



Harriston Homes Limited

Quality Supportive Care
"Home from home"

Welcome to Florence House



A guide for our clients and their families
Tel 01234 638 737

About Florence House

At Florence House we offer long term residential placements and respite care for clients aged from 18 years. Our service is person centred, focused on delivering the highest quality of care in an environment that is stimulating, nurturing and homely.

We work closely with our clients and their families/carers plus other relevant professionals to identify strategies, resources, and learning styles that will best support our clients. As we recognise that our success will be measured by how successful we are in supporting our clients to achieve positive outcomes, overcome their personal challenges and realise their aspirations.

We strive to design and deliver individual care plans that will support our clients in achieving their personal objectives and promote significant life opportunities.

Our team are experienced and highly motivated and intent on achieving the best possible outcomes for the clients in our care. We recruit and develop only those talented individuals who share our values and ambition for the service that we operate. In turn we ensure that they are led by Managers whose focus is on the welfare of our clients and our staff team, the development of our workforce and the continual improvement of our home.

Our team are passionate about making a difference to the lives of our clients and their families.

Where are we?

Florence House is in Wootton a few miles from Kempston. A 15 minutes' drive to Bedford main line station. There is also a bus service which is easily accessible. We have access to a range of local amenities including a shopping centre, swimming pool, parks, a zoo, and open countryside.



- We are registered with CQC to provide personal care for clients from 18 years with mental health, learning difficulties, autism spectrum condition, ADHD, brain injury and challenging behaviours. We are registered for up to four residents.
- In our last inspection we were award 'Good' in all areas.

Key Workers

- Each client is allocated a key worker who along with other staff will 'listen' to our clients and take their views, ideas and aspirations into account when planning daily routines, activities, and outings.
- Key workers ensure clients feel respected and know their rights in relation to decisions made about them.
- Key workers have regular meetings with clients to talk about anything that is going on in the home or anything else they wish to talk about

Your records and confidentiality



Adult Services may need to keep personal records on our clients so they can support them appropriately. Any records they have on you will be the

property of Adult Services. Any information is only made available to those who need this information to carry out their duties.

Florence House may also keep personal records whilst clients are using our services. This information is confidential and will not to be given to third parties without client's agreement unless there are safeguarding issues. [See safeguarding information below]

Clients rights of access to their personal information are protected under the Data Protection Act 1998 and the General Data Protection Regulation 2018. Request for access to personal information should be made to the Data Protection Officer based at your local Adult Services department.

Florence House will keep any personal records on you for a minimum of five years after your time at Florence House ends.

Florence House keep records of:

- Accidents/Incidents involving you and/or staff**
- Illness and medical appointments**
- Authorised visits and inspections**
- Financial records**
- Fire evacuation drills and fire alarm tests**
- Complaints**
- Care Plans**
- Placement reviews**
- End of placement details**
- Plus, any other records relevant to client's well-being and/or required by law**

Fire safety



Florence House is equipped with a fire detection system and firefighting equipment to ensure that the house meets the necessary fire safety standards. We ensure that the fire detection system is working properly and is regularly maintained. Any defects are reported immediately Manager.

Regular fire drills are carried out and these are recorded and evaluated. The procedures for leaving the building in case of fire or fire drills are explained to clients during their first day at the home.

All clients, visitors and staff must follow any advice given on health and safety and must not do anything that may endanger the health and safety of themselves or others.