



PHEW (Scotland) is a registered charity located in the centre of Motherwell, North Lanarkshire. Our purpose built two storey building was opened in 2003. We provide a short breaks/respice service for adults with learning disabilities who may also have an associated physical disability. We have a dedicated team of skilled staff to meet the individual care and support needs of each of our guests.



Care and Support:

We know that the first thing you will want to know when you book a short break is that you will get the individualised care and support you need when you need it, in a safe and supportive environment.

Prior to arriving for your stay, we will have had conversations with you and your family/carers finding out about what is important to you, for example, your specific health and wellbeing needs, your preferences, likes and dislikes, favourite meals, what you enjoy doing ie hobbies/interests.

Our personalised care plans will reflect your wishes and your choices so that you enjoy your time with us, being provided with responsive care and support in a safe, fun environment. During your time with us, you will be treated with respect and dignity and will be supported by a staff team who understand and are sensitive to your needs and wishes.

We tailor short breaks/respice around the individual needs of our guests. We care about giving guests and their carers a relaxing short break with complete peace of mind. Our dedicated team are experienced in providing personalised 24 hour care and support.



What's included in your PHEW short break:

- Personalised 24-hour care and support
- 10 ensuite bedrooms
- 4 bedrooms with high profile beds
- Guest lounges with adjoining kitchen areas
- Breakfast, lunch and dinner with delicious homemade food
- As much tea and coffee as you wish, snacks available at request
- A choice of activities and entertainment every day
- A choice of outings (transported in our own mini-bus)
- Specialised equipment to meet your care needs
- Complimentary laundry service
- 100% wi-fi throughout the building
- Use of various facilities including a Cinema Room, Games Room, Sensory Room
- Enclosed sensory garden area
- Another small garden area
- Use of electronic tablets and laptops.

Breaks tailored to meet your needs:

We will consult with you, your family/carers, about your health and wellbeing needs, medication and care needs to ensure PHEW is the right choice for you and to enable us to put together the care package you need. You will be invited to come along and visit the service, to have a look around, speak with members of the staff team and complete a New Guest Referral Form. You will be invited to a tea-time visit when you can get to know us better. Shortly before your short break, a member of our team will contact you to discuss your needs further. This is to make sure your care package is up to date, tailored to meet your individual needs and reflect the outcomes you wish to achieve during your stay with us.



Facilities & Amenities:

PHEW is a 14 bedded unit equipped to promote safe, good quality care. We have 4 rooms which have high profile beds; tracking hoist, 2 shared specialised bathrooms.

We have the use of our mini buses to go out and about in the community or further afield depending on the agreed excursion.

The in-house laundry provides a prompt, personal service for our guests.

There are 10 ensuite bedrooms. Each room has a television and radio, call system, mood lighting and there is a safe located in the room. There are two guest lounges each with a large television, DVD, Freeview, Netflix and You Tube, Guests are encouraged and supported to make use of our 2 kitchen areas.

There is a telephone which guests can use and receive calls.

We have a variety of facilities for our guests to use during their stay. These include a Sensory Room, a Sensory Garden, another small garden area, a Games Room and a Cinema Room. Within the enclosed sensory garden and the small garden areas, guests can plant and grow their own vegetables or flowers.

Meals:

Our cooks are focussed on providing a varied, appetising, and nutritional daily menu using quality and seasonal ingredients. All menus are displayed daily in the guest lounges. We happily cater for special dietary requirements whether its vegetarian, diabetic, soft diet, halal etc.

Snacks: Homemade scones are always a favourite!



Activities, Outings and Entertainment:

At PHEW it's all about making your short break as special and memorable as possible and giving you the choice and opportunity to do things that will make your break extra special.

Our daily activities programme is informed by the choice and preferences of our guests, offering something for all our guests to enjoy. Our activities are adapted to individual abilities and needs to make sure everyone, who chooses to, is included. We agree activities with the guests each day and these can vary from, but not limited to, going bowling, visit to the cinema, going to the pub for lunch, shopping, horse riding, cycling, BBQ's, seasonal trips such as boat trips, pantomime, tea dances, arts and craft days, home baking, exercise sessions/yoga and in the evening you can look forward to Karaoke, movies, themed evening (Elvis, Italian night etc).

Our accessible mini-bus means you'll be able to get out and about with other guests at PHEW.

PHEW celebrates many calendar events throughout the year including Easter, Halloween, Summer Fayre, Christmas Fayre, Christmas, St.Patrick's Day and parties for guests who are with us during their birthday or other celebratory events.



Staff:

PHEW short breaks/respite service is managed by Helen Anderson, Service Manager, supported by her management team and a management consultant. Helen and her team share a wealth of experience in health and social care. All care staff are registered with the SSSC and comply with the associated Codes of Practice and work to the National Health & Social Care Standards. We have a skilled staff team who have gained the relevant qualifications to inform their practice to meet the needs of our guests. The staff team provide care and support to guests who have a range of complex care needs. These include Peg Feeding, Mental Health, Down Syndrome, Cerebral Palsy, Rett Syndrome, Coeliac Disease, Angelman Syndrome, Pradermili, Attention Deficit Hyperactivity Disorder (ADHD), Epilepsy and Spina Bifida.

Staff training and development remains a priority for the service. All staff take part in regular training to ensure they remain up to date on best practice when working alongside supporting our guests. Staff receive specialist training in caring for people across the autistic spectrum and for those who experience varying degrees of epilepsy.

Volunteer Board of Directors:

Our Board comprises of a Chairperson; our Vice Chair is a parent/carer and 4 board members. Their backgrounds are varied and include working in health and social care, social work, nursing, education and academic backgrounds.

Prices:

We understand that everyone's care needs are different. When you contact us about booking a break, we start right away consulting with you to develop your personalised care plan by assessing your needs. We will ask you a few questions and gather information to get a full picture of your health and wellbeing needs and medical condition. That way we can identify exactly what care you require and make sure we can give you the right support you need when you need it. The cost of your short break/respite period will depend on the amount of care you need and the length of your stay.

There are a variety of ways our guests can pay for their breaks at PHEW respite. Some pay the full cost themselves, while some will receive a funding package (Self Directed Support) from their local authority which will cover the cost of the break.

Many of our guests have their breaks funded by their local authority through their annual Self Directed Support package. To find out if you are eligible for Self Directed Support funding, please contact your local Social Work office and request a Self Directed Support assessment (if you don't have a social worker ask for the duty social worker).

Aims and Objectives:

The aims and objectives of PHEW short breaks/respite service are underpinned by the National Health & Social Care Standards. The main elements of Keys to Life are reflected in our practice and care plans.

PHEW works in partnership with guests, families/carers to deliver a quality, accessible and flexible short breaks/respite service to meet the needs of the individual guest. We do this by;

- Supporting our guests with **Dignity, Respect and Compassion**.
- Ensuring our guests are **Included** ie supported to make informed choices in relation to their care and support, receive information at the right time in the right way, included in terms of sharing ideas, suggestions and providing feedback about the service.

- Providing **Responsive Care and Support**; our guests are supported and encouraged to meet their assessed individual health and wellbeing needs and desired outcomes. Individual care and support adapts when the guest's needs, choices and decisions change.
- We continue to promote inclusive community facing opportunities for guests, utilising community based facilities.
- Individual **choice** is paramount in the service we offer.
- **Equality and Diversity.**
- - We are responsive and respectful to each guest's social, emotional, ethnic, cultural and religious beliefs, practices and values.
- We are responsive to meeting the needs of our guests with communication difficulties including those with autism. We work to the ethos of the SPELL Framework; **S**tructure, **P**ositive Approach, **E**mpathy, **L**ow Arousal, **L**inks.

We recognise the importance of understanding and respecting each guest's **privacy**, confidentiality and we promote human rights and advocacy at all times.

Criteria for Admission:

PHEW short breaks/respite service accepts a wide range of referrals;

- The individual has a learning disability and may also have a physical disability.
- The individual has a diagnosis of autism with or without a learning difficulty
- The individual does not have a diagnosis of autism but presents traits and behaviours similar to those who have had a diagnosis

Care Inspectorate:

PHEW short breaks/respite service is regulated by the Care Inspectorate. The Care Inspectorate undertake regular unannounced inspection visits to health and social care settings throughout Scotland.

Scottish Social Services Council:

All our care staff are registered with the Scottish Social Services Council and are required to adhere to the SSSC Codes of Conduct.

For more information please contact

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Contact:

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PHEW (Scotland) is a registered charity

Charity No: SCO15276

