procedures. Eden

Place never use agency workers and can therefore maintain continuity and consistency within the organisation and the support we offer. As we adapt our support plans to meet the needs and requirements of the individuals we support and that of their families, communication is key. Staff, families and individuals continuously communicate about areas that may affect their day to day lives and support. Eden Place has an open-door policy and we promise to always listen to any recommendations, suggestions, queries and complaints and address them in a timely manner.





# OUR ORGANISATIONAL INFORMATION

## REGISTERED ADDRESS:

Transitions Support Specialists Ltd  
Eden Place  
Pontefract Road  
Ackworth  
Pontefract  
West Yorkshire  
WF7 7EE

## CONTACT INFORMATION:

Telephone: 01977 780278  
Email: [info@transitionsltd.org](mailto:info@transitionsltd.org)  
Website: [www.transitionssupportspecialists.com](http://www.transitionssupportspecialists.com)  
Facebook: Transitions Support Specialists Ltd

## MANAGER'S INFORMATION:

Registered Manager: Mandy Stocks  
Service Provider ID: 1-2566943372  
Location ID: 1-2679848253  
Registered Manager ID: 1-223497868  
Regulated Activity: Residential Home

## TRANSITIONS SUPPORT SPECIALISTS LTD

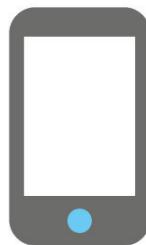
Incorporated Organisation  
Date of incorporation: 25 July 2013  
Company Registration Number: 08624689  
Registered Office: St Andrews House, 11 Dalton Court,  
Commercial Road, Darwen, BB3 0DG

Nominated Person Responsible:  
Angela Fletcher BA(hons) RNLD GCGI FInstLM MI.D  
Managing Director

# WE WANT TO HEAR FROM YOU



**Pop in at Eden Place at  
Pontefract Road  
Ackworth, Pontefract  
West Yorkshire  
WF7 7EE**



**Give us a call on  
01977 780278  
and speak to one  
of our managers or  
a member of staff**



**Check out our website  
and learn more about us at  
[www.transitionssupportspecialists.com](http://www.transitionssupportspecialists.com)  
or like the Transitions Facebook Page  
for more updates**