



Glebe Cottage

Location for Weekend and Short Break

'Providing high-quality, person-centred services and information to adults and children with learning disabilities and for those that support them'.



for Adults and Young People.
Aged 16-65+



Useful Contact information and addresses:

Business address: -

Glebe House (Charnwood) Ltd
Woodgate Chambers
70 Woodgate Loughborough
Leicestershire LE11 2TZ
Tel: 01509 218096



Email: peter.warlow@glebehouseproject.org.uk
Administration Email: admin@glebehouseproject.org.uk
Enquiries Email: tracey@glebehouseproject.org.uk
Website: www.glebe-house.org.uk

Location address for the Weekend and Short Break Service

Glebe Cottage
9 Shelley Street Loughborough
Leicestershire LE11 5LD
Tel: 01509 218096



CQC Location ID: 1-637588477

Office for the Weekend and Short Break Service:

The primary office of the registered manager and the Coordinator of the service is at Glebe House Woodgate Chambers in the centre of Loughborough. A mobile office will be available at Glebe Cottage during the times the service is running. There is disabled access to both buildings.

Nominated Individual for Glebe House

Mr Peter Warlow, Chief Executive Glebe House

Tel: 01509 218096

Email: peter.warlow@glebehouseproject.org.uk



Mr Lee Bowley, Registered manager

Tel: 01509 218096

Email: training@glebehouseproject.org.uk



Job Role: Registered Manager for the Weekend and Short Breaks Service. Learning and Development Manager, Carry On Club Organiser and Children's Service Group Leader/ Playworker.

Miss Tracey Smith, Weekend and Short Break Coordinator:

Tel: 01509 218096

Email: tracey@glebehouseproject.org.uk



Job Role: Weekend and Short Breaks Coordinator, Adult Services Coordinator, Youth Club Organiser, Children's services Deputy Manager

Glebe House:

Glebe House is the provider of the Weekend and Short Break service for people with a learning disability aged from 16 - 65+.

Glebe House also provides a variety of other services. These are

- Community Life Choices for adults
- PMLD service for adults
- Adult Home and Community Support,
- Autism Services.
- Work Skills
- Adult Activity days
- PA service
- Transition Service
- Children's After School Club,
- Children's Saturday Club,
- Children's Holiday Play Schemes,
- Youth Club
- Carry On Club

Glebe House operates services from a number of locations but the central office is based in the centre of Loughborough at Woodgate Chambers.

You can find out more information on the Glebe House website:

www.glebe-house.org.uk

The range of services provided by Glebe House is available to people who fulfil the eligibility criteria regardless of race, colour, culture, age, background, sex or disability.

Places in the various services are subject to regular reviews and may be withdrawn if somebody acts in a manner that is detrimental to other people, either in a Glebe House location or in the local community (e.g. very unsociable behaviour, being abusive, harassing or bullying other people).

Glebe House is committed to driving up the standards of support we provide our service users/ guests and strive ensure that person centre care and support remains a fundamental key stone to our services.

We also have a number of Dignity Champions signed up with the National Dignity Council and currently hold a Leicestershire County Council Dignity in Care award. You can find out more about this at: www.dignityincare.org.uk

Copies of the current CQC inspection reports for the service we have registered with CQC are available for you to view at Glebe Cottage or Woodgate Chambers.

You can view these on the CQC website at: www.cqc.org.uk or via a link on the Glebe House website www.glebe-house.org.uk

A copy of all our policies and procedures are available for you to view should you wish.

Glebe Cottage

Glebe Cottage, on Shelley Street in Loughborough, is used for the Weekend and Short Break service. The location is registered with Care Quality Commission (CQC) to provide overnight stays with personal care and support for people with a learning disability aged 16 - 65+ .

The Weekend and Short Breaks service we provide from Glebe Cottage complies with current legislation and the outcomes set by CQC. Our registration details and a copy of our last inspection is available on the CQC website www.cqc.org.uk

Glebe Cottage has had CQC inspections in January 2016 and July 2018. Following both inspections, we were given an overall rating of 'Good' and achieved a rating of 'Good' for all outcomes. As part of the new inspection process key information about us is reviewed each month, this is then documented up on our CQC providers page.

If you would like to speak to someone about the Weekend and Short Break service or visit Glebe Cottage to have a look around, you can email Tracey Smith the Coordinator of the service at: tracey@glebehouseproject.org.uk Or, telephone Glebe House main offices on 01509 218096.

Weekends and Short Breaks

Most people caring for someone with a learning disability could do with a break from time to time and the same is true for their dependant. Weekend and Short Breaks at Glebe Cottage allow everyone to have a break whilst encouraging and supporting people to become more independent.

Our aim is to create a family atmosphere with routines and activities that the guest chooses. It is also an ideal opportunity for a small group of friends to spend the weekend or some time together. Our guests are usually known to use having previously used our Children's services or who are currently or have used our Adult services. This supports us to provide a tailor-made package for our guests and their families.

Breaks at Glebe Cottage

Glebe Cottage is a four bedroomed detached house in a residential area of Loughborough. Three of the bedrooms can be used by clients and the fourth is used as a staff bedroom. The main bathroom is upstairs but there is also a walk in shower/wet room with shower and disabled toilet facilities downstairs. There is a stair lift for access to the upstairs.

Downstairs there are 2 reception rooms, a kitchen and a large toilet with disabled access and a walk-in shower. There is parking on the premises and on the street. There is a small garden and outside area to use and there are plans to do some more work on this area in the future.

Glebe House has refurbished and reorganised some of the indoor and outdoor areas of Glebe Cottage following comments from our annual guest survey, evaluation forms.

Up to 3 guests of a similar age and interests can stay at Glebe Cottage at any one time. Each break is organised around their individual needs, preferences, and choices. In house activities can be arranged, as well as making use of the facilities available in the local area, such as shopping trips, eating out and social and leisure activities. Some guests are supported to attend activities such as youth clubs, dancing classes, horse riding, church groups or other things they do on a regular basis when they are at home.

Glebe Cottage is an ideal place for learning and developing independent living skills or for helping someone to prepare for living in the community in the future.

Staff training includes:

Medication handling and administration, specific health assessed tasks, Epilepsy awareness, moving and handling, safeguarding adults and children, fire awareness, infection prevention control, hand washing, food safety, first aid, personal care, health and safety, communication, person centred planning and other training required to provide a quality person centred service.

The number of staff required to support each person staying is assessed on an individual basis. Sometimes staff may be shared between the clients who are staying.

When more than one client is staying there are often two members of staff working, and if required, extra staff may be asked to work. Overnight staff are available to support those who are staying. This may be someone who remains awake and/or a 'sleep in' person this is discussed and the appropriate staffing level is sourced to support your needs. Some clients choose to stay for a break on their own supported by staff. All of these options are discussed and planned prior to a break.

Weekend Breaks:

A weekend break usually runs from Friday teatime until Sunday afternoon, but we can work with client's individual requests and plan the weekend to suit. For example, we can extend the break to include Sunday night, start on a Thursday or reduce it to one night. We can run weekends as often as needed as long as it can be funded and the location is suitable for the client's needs and available for the time requested. Each weekend or short break is organised and planned by the Weekend and Short Breaks Coordinator who ensures that each individual client can make known their choices and preferences prior to and throughout their stay. The break is planned around the clients who are staying, and the coordinator organises for the most appropriate staff to support those clients during the weekend.

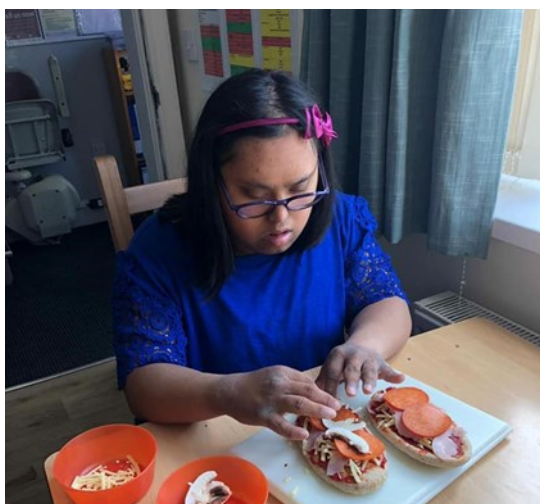
Other Short Breaks:

Some clients may want to stay for a night or a few nights during the week instead of over a weekend. We are able to provide this sort of overnight break or short break when requested as long as it can be funded and the location is suitable for the client's needs and available for the time requested. All requests will be considered, just contact us to discuss your requirements and we will see if we can help you.

Young People aged 16-17.

Glebe Cottage is able provide weekends or short breaks for young people aged 16 or 17years giving them an opportunity to learn new skills, gain new experiences, or spend some time with their friends.

A young person will not be invited to stay at the same time as someone who is much older than they are. Staff working with the young people will be experienced and qualified in supporting young people and be trained in safeguarding children & young people, bullying, anti-discriminatory practice and children's rights.



What you need to do to use the Weekend and Short Break service?

A person can either be referred to use the service by a social worker or they or a member of their family can refer them.

If you are a client or a carer who is interested in using the service, you need to contact us and we can give you more information. This can help you to decide if a weekend or short break at Glebe Cottage would be suitable and if there are any places available at the time when you would like the break.

The Coordinator or the Registered Manager will arrange for you to visit Glebe Cottage so you can see what it is like. You could come to the office at Woodgate Chambers, or they can arrange to visit you at home, so you have the opportunity to ask questions about the service. If you prefer, they can arrange to meet you at another venue. If you are a client this could be somewhere you may go to during the week which may be useful to help us to understand some of the things, you like to do.

Weekend and short breaks can be paid for using a personal budget/ managed budget or by a social worker organising the funding. Depending on how the person's budget is set up will depend on how the funding is organised. A weekend or short break can also be paid for privately.

Glebe House will provide you with an estimate of the cost for the break. Each costing is prepared by the finance department of Glebe House and is based on the individual requirements of the person wishing to use the service. If a social worker is managing the funding for using the service Glebe House will work with them to get the costing agreed.

If everybody is happy that Glebe Cottage is the right place for a week- end or short break and the funding has been agreed, the coordinator will set up a date that is suitable for your break. Some people like to visit the cottage again, maybe stay for tea or stay for the day before staying overnight. Some people prefer to 'try it out' and book to stay for one night and if they like it, they can then book to stay longer at their next visit. The costings for this can be provided as required. Before any stay occurs, Glebe House will require a signed agreement for the service to take place. These agreements are generated for each stay.

What happens when you stay for a weekend or short break?

Before you come to stay you will be asked to complete some paperwork, this helps Glebe House learn things about you and how you like to be supported. This will also include some important information about medication that you may take and the support that you need when taking it.

The Service Coordinator will have set up some meetings with you before your first stay to help you get to know us and Glebe House to know you. Once you have got to know us and you have booked in your stay you or your carer will be asked to agree a contract for the break.

Once we have everything in place we will put together a menu of your chosen meals and a timetable of activities that you would like to do during the weekend.

All bedrooms are fitted with a double bed, TV and access to WIFI. You will have a lockable wardrobe, for which you can have the key, and a bed side cabinet or drawers to put your clothes and belongings in. You are welcome to bring some personal spending money, which you can keep in the locked wardrobe along with any other valuables you bring with you. We can look after these things for you if you prefer, or we can help you to do it yourself. We prefer you not to bring too much money or too many valuables with you so that there is less chance of them being lost. You can have a key to your room if you wish.

If you look after and take your own medication we can make sure that you have a secure place to keep it. We will need to assess that you are able to do this safely and we will support you where you need it.

We can help you to make phone calls in private if you need to. The staff will help you in any way you need and will always encourage and support you to be as independent as possible.

There is a 'No Smoking Policy' at Glebe Cottage. Staff will organise for anyone who needs to smoke to have a safe area to do this outside of the building and the vehicles used.



What happens when you stay for a weekend or short break?

There can be up to three people staying for a weekend or short break. Sometimes the guests staying want to do activities together and other times they may have things they prefer to do individually. Breaks are organised so that everyone has the opportunity to do what they prefer. Menus are planned for individual guests based on what they have said they would like. Sometimes groups of guests may want to plan and eat meals together. Some guests want to go out for meals during the break or like to shop for their own food. All of these options and more can be discussed with the Coordinator prior to the break.

Some guests may want to do things on their own with their own support. This could be things like attending a friends party, going to church or doing some other activity. This can be organised and included in the individuals estimate of cost for the weekend or short break.

Activities that need to be paid for, such as going to the cinema or going swimming, would normally be paid for by you at the time and any costs for staff or travel costs would be added to your final invoice.

Three meals a day are provided and you can have snacks and drinks at other times. Most meals are prepared in the kitchen by the staff and the people staying, but there are also opportunities to eat out, for example, a pub lunch.

If you wish to attend a church or religious meeting, staff can help in organising for you to do this. Staff are aware of a variety of religions, beliefs and cultures, and are able to work with you and your carer(s) with more specific individual preferences related to these things.

If you would like to have someone to advocate for you (speak up for you) please ask the Coordinator or weekend and short break staff who will try to arrange this for you.



Glebe House values:

The Weekend and Short Break Service promotes and reflects the values that focus on the individual client as being central to the planning and delivery of care and support.

The Weekend and Short Break Service upholds the Glebe House Core Values:

- To treat everyone with Respect, Dignity and Kindness
- To provide continuous person centred support.
- To enable clients to be socially included.
- To promote independence and equal rights for all clients, families, and carers
- To listen to the needs of everyone and take action to make a difference to their lives.

The Glebe House Service Promise:

Glebe House promises that everyone we support has the right:

- To religious and cultural freedom of practice and beliefs
- To wear a form of dress, sari, turban, or any clothing required by the persons race, culture or religion.
- To political expression.
- To be called by a preferred name
- To form relationships
- To have information on relationships, including personal conduct and responsibility.
- To have information and guidance on participating in the community
- To be treated with dignity and respect
- To have informed choice, choose to do new things even if that involves some risk.
- To be treated fairly
- To expect that personal matters are treated with confidentiality.
- To be able to take part in relevant meetings.
- To be involved in the planning and delivery of services
- To have an independent advocate if needed
- To receive an excellent quality service
- To have clearly explained anything verbal or written if it concerns you personally.

Dignity in care at Glebe House:

Glebe House is committed to always maintaining the respect and dignity of all our clients. Dignity in care means delivering the kind of care, in any setting, which supports and promotes, and does not undermine a person's self-respect regardless of any differences. Dignity has been described by a client as "Being treated like I was somebody".

The Dignity Do's:

Glebe House is committed to the values of the 'Dignity Dos' published and promoted by the National Dignity Council. This is a clear statement of what people can expect from a service that respects dignity.

High quality care services that respect people's dignity do:

- Have a zero tolerance of all forms of abuse.
- Support people with the same respect you would want for yourself or a member of your family.
- Treat each person as an individual by offering a personalised service.
- Enable people to maintain the maximum possible level of independence, choice and control.
- Listen and support people to express their needs and wants.
- Respect people's right to privacy.
- Ensure people feel able to complain without fear of retribution.
- Engage with family members and carers as care partners.
- Assist people to maintain confidence and a positive self-esteem.
- Act to alleviate people's loneliness and isolation.



The Children's Dignity Dos'

Glebe House will also promote the Children's Dignity Dos created to enable children and young people to understand Dignity and Respect.

1. Do not be mean and be a good friend.
2. Treat people the way you want to be treated.
3. Treat people as their own person and listen to them.
4. Ask people what they want and give them a choice.
5. Let people have time to themselves, and choose when they want to talk.
6. Let people make choices by themselves and listen to their opinions.
7. Let people feel free to tell somebody when something is wrong.
8. Talk to our loved ones and share with them what we are up to.
9. Help others to be brave and be themselves so they can have lots of fun.
10. Be a good friend and help others when they feel sad.

Glebe House will use the 'Dignity Dos' as a measure for the services we provide and will strive to ensure that our services meets each of them for each individual client we provide a service for.

Glebe House Dignity Champions:

Glebe House has over thirty members of staff who are registered with the National Dignity Council as Dignity Champions.

The key aims for Dignity Champions are to pledge to:

- Stand up and challenge disrespectful behaviour rather than just tolerate it.
- Act as a good role model by treating other people with respect particularly those who are less able to stand up for themselves
- Speak up about dignity to improve the way that services are organised and delivered
- Influence and inform colleagues.
- Listen to and understand the views and experiences of everyone.

Glebe Cottage-



This is our entrance hall leading upstairs to our bedrooms and upstairs bathroom and downstairs to our two spacious reception rooms, downstairs shower room and our kitchen.

Meals are prepared within our kitchen following your personalised menu. We will support and encourage you to prepare meals, drinks and snack.



Glebe Cottage-

Glebe Cottage is currently set up with two lounge dinner areas, each guest can choose to spend time alone relaxing in their own space or with other guests if they wish to do so.



Each room is set up with a SMART TV allowing access to the internet and the WIFI runs throughout the building.

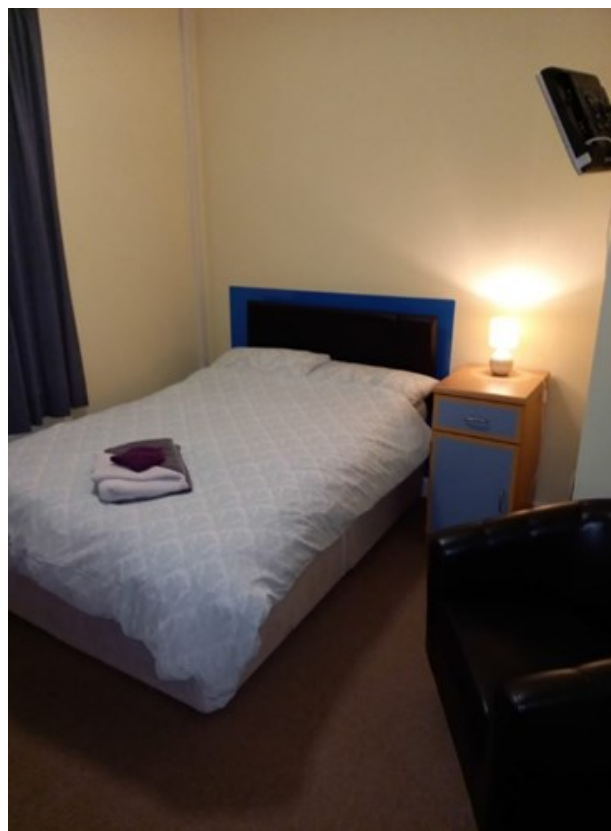
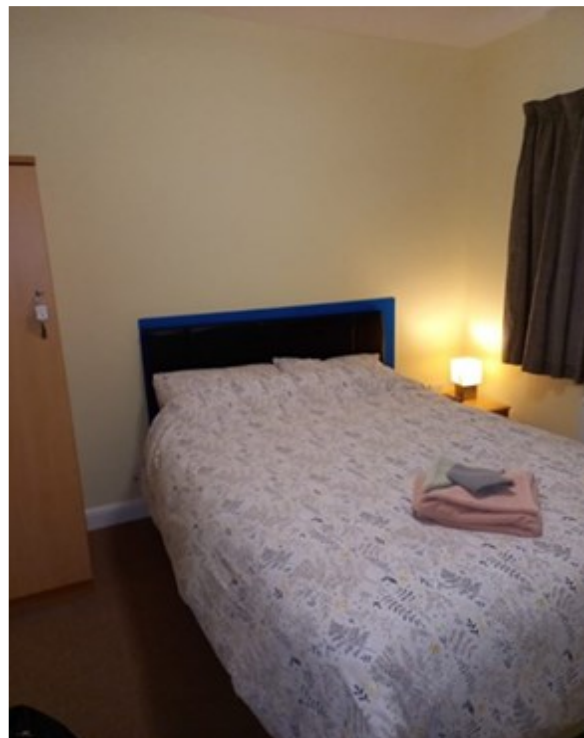
We continue to strive to provide a relaxing and safe environment for our guests each time they stay.



Glebe Cottage-



Our guests have the choice of three bedrooms when they book in for their next stay.



All bedrooms have TV's available with built in DVD players if guests choose to spend some time in their room.



We have access to outdoor space in our garden areas with two outdoor patio areas and a covered patio area if you wish spend time outside.



General Data Protection Regulations (GDPR):

Glebe House will comply with the GDPR legislation which came into force May 2018. The legislation will apply to all the personal information we keep and to all those we share it with. This means that whilst we must have some personal information about people who use our services to allow us to provide support, all the information must be kept safe and should only be accessible by the people who need to have it. If you would like to speak to someone at Glebe House about the GDPR please contact the Glebe House Chief Executive and Nominated Individual for Glebe House.

Policies and Procedures:

Glebe House is governed by policies and procedures, these tell us how certain things should be done. If you wish to see our policies or procedure then please contact Lee or Tracey who will be able to give you access to our system.

Easy Read copies available upon request.

Risk assessments:

Copies of all risk assessments, COSHH, assessments and Fire assessments are stored at Glebe Cottage and are available upon request.



Formal Complaints Policy:

If you have a complaint or concern regarding the service, you or your family member is receiving, please contact the manager of the service who will discuss the matter with you.

Your complaint or concern will be recorded, and a complaint form will be completed by the manager.

The complaint or concern will be investigated and then action taken. You will have a response within fourteen working days.

The Chief Executive will be informed of the complaint or concern and advised of the action taken by the manager.

We will inform you in writing of any action that has been taken and of any steps made to improve the quality of the service you receive.

If you feel your complaint or concern is of a serious nature requiring the Chief Executives immediate involvement, please say that you wish to see or talk to the Chief Executive directly, who will record the details and investigate the circumstances and respond accordingly. The Chief Executive may not be immediately available but will respond as quickly as possible.

If after this process has been completed, you feel that the matter is unresolved or the quality of service has not improved, please advise the Chief Executive, who will take the matter to the Board of Trustees. At no point in the process will you be victimised for making a complaint or raising a concern. All complaints or concerns relating to Glebe House will be taken seriously and dealt with according to the formal procedure.

If you want to complain but do not want to speak to anyone at Glebe House you can also contact: Leicestershire County Council 0116 3050004

If you feel your complaint has not been dealt with to your satisfaction you can find information on how to take this further: on the CQC website www.cqc.org.uk or ring CQC on 03000 616161

Copies of this procedure are available in an 'easy read' format.

Compliments, Comments and Feedback:

We welcome comments and feedback from anyone who uses our services. At the end of each weekend or short break we will give you an evaluation form. We would like you to tell us what you think about your stay, and give us any thoughts or ideas you may have about how we could develop and improve the service for you and others who stay in the future. We also ask the staff what they think too.

Here are a few comments from evaluation forms:

- I liked all my favourite foods.
- I liked playing on the laptop, making cakes, shopping.
- I liked doing my favourite things.
- I liked going to the pub for a drink.
- I liked my own space.
- I liked my bed; I feel at home.
- I want to go to a panto next time I stay.
- Maybe go to the cinema next time I stay.
- Friendly staff, easy to talk to.
- I liked being with friends.

Past feedback asked for:

- Bigger beds..... we provided them.
- More space.....we have been working on ways to improve this
- Nicer garden.....we have done some of this work and have ideas and plans for further work
- Nicer pillows we have them now.





Glebe House

Flexible Services for people with
learning disabilities and autism



For more information please contact:

Weekend and Short Break Coordinator: Tracey Smith

Tel: 01509 218096

Email: tracey@glebehouseproject.org.uk



Registered manager: Lee Bowley

Tel: 01509 218096

Email: training@glebehouseproject.org.uk

