

# WOODCOTE ROAD

REHABILITATION HOME



A HEXAGON HOUSING ASSOCIATION HOME

*“People who use the services were supported by kind and attentive staff” - CQC Report*

Hexagon

*“I’ve grown in confidence during my stay here. I’m not going to be here forever, so I’m trying to prepare myself for the future.” - RM (Resident)*

**Philosophy of our home**

At Woodcote Road, we put the residents at the heart of everything we do. We understand the importance of providing a caring and respectful environment as we endeavour to improve the lives of our residents. We work with family, friends and the community mental health team to coordinate the process of rehabilitation. We believe that a positive way to restore an individual's dignity and self-worth is to empower them to make their own decisions and become as independent as possible. We encourage residents to negotiate with staff, take joint responsibility for their care and accept support in order to maintain and improve their skills in daily living.

**"Building self-esteem is essential to a successful recovery programme. This is where we excel"**



**Tracey Cumberbatch**  
**Head of Home, Woodcote Road**  
 Tracey is a Registered Mental Health Nurse (RMN) and has an Level5 Diploma in management. Her experience in this field spans over 23 years.

*"Staff treat us well. They listen to me, giving me the freedom to do what I want and respect my privacy."*

TL, Resident

**Residents living at Woodcote Road have the right to:**

- Be treated with dignity
  - Privacy
  - A safe environment
- Respect of their individuality
- Have their cultural needs met
- Have their religious beliefs respected
  - Have access to an advocate
- A warm and caring atmosphere
- Be involved in their treatment plan
  - Visitors

**Visitors**

Family and friends are encouraged to visit regularly and maintain contact by post or telephone when visiting isn't possible. Staff will assist residents to respond where necessary.

Visitors will be welcomed at all reasonable times, so long as the staff in charge is informed of their arrival and departure. Residents have the right to refuse to see any visitor and the resident's wishes will be respected and upheld by the person in charge.

*"I keep to a routine everyday, doing lots of things, so I don't sit and watch TV. Staff are very supportive of me."*

JK, Resident

### Services offered

- Support with daily living skills
- Nursing and support staff 7am-9:30pm (concierge service outside of these hours)
- Engaging activities and groups each day
- Help accessing education & the recovery college
- Help obtaining voluntary work
- Access to local health services, groups, library etc.
- Internships within Hexagon where possible

### Self-medication

Residents are supported towards gaining independence with their medication in a gradual process of 3 stages. Residents are helped to identify their medication and dispense it under the RMN's supervision. Once residents are confident with this, they then dispense some days from a secure cabinet in their room. They will eventually aim to dispense their medication everyday. Staff perform random spot checks to ensure medication compliance. If there is any issue arising, then the medication stage will be reviewed by staff.

### Self-catering

Everyday, residents will eat the food they like and choose. They receive a budget for their evening meal, so they can buy their own ingredients. Staff will support them to get healthy ingredients and cook their meal each day, until they are ready to cook independently. A dedicated rehab worker helps to teach residents all the skills they will need, such as budgeting, shopping, healthy eating, cooking and cleaning. Residents are assessed on their cooking skills and safety within the first weeks of arriving at Woodcote and periodically thereafter. Eventually, they may aim to get a weekly food budget, so they are responsible for all the food they need throughout the week. Residents prepare their own breakfast and lunch, using the ingredients within the home, or what they have purchased on the full-budget.

*"Staff involve me in my care plans and encourage me to do things. They are very supportive and kind."*

*NO, Resident*

### Admission

Individuals interested in coming to Woodcote Road are encouraged to visit the home and experience the atmosphere and level of service. Often day visits and overnight stays are arranged on a regular basis while waiting for a vacancy or for arrangements to be finalised. This gives the individual time to get to know the staff and residents and adjust to the new surroundings.

### Your care plans

Each resident has two formal CPA ( Care Programme Approach) reviews each year involving the CMHT (Community Mental Health Team) and, when appropriate, relatives and carers. Individual care plans are created with the residents, taking into account their needs and aspirations for the future. Care plans are regularly reviewed by their key workers, or if there is any change in a resident's needs. All amendments to care plans will be negotiated and agreed with the resident.

### Routine

Residents are responsible for taking care of their own laundry and bedroom, with staff here to support if necessary. They are also expected to carry out the household chores, which all residents share. Residents are encouraged to take part in regular social or sporting activities, or to engage in education, volunteering or employment.



*"It is so rewarding to watch the residents regain their confidence, independence and daily living skills."*

*JD, Rehab Worker*

## Accommodation

75 Woodcote Road provides community-based care and support in a homely setting for men and women over 18. The home provides rehabilitation for twelve individuals with long term mental health problems. We are a short stay accommodation, where residents stay for up to two years.



### Residents' rooms

We have twelve bedrooms, each with Wi-Fi access, storage and a sink. All but one are upstairs.

### Wash facilities

There is one shower room, one wet room with a toilet and one bathroom, which are shared between the residents. There are also three separate WC rooms.

### Communal areas

- **Lounge:** with TV and comfy sofas.
- **Activities room:** with pool table, CD player, board games, TV, Wii & PCs.
- **Dining/activities room:** with piano, boxing punch bag & dining tables.
- **Quiet room:** upstairs with books.
- **Back kitchen:** with small dining table, two ovens and sinks.
- **Main kitchen:** with four cooking stations in total.

"I like making my dinner for myself without anyone helping me and I get to eat whatever I want."

PV, Resident



### Catering

We have a main kitchen for use by everyone, except those on a full budget, who have use of a separate kitchen with two cooking stations.

Residents also have their own individual kitchen cupboard and, once on a full budget, use of their own fridge. Both cupboard and fridge will be fitted with a lock. Cooking utensils and other cookery essentials are also provided.

Food and drinks for breakfast and lunch are available for residents .



### Outside Space

There is a smoking shelter and a large lawned garden.

"The staff are polite and respectful. The Christmas party was really good, because they had a DJ and put a lot of effort in."

GR, Resident

### Groups

- Walking
- Exercise
- Surf the Net
- Relaxation
- Grooming (manicure etc.)
- Art & crafts
- Current affairs
- Movie night
- Food & nutrition group
- Baking
- Swimming at Westcroft Centre
- Breakfast club
- Jewellery making
- Music appreciation
- Medication information
- Legal questions

### Activities

- Grocery shopping
- Household chores
- Cooking dinner
- Pool table
- Table tennis
- Table/board games
- Table football
- Badminton
- Nintendo Wii
- Computer with printers
- Gardening
- CD player and CDs
- Piano
- Days out with volunteers
- Special events/BBQs/parties



*"It's more chilled out than a hospital, staff are nice & cooking 7 days a week makes me more prepared for moving on."*

*BA, Resident*

### Events

*At special events in the year residents are invited to enjoy parties at our home or at the other Hexagon homes. We hold a summer BBQ event each year and also have a Christmas/New year party. We have also held fireworks nights and special cultural events.*

### Volunteers

*Our residents give very positive feedback about our long-term volunteers who are fully DBS checked and accompany residents on outings, hold classes or simply provide valuable company.*

*Recent days out with volunteers include the following: art galleries, museums, local cafes and garden centres.*

### Religious & Cultural Activities

*Residents may attend religious services outside of the home or have a representative of their faith visit them in the home, where we can provide them with a quiet room should they need it.*

*We also mark various cultural days of the year, with special meals or celebrations.*

### Local Area

*We are situated in a quiet residential area, a short walk from all the amenities found in Wallington town centre. There are two supermarkets nearby, Lidl and Sainsbury's. The high street has many shops, a library, churches, a bowling club and the Adult Education Centre for SCOLA. We are not far from Westcroft and Roundshaw Leisure centres and both Beddington and Carshalton parks. Jubilee Health Centre has a doctors' surgery, dentist and pharmacy.*

*"I like going to London every Monday. There are so many places to go. Going to the museums is really good."*

*JC, Resident*

### Quality Assurance

*We welcome suggestions on how to improve our service and ensure residents are aware of our complaints procedure. We also provide residents with a service user guide that details their tenancy agreement, care plans and rights.*

### Residents' Meeting & Forum

*Meetings are held every Thursday and residents are encouraged to chair and take the minutes. They discuss issues within the home and any improvements or suggestions they have. Residents are at the heart of any decision-making within the home. Their ideas are put forward and staff then follow up their suggestions and provide feedback where necessary.*

*The residents' forum brings together residents from other Hexagon homes to raise any issues they may have. This is held every two months.*

### Health and Safety

*The home is fitted with a fire alarm system, which is subjected to weekly testing and we hold regular drills. In the event of a fire we also have an automatic door closing system.*

*All staff are responsible for keeping a safe and clean environment within the home. We also employ a domestic assistant and handyman, who are in charge of general home maintenance.*

*"Woodcote Road has a homely atmosphere that gets results. The residents are at the heart of all the home's activities."*

*PM, Team Leader (RMN)*

### Staff

*Training and development of staff is a priority for Hexagon Housing association and this has been recognised by our "Investors in People" award. All staff have regular training to ensure we can provide residents with the best possible care. There is always a Registered Mental Health Nurse in charge of each daytime and evening shift.*

### Smoking Policy

*Woodcote Road has a no smoking policy within the building. However, we have an enclosed smoking shelter situated in the back garden where residents are permitted to smoke.*

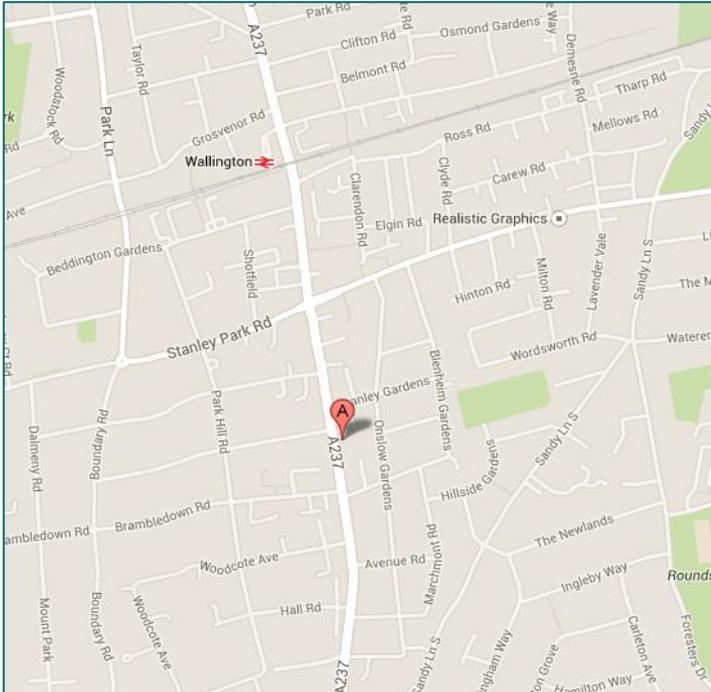
### CQC Rating

*Woodcote Road meets all the standards set out by the Care Quality Commission. Our latest CQC report, which details the successes of our last inspection, can be read in full on their website: [www.cqc.org.uk](http://www.cqc.org.uk)*



*"I love my job and love helping the residents; we have a very good standard of care. I've worked here for over 20 years."*

*JO, Support Worker*



**Where to find us:**

*75 Woodcote Road  
Wallington  
Surrey  
SM6 0PU*

*Call: 0208 647 8452*

*Email: woodcote-road@hexagon.org.uk*

[\*www.hexagon.org.uk\*](http://www.hexagon.org.uk)

**Buses:**

*To Woodcote Road  
127, 463, S4,*

*To Wallington Town Centre  
151, 154, 157, 410, 455*

**Nearest train station:**

*Wallington*

**Any other information you require:**

*Please do not hesitate to contact Woodcote Road staff  
who will be happy to help you.*