

This information guide has been compiled to help you understand how your service can work for you.

# INFORMATION GUIDE



**It's about Possibility not Disability**



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# About Us

Take a Break has been in operation since 1996, initially providing a range of services to children and young people with disabilities or life threatening illnesses. In 2002 the service was extended to provide support for adults aged eighteen to sixty five years. The service has continued to grow and now operates across the Midlands, including Coventry, Warwickshire, Solihull, Leicestershire and Staffordshire.

## Mission Statement

**Take a Break provides community based short breaks for children and young people who have a disability or life threatening illness, and adults with a learning disability. This support enables people to live their lives to their full potential, gain skills and move towards independence with confidence.**

# The Service

Take a Break provides a tailor made service to meet your needs. This will be clearly set out in your Service Agreement and Take a Break Care Plan by your Service Co-ordinator.

## What is the Service about?

Support is provided for people living with family/carers or living independently. We provide individual support for people in their own homes and to access community facilities of their choice. Group activities and support is available for all age groups across the Midlands, and we support people into employed and voluntary placements.

We provide specialist services for people with complex health needs or challenging behaviour.



## Who Can Access the Service?

- Children and young people aged from birth to eighteen
- Adults aged 18 - 65 years with an ongoing identified support need

## When can Support be provided?

Support can be provided 7 days a week during the daytime and evenings. Sessions are usually a minimum of 2 hours and are all flexible by negotiation. Support can be provided during public holidays if agreed with your co-ordinator and detailed in your Care Plan. Overnight care may also be provided in exceptional circumstances.

## Initial Referral Process

A member of the Take a Break management team will arrange a home visit with you. This may be a joint visit with a Social Worker, or Community Nurse if appropriate. The purpose of the visit is to discuss and agree the support package arrangements (i.e. dates and times of sessions and assessments) and to complete paperwork including your Service Agreement and Care Plan.

## Registration

Take a Break Warwickshire Ltd is registered with the CQC to provide personal care either in the person's own home or as part of a community based short break.

# What support do we provide?

A Co-ordinator will provide you with a Support Worker that is matched to the customer's needs. We will build a relationship with the customer to support them to develop new skills and increase independence.

We provide assistance with life skills and leisure opportunities which will include accessing community and educational facilities.

Take a Break offers short breaks to carers / families, builds networks with family and friends and helps to maintain a quality of life at home.

We can provide support for the management of complex care needs, including:

- Personal care
- The management of epilepsy
- Naso-gastric care
- Feeding difficulties
- Challenging behaviour
- Safer People Moving

Support staff are not permitted to undertake invasive procedures unless they have been assessed as competent by a Community Nurse or Doctor.

# Children & Young People

## Individual Support

This is provided so children and young people can access leisure and community facilities of their choice. We can also provide support staff to work within your home. This could be to provide support with personal care needs, evening sittings to allow parents and carers the chance to go out in the evening or individual support into local community groups like Scouts or Brownies.

## Group Support

Take a Break provides a wide variety of group activities during term and holiday times. Our Saturday Clubs, Play Schemes and Activity Days provide safe places for children and young people to socialise away from school, build on their confidence and independence and most importantly have fun!

# Adults

## Individual Support

We provide support at home and in the community. We tailor your service to meet your requirements and can support you in gaining independent living skills such as household skills and travel training. We can also support you in any hobbies you want to pursue, for example street dancing, horse riding, days out, trips to concerts and shows, sporting activities... the choice is yours!

## Group Support

We provide a weekly range of daytime and evening group activities in the community and at our day service base. You can choose to take part in all sorts of social, arts & crafts, sports, and independent living skills activities... you can even come to the Take a Break nightclub, a perfect way to socialise with your friends in a safe and fun environment.

**For more information about our Childrens and Adults Services please visit: [www.tabw.org.uk](http://www.tabw.org.uk)**

# The Organisation

## Hourly Rates

**Starting from £14.45**

(Please note that this should be used as a guide)

## How we Monitor the Service

- Take a Break is inspected by the Care Quality Commission (CQC) and OFSTED
- Service is monitored every 6 weeks
- We hold regular individual service reviews, usually involving the service user and referring agency
- We have regular staff supervision and training sessions
- Staff complete diary sheets for each session
- We carry out skills audits where appropriate
- Each person is consulted about the type of service they want and are encouraged to participate in service user forum groups
- Each service is outcome led

**Take a Break Warwickshire's Policies and Procedures are available at [www.tabw.org.uk](http://www.tabw.org.uk).**

## Staff Recruitment

All potential support workers are invited to attend an interview upon satisfactory completion of an application form; candidates are required to complete the following;

- Disclosure and Barring Service (DBS) check
- Rehabilitation of offenders form
- Medical check form

Candidates are required to supply names and addresses of two referees. Job offers are made to successful candidates subject to all checks returning satisfactorily.

## Training

All staff and volunteers are required to complete the Care Certificate. This is delivered as an internal training programme.

Other Internal training includes:

- Take a Break Warwickshire Induction
- Care Certificate Workshop
- Principles of Safer People Handling
- Autism Awareness
- Safeguarding Adults (SOVA)
- Safeguarding Disabled Children
- Emergency First Aid
- Principles of Food Hygiene and Safety



**Additional training is available in:**

- Supporting people that challenge services (NAPPI certified)
- Care and administration of medication
- Diabetes
- Advanced Epilepsy Awareness
- Specialist Health Competency training

**Identification**

Staff will identify themselves by use of an identification card which includes a recent photograph. If you have any reason to doubt their authenticity please contact the office number on the reverse side of the card for verification of their identity.

**Transport**

Staff members transporting using their own vehicles are required to supply copies of the following:

- Full driving licence
- Insurance certificate
- M.O.T Certificate
- Tax Disc

**Record Keeping**

All staff are required to complete time sheets for the sessions showing date, times, travel and out of pocket expenses. You are asked to sign the time sheet at the end of each session to confirm that you have received the service.

Where possible, we encourage the individual receiving the support to sign.

**Diary Sheets / Work Journals**

Support staff are required to record the activities / tasks undertaken during the session and any progress made or new skills learnt.

**Skills Audits**

Skills audits are undertaken periodically where it is appropriate for progress to be monitored in specific areas such as cooking, money recognition, road safety awareness. This information is shared with the Reviewing Officer or Social Worker when necessary.

**Cancellations**

If you need to cancel a session please provide as much notice as possible. You can leave a message on the office answer machine or in the case of very short notice please contact the emergency on call number.

**Take a Break Office: 02476 644909**  
**Emergency On Call: 07774914061**



### **Bank Holidays**

It is not usual practice for Take a Break staff to provide support on Bank Holidays, unless it has been agreed and is written in your care plan. If your session falls on a Bank Holiday we will try and replace the hours at another time.

### **Finances**

Staff cannot be responsible for an individual's finances unless it has been specified as a particular area of support and detailed in your care plan. Where possible, individuals will look after their own monies, purse or wallet. Guidance can be given and reminders to assist where necessary.

### **Good Practice**

Take a Break operates a no smoking policy for staff whilst at work. If an adult we support wishes to smoke they are at liberty to do so in a designated area. They should not attempt to smoke in a staff member's vehicle.

Staff are not permitted to drink alcohol whilst at work or arrive for work under the influence of alcohol. Any adult being supported by Take a Break may wish to drink alcohol during their session. Staff are asked to be aware of drinking restrictions and encourage sensible limits.

### **Mobile Phones**

Staff are discouraged from using their mobile phones for personal use whilst at work. Co-ordinators may need to call during sessions and will try to keep the call as short as possible. It is a policy of the organisation that staff do not give out their personal mobile numbers to people they support. If you need to get a message to someone urgently the Manager on call will ensure the worker is informed.

### **Property**

Support staff cannot be held responsible for the property of anyone they are supporting. Staff will remind the person they are supporting to take care of their valuables. Staff are trained to encourage individuals to handle their own finances where appropriate and will provide receipts for bought items.

### **Key Holding**

Support staff do not generally hold keys or security codes for people they are supporting unless it is specified in the care plan. If there is a need for this facility it must be discussed with the Manager to ensure protocols are in place to minimise any risk to the individual or support staff.

### **Sickness and Infectious Diseases**

Take a Break cannot support people who are ill. Consideration for staff who support other vulnerable people is vital to restrict the spread of infection.

If a person becomes ill whilst in the care of Take a Break, arrangements will be made for his / her return home:

1. A Take a Break Co-ordinator will attempt to contact parents / carers where necessary.
2. Where parents / carers cannot be contacted a Co-ordinator will telephone the emergency contacts provided in the Personal Details form.
3. Where the person being supported is living independently, the support staff will make a decision based on the severity of the illness as to whether a third party needs to be contacted i.e. next of kin, GP.
4. If telephone contact with parents / carers and emergency contacts is unsuccessful and / or no arrangements for collection have been made, a TAB Coordinator will

contact The Integrated Disability Service or Adult Social Care.

### **Gifts and Gratuities**

It is the general policy of Take a Break that individual gifts should be politely refused. However, it must be acknowledged that the exchange of small token gifts is a natural part of the development of relationships.

It is for the protection of all staff and clients that all situations where gifts are offered or accepted should be reported to the Co-ordinator. No cash should be offered or accepted by staff. All gifts will be recorded.



## Complaints Procedure

If you are unhappy with any aspect of our service, please contact the Director on 02476 644909.

Below are the addresses of the key agencies for inspecting the quality of service provided by Take a Break Warwickshire Ltd.

<p><b>Coventry City Council</b> Civic Centre 1 Little Park Street Coventry CV1 5RS</p>	<p><b>Adult Health &amp; Community Service</b> Adult Reviewing Team, Orion House Athena Drive, Tachbrook Park Warwick CV34 6RQ Tel: 01926 410410</p>
<p><b>Care Quality Commission</b> West Midlands Region Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA</p>	<p><b>Integrated Disability Service</b> Orion House Athena Drive, Tachbrook Park Warwick CV34 6RQ Tel: 01926 410410</p>
<p><b>Office for Standards in Education (OFSTED)</b> Call: 0845 601 477 or visit the website <a href="http://www.ofsted.gov.uk/childcare">www.ofsted.gov.uk/childcare</a></p>	

## Have your say

We value the contribution you can make to the way we shape our future services. To ensure you have an opportunity to let us know how you feel about the service we undertake an annual quality audit.

We also welcome individual comments at any time. If you have any recommendations to improve the services we provide, we are always happy to hear from you.

## Contact us

Take a Break Warwickshire Ltd  
Phoenix House  
343 Bedworth Road  
Longford  
Coventry  
CV6 6BN  
[www.tabw.org.uk](http://www.tabw.org.uk)  
[info@tabw.org.uk](mailto:info@tabw.org.uk)  
02476 644 909

## Follow us



@TakeABreak  
WarwickshireLimited



@tabwarks

