Trident Reach

PART OF TRIDENT GROUP

STATEMENT OF PURPOSE

REGISTERED CARE SERVICES

TRIDENT REACH THE PEOPLE CHARITY

disability confident COMMITTED

INVESTORS IN PEOPLE | Accredited Until 2021

SECTION 1: MEET THE TEAM

ORGANISATION DETAILS

Our Name:	Trident Reach the People Charity
CQC Provider ID:	1-131464550
Legal Status:	Charitable Organisation

ORGANISATION REGISTERED ADDRESS

Our Address	**Fairlie House** **Trident Close** **Erdington** **Birmingham** **West Midlands** **B23 5TB**
Business Telephone	0121 226 5800
Website	www.tridentgroup.org.uk

NOMINATED INDIVIDUAL

Name:	Gareth Price
Role:	Executive Director of Property, Housing, Care and Support
Contact Number:	0121 226 5800
Email:	gareth.price@tridentgroup.org.uk

SENIOR MANAGEMENT

Name: Andrea Hughf

Role: Head of Social Care and Inclusion

Contact Number: 0121 226 5800

Email: andreah@tridentgroup.org.uk

OPERATIONAL MANAGEMENT

Name: Shah Momin

Role: Area Manager for CQC Services

Contact Number: 0121 226 5800

Email: shah.momin@tridentgroup.org.uk

CENTRAL OFFICE INFORMATION

Our service provides 24 hours a day; 365 day a year that meets the individual customer's needs. Trident Reach Head Office opening times are:

Monday to Friday – 09:00am to 5:00pm.

During the above times you are able to contact the office on 0121 226 5800.

Outside of these working hours, Trident Reach operates an On Call Management Service for each region

SECTION 2: OUR AIMS AND OBJECTIVES

PURPOSE OF DOCUMENT

This document will provide you with a summary about Trident Reach's Registered Care Services.

We offer you an insight into our aims and objectives and our person centred approach to deliver a meaningful service to each individual customer that is designed to have a positive impact in enabling independence to be maintained and improved.

ORGANISATIONAL INFORMATION

Trident Reach is part of a group structure comprising of Trident Housing Association as our parent company and three other companies.

We are much more than a care and support provider. We are a social business geared up to provide real life choices.

OUR VISION, MISSION, AND VALUES

Trident Reach is a people first organisation working with customers and communities to maximise positivity, independence, and participation. Trident Reach is a registered care and support charity and sits under the Trident Group structure.

Our Vision

- To work as a Beacon of Hope for those most in need.
- To develop and shape housing and support services which respond to the needs and improve the life chances of the most vulnerable.
- To transform lives, finding better solutions to help and support.

Mission

- To be at the forefront of delivering integrated housing and care and support services.
- To work with local authority partners to provide services which meet the needs of vulnerable individuals and the wider community.
- To be sustainable charitable business, operating good practice in terms of people, property, and financial management.

Values

Being a beacon of hope carries many responsibilities but most important of these are trust, openness, and integrity.

SECTION 3: OUR LOCATIONS, THE TEAMS AND REGULATED ACTIVITY

REGISTERED LOCATION INFORMATION

Name of Location	Coriander Close
Address	8 Coriander Close Northfield Birmingham B45 0PD
Telephone	0121 453 7292
Email	CorianderClose@tridentgroup.org.uk

Description of Location

Coriander Close is a residential care home for people with learning and physical disabilities. We provide care and support to adults aged 18 and upwards. The home is on two levels with all bedrooms and amenities on the ground floor. The home is wheelchair friendly and has appropriate equipment to support customers with additional needs. All staff are trained to appropriate levels and have specialist training where required.

No of approved beds: 5

Customer Group

Adults aged 18 years and older with learning disabilities, including profound multiple learning disabilities, and physical disabilities.

Regulated Activity

The type of service provided from this location is **Care home service without nursing (CHS),** providing **Accommodation for persons who require personal care** regulated activity.

REGISTERED MANAGER DETAILS

Name	Sallyann Goral
Contact Number	0121 453 7292
Email Address	sallyann.goral@tridentgroup.org.uk
Locations Managed	1
Percentage time at this Location	100%

Name of Location	Trescott Road
Address	8 Trescott Road Northfield Birmingham B31 5QA
Telephone	0121 475 9585
Email	TrescottRoad@tridentgroup.org.uk

Description of Location

Trescott Road is a residential care home for people with learning and physical disabilities. We provide care and support to adults aged 18 and upwards. The home is on two levels with bedrooms on the ground and first floor which can be accessed using a stairlift and amenities on the ground floor. The home is wheelchair friendly and has appropriate equipment to support customers with additional needs. All staff are trained to appropriate levels and have specialist training where required.

The home has a deputy manager in post who supports the registered manager with the running of the home.

No of approved beds: 7

Customer Group

Adults aged 18 years and older with learning disabilities, including profound multiple learning disabilities, and physical disabilities.

Regulated Activity

The type of service provided from this location is **Care home service without nursing (CHS),** providing **Accommodation for persons who require personal care** regulated activity.

REGISTERED MANAGER DETAILS

Name	Shah Momin
Contact Number	0121 475 9585
Email Address	shah.momin@tridentgroup.org.uk
Locations Managed	1
Percentage time at this Location	60%

Name of Location	Dimmingsdale Bank
Address	21 Dimmingsdale Bank Quinton Birmingham B32 1ST
Telephone	0121 422 7500
Email	DimmingsdaleBank@tridentgroup.org.uk

Description of Location

Dimmingsdale Bank is a residential care home for people with learning and physical disabilities. We provide care and support to adults aged 18 and upwards. The home is on two levels with bedrooms on the ground and first floor which can be accessed using a stairlift and amenities on the ground floor. The home is wheelchair friendly and has appropriate equipment to support customers with additional needs. All staff are trained to appropriate levels and have specialist training where required.

No of approved beds: 7

Customer Group

Adults aged 18 years and older with learning disabilities, including profound multiple learning disabilities, and physical disabilities.

Regulated Activity

The type of service provided from this location is **Care home service without nursing (CHS),** providing **Accommodation for persons who require personal care** regulated activity.

REGISTERED MANAGER DETAILS

Name	Louise Beaven
Contact Number	0121 442 7500
Email Address	louise.beaven@tridentgroup.org.uk
Locations Managed	1
Percentage time at this Location	100%

Name of Location	St Albans
Address	38 St Albans Road Moseley Birmingham B13 9AR
Telephone	0121 449 3615
Email	StAlbans@tridentgroup.org.uk

Description of Location

St Albans is a residential care home for people with learning and physical disabilities. We provide care and support to adults aged 18 and upwards. The home is on two levels with bedrooms on the first floor which can be accessed using a lift and amenities on the ground floor. The home is wheelchair friendly and has appropriate equipment to support customers with additional needs. All staff are trained to appropriate levels and have specialist training where required.

No of approved beds: 6

Customer Group

Adults aged 18 years and older with learning disabilities, including profound multiple learning disabilities, and physical disabilities.

Regulated Activity

The type of service provided from this location is **Care home service without nursing (CHS),** providing **Accommodation for persons who require personal care** regulated activity.

REGISTERED MANAGER DETAILS

Name	Raelee Fleming
Contact Number	0121 449 3615
Email Address	raelee.fleming@tridentgroup.org.uk
Locations Managed	1
Percentage time at this Location	100%

Name of Location	Hampton Road
Address	20 Hampton Road Erdington Birmingham B23 7JJ
Telephone	0121 373 4467
Email	HamptonRoad@tridentgroup.org.uk

Description of Location

Hampton Road is a residential care home for female adults with learning disabilities with a forensic background. We provide care and support to adults aged 18 and upwards. The home is on two levels with bedrooms on the first and ground floor which can be accessed using the stairs and amenities on the ground floor. The home is wheelchair friendly and has appropriate equipment to support customers with additional needs. All staff are trained to appropriate levels and have specialist training where required.

No of approved beds: 4

Customer Group

Adults aged 18 years and older with learning disabilities, including profound multiple learning disabilities, and physical disabilities.

Regulated Activity

The type of service provided from this location is **Care home service without nursing (CHS),** providing **Accommodation for persons who require personal care** regulated activity.

REGISTERED MANAGER DETAILS

Name	Denise Friswell
Contact Number	0121 373 4467
Email Address	denise.friswell@tridentgroup.org.uk
Locations Managed	1
Percentage time at this Location	100%

Name of Location	Windsor House
Address	47 Windsor Road Oswestry Shropshire SY11 2UB
Telephone	01691 671 353
Email	WindsorHouse@tridentgroup.org.uk

Description of Location

Windsor House is a residential care home for people with learning and physical disabilities. We provide care and support to adults aged 18 and upwards. The home is on two levels with bedrooms on the ground and first floor which can be accessed using the stairlift and amenities on the ground floor. The home is wheelchair friendly and has appropriate equipment to support customers with additional needs. All staff are trained to appropriate levels and have specialist training where required.

No of approved beds: 10

Customer Group

Adults aged 18 years and older with learning disabilities, including profound multiple learning disabilities, and physical disabilities.

Regulated Activity

The type of service provided from this location is **Care home service without nursing (CHS),** providing **Accommodation for persons who require personal care** regulated activity.

REGISTERED MANAGER DETAILS

Name	Beverley Owen
Contact Number	01691 671 353
Email Address	beverley.owen@tridentgroup.org.uk
Locations Managed	1
Percentage time at this Location	100%

Name of Location	Maer Lane
Address	4 Maer Lane Market Drayton Shropshire TF9 3AL
Telephone	01630 698 092
Email	MaerLane@tridentgroup.org.uk

Description of Location

Maer Lane is a residential care home for people with learning and physical disabilities. We provide care and support to adults aged 18 and upwards. The home is on two levels with bedrooms on the ground and first floor which can be accessed using the lift and amenities on the ground floor. The home is wheelchair friendly and has appropriate equipment to support customers with additional needs. All staff are trained to appropriate levels and have specialist training where required.

No of approved beds: 9

Customer Group

Adults aged 18 years and older with learning disabilities, including profound multiple learning disabilities, and physical disabilities.

Regulated Activity

The type of service provided from this location is **Care home service without nursing (CHS),** providing **Accommodation for persons who require personal care** regulated activity.

REGISTERED MANAGER DETAILS

Name	Heather Bebb
Contact Number	01630 698 092
Email Address	heather.bebb@tridentgroup.org.uk
Locations Managed	1
Percentage time at this Location	100%

Name of Location	Elms House
Address	Belvidere Avenue Shrewsbury Shropshire SY2 5PE
Telephone	01743 244 392
Email	ElmsHouse@tridentgroup.org.uk

Description of Location

Elms House is a residential care home for people with mental health needs. The home provides rehabilitation and recovery support for adults 18 years and above. Elms consists of 11 bedrooms in the main house and 3 attached flats. The main building consists of communal lounges, dining and kitchen, quiet spaces and activity rooms which includes a dedicated relaxation room.

No of approved beds: 14

Customer Group

Adults aged 18 years and older with mental health needs.

Regulated Activity

The type of service provided from this location is **Care home service without nursing (CHS),** providing **Accommodation for persons who require personal care** regulated activity.

REGISTERED MANAGER DETAILS

Name	Louise Turner
Contact Number	01743 244 392
Email Address	louise.turner@tridentgroup.org.uk
Locations Managed	1
Percentage time at this Location	100%

SECTION 4: OUR PROVISION

What we provide…

Our regulated activity is **Accommodation for persons who require personal care** for all our locations. This includes:

Dietary, Nutrition and Hydration support – meal and drink preparation and management,

Personal Care support, - dressing/undressing, personal support, and other aspects of personal care,

Medication support – administration, medication management, guidance, and skill development,

Household support – housework tasks, laundry, managing tenancy, reporting repairs,

Community Involvement support – access community amenities, shopping, community & leisure activities,

Financial support – budgeting, benefit support and paying personal bills,

Support with accessing **training**, **education**, **voluntary work** or to **gain employment,**

Social Skills – social involvement, developing social confidence and awareness, travel training.

We offer you an insight into our aims and objectives and our person centred approach to deliver a meaningful service to each individual customer that is designed to have a positive impact in enabling independence to be maintained and improved.

As part of our service, we will:

- Carry out a needs and risk assessment to identify what your care and support needs are
- Provide a personalised care and support plan which details how we will support you to meet your care needs,
- Provide a risk assessment that incorporate as positive risk management plan,
- Carry out an annual care review with you and your personal representatives.

We are here to support people to live their life in a way that they want. We are committed to ensuring that as our customer you have a choice in how we deliver the service and actively shape its future direction.

We will do this:

- By listening to you
- By respecting your culture and beliefs
- By treating you fairly and with dignity
- By helping you to be in charge of your life
- By being open and transparent at all times with you
- By working with you to find answers to your concerns and difficulties
- By telling you what we are doing
- By learning to do things better

We will help you to:

- Make decisions about your life
- Feel safe and secure
- Meet new people and try new things
- Have the same rights and responsibilities as everyone else
- Choose staff to work with you that you can trust

We provide high quality reliable care and support to you in our care homes at the times you most need it, our staff are sensitive and empathetic to your needs, and we aim to preserve your dignity and privacy to the highest standards at all times.

Our approach to assisting you with all your support needs is flexible and empowering. We will support you by offering a range of services that you may require to promote your independence and citizenship.

These services range from the tasks described below and any others which may be identified through a person centred assessment.

- Assistance with personal care,
- Health promotion, including support to attend appointments,
- Community engagement,
- Education /Training / Employment opportunities,
- Cleaning, laundry, or other domestic tasks,
- Meal preparation,
- Sitting with or accompanying to appointments/outings,
- Supervision of medication to full medication support,
- Assisting you with your finances,
- Night support,
- 24-hour support.

SECTION 5: OUR ROLES AND RESPONSIBILITIES

Our staff…

We recognise that for most customers the important people in our organisation are our staff with whom you will have regular contact.

We take great pride in our recruitment and selection process; this enables us to ensure that we get the quality and values that we and you our customers are looking for and through our in-depth recruitment assessment we aim to recruit these qualities and people who share our values.

We also provide training and development to our workforce and regular supervision. Each staff member is required to complete our mandatory training and we ask that they attend relevant specialist training to meet customer requirements.

Our staff team has a wide range of qualifications which are identified below,

- Diplomas in Health and Social Care
- Safeguarding / DOLS / Mental Capacity
- Positive Risk Management / Positive Behaviour Support
- Health and Safety / Food Hygiene / Fire Prevention / Infection Control
- Manual Handling / First Aid
- Medication Training
- Person Centred Training
- Communication
- Equality and Diversity Training
- Autism Awareness / Mental Health Awareness / Learning Disability Awareness

All staff members take part in the supervision and appraisal processes.