

**THE DEAF HEALTH
CHARITY
SIGNHEALTH
WELCOME**

CQC Registered Care Homes

- Deaf or hearing loss
- Long-term mental health issues and complex needs
- British Sign Language led

Introduction

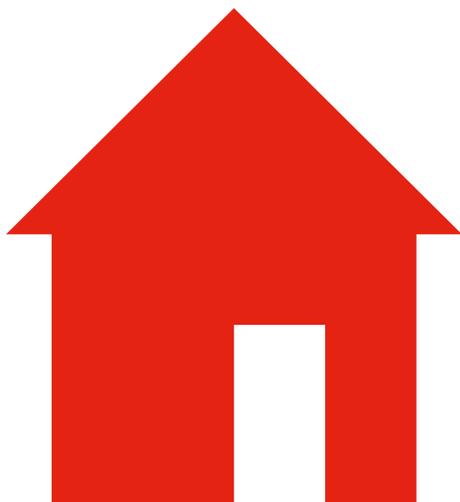
In 1986 SignHealth opened its first care home, catering for deaf people with complex mental health needs. Since then we've opened a further five homes across the UK and gained a reputation as leaders in our field.

Three decades of working with deaf people has given us a detailed understanding and appreciation of the needs and requirements of our client group. Our homes are run by deaf and hearing care professionals who all use BSL to a high level and are steeped in deaf culture, language and community. Over 50% of our staff are deaf and the language of our homes is BSL.

We pride ourselves in providing safe, supportive, BSL environments in which individuals can work through difficulties, explore their own potential and move towards more independent living. Whether someone comes to us from a secure setting or from the community, we have the experience and knowledge to work with them to develop a care plan that meets their current needs and helps them to plan for the future.

Above all we believe in a person-centred approach, as defined in the Care Act 2014, where the resident is at the centre of all decision making.

All our homes regularly receive Good reports from CQC care home inspectors and our expertise in the field is widely recognised.



Healthcare professional described the support offered to people as being Outstanding stating:

"SignHealth are instrumental in providing a quality of life to people that leads to an amazing level of independence and this contributes to really positive outcomes to wellbeing."

Specialist care for deaf people

Our specialist care homes help deaf people, with long-term mental health issues and complex needs, build confidence and work towards independent living.

SignHealth's care homes offer our deaf residents an environment in which they can develop their confidence and daily living skills to help transition to independence. Our staff communicate in British Sign Language and many are themselves deaf, meaning that in each home there is an excellent understanding of, and respect for, deaf culture and language.

The safety of residents is central to all our homes. All staff have an understanding of mental capacity and deprivation of liberty. They complete training in safeguarding and know how to identify and report any concerns. Each resident has their own individual risk assessments to identify any specific risks and issues. All houses are 'Deaf friendly' with text telephones, visual fire alarms, bed sensors and doorbell systems.

The person is at the centre of care, ensuring that the care planning process matches their individual needs and requirements. With the resident's permission, we also involve family and friends. The health of residents is an important focus at all our homes. We help them understand how to make healthy life choices and staff monitor residents' health. Residents have medical reviews with a GP and ongoing reviews with other appropriate professionals. General health checks such as blood pressure, cholesterol and medication reviews are completed regularly.

Residents are encouraged to make a positive contribution to their home and to the wider community. Everyone is encouraged to take part in activities that help to develop life skills, social skills and confidence. Some residents opt to attend college and others join local deaf groups. Our staff have the knowledge and networks to help residents get the most out of life, helping them make choices and to take responsibility for their personal development.

Whether it's working on everyday skills or doing something new and challenging, SignHealth staff are on hand to support and guide.

Typical residents



- Aged 18+
- Deaf
- First language British Sign Language
- Complex needs
- Long term mental-health problems

"I get great support from staff, they are great at knowing me and how to motivate me. I'm very happy living here."

Our care homes are managed by Registered Managers who all hold a Level 5 Diploma in Social Care. All managers are fluent in BSL and understand deaf culture. Project staff have NVQ Level 2, Level 3 in Social Care or the Care Certificate and Team Leaders are qualified to Level 4. All project staff are either deaf BSL users or qualified in BSL to a minimum of Level 2. Staff receive regular professional development on topics such as mental health first aid, first aid, food hygiene, infection control and safeguarding vulnerable adults.

Case study

Before David came to Longley Road in Balham, South London, he was living in a secure setting. Profoundly deaf all his life, David had been badly affected by psychosis, often not knowing who he was, and had strong suicidal feelings. With support and appropriate medication, David was able to transition from secure care to living at Longley Road. An accomplished artist, David has furnished his flat to suit his highly individual style. Helped by staff, he is able to pursue his interests, regularly visiting London's many museums and galleries. David's progress at Longley Road has been steady but determined and, with the support of staff and his family, he has been able to live a more stable and fulfilled life.



Learn more about our homes from the people who

Longley Road, London

What is Longley Road like?

It's a large semi-detached Victorian house in Balham, which has been converted into six self-contained studio flats. Residents can live independently with 24 hour support from staff.

What's the accommodation like?

Each studio flat has its own bathroom, lounge room and fully-fitted kitchen with cooker, microwave and fridge/freezer. There is also a communal lounge, laundry and a large garden.

What makes life at Longley Road interesting?

We're lucky to be in London where there's so much to do. Our neighbourhood is very multi-cultural so we often go to restaurants and try different cuisines. We make a big thing of every occasion from May Day to Bonfire Night. Residents go on day trips and attend deaf clubs and events.

How are residents encouraged to expand their horizons?

Nearly all residents go to local colleges learning everything from cookery and gardening to budgeting. Staff help residents gain essential life skills, like looking after money to cooking nutritious meals.

What makes Longley Road different?

We're really proud of the level of inclusion at Longley Road. Everyone is involved when a decision needs to be made. The staff are up for anything so residents have the chance to try new experiences, express their individuality and make choices.

What's been a highlight of life at Longley Road?

We held a fantastic Easter Egg hunt. Everyone was involved in organising the event and the clues were hidden all over Tooting! We also recreated Michael Jackson's Thriller video for Halloween, with staff and residents playing zombies.

What do the residents say?

"I love being here because I am able to be independent."

What did CQC say?

"We saw that there was a relaxed atmosphere at the home and staff communicated with people in a friendly way."

Claridge Road, Manchester

What is Claridge Road like?

Claridge Road is a modern detached property in the Manchester suburb of Chorlton.

What's the accommodation like?

Each of the six self-contained studio flats has a separate bathroom and kitchen. There is also a communal living area and laundry room. Claridge Road is fully accessible to those with limited mobility, including wheelchair users.

What makes life at Claridge Road interesting?

We try to make life at Claridge Road real. Ideally people don't stay here for long so we help them prepare for daily life. We encourage residents to take part in meaningful activities and become part of the local community. We don't tell them what to do but are here to signpost and guide.

How are residents encouraged to expand their horizons?

Residents go to college and some do voluntary work such as gardening while others have part-time jobs. We encourage residents to make independent decisions about their activities, to take responsibility for their own actions and to be realistic about what they can achieve. We're here to support them, tailoring our approach to individual needs and abilities.

What makes Claridge Road different?

Many of the residents come to us from secure settings. When they're at Claridge Road they experience genuine change. Together with residents we constantly monitor progress so that they feel a genuine sense of involvement in their own progress to independent living.

What's a highlight of life at Claridge Road?

Some of the residents went on holiday together - for many the first in decades. Some of them felt anxious about going away but now they all want to do it again! That's a huge achievement!

What do residents say?

"Staff are nice, anything I need help with they will support me."

What did CQC say?

"Residents are obviously comfortable approaching the managers with any issues or queries."

work there...

Bowfell Road, Manchester

What is Bowfell Road like?

Bowfell Road is a modern, purpose-built care home located in the Urmston area of Manchester. Residents can live independently with 24-hour support from staff.

What's the accommodation like?

Each of the six self-contained studio flats has a kitchen and bathroom. There is also a communal living room and laundry.

What makes life at Bowfell Road interesting?

We encourage residents to become independent, supporting them to try new things and be part of the community. They visit the cinema, attend deaf clubs and go to local pubs. Many are learning, for the first time, how to relax and enjoy life.

How are residents encouraged to expand their horizons?

Residents attend college and some are on community based work placements, such as working at a local garden centre.

We help residents move towards independence by working with them on their domestic and social skills.

What makes Bowfell Road different?

At Bowfell Road we work with residents to work on a realistic quality of life, helping them to recognise their potential. We always guide and don't spoon-feed so that residents learn for themselves and develop genuine independence.

What's a highlight of life at Bowfell Road?

We celebrated the fiftieth birthday recently of a resident who has complex mental health problems. He has had a very difficult life and at times it felt like he wouldn't reach this milestone. Since he's lived at Bowfell Road he's become more stable which is a fantastic achievement.

What do residents say?

"I'm really happy here. I have routine and I'm able to follow it while living here."

What did CQC say?

"We found people who lived at the home were supported to live as independent lives as possible."



In all of our homes residents are encouraged to gain useful life skills for example by growing, cooking and eating their vegetables together.

Polestar, Birmingham

What is Polestar like?

Polestar is a modern, purpose-built care home located in a quiet residential area in Sutton Coldfield. Residents can live independently with 24-hour support from staff.

What's the accommodation like?

Each of the two-bedroom flats has its own bathroom, open-plan kitchen and living/dining room. There is also a communal area, which includes a training kitchen and garden.

What makes life at Polestar interesting?

Humour is a big part of life at Polestar. Most of our staff are deaf which means they really understand the way deaf people think. We also know the local deaf community so we can help residents access local deaf events. Staff and residents do all sorts together including bowling, visiting the cinema or going on day trips.

What makes Polestar different?

Polestar is the only deaf-led residential home team in the West Midlands. We understand deaf culture and have a wealth of experience in deaf mental health. This means we communicate really effectively with residents, spotting issues before they become serious. As a deaf team we can be role models for the residents.

How are residents encouraged to expand their horizons?

Residents get a lot of encouragement from our staff to try new things, if that's what they want to do. They can make decisions about their own lives with support if needed from staff. Many attend college and we give them experience in areas such as healthy eating, budgeting, managing medication, shopping and healthy eating.

What's a highlight of life at Polestar?

It's great when staff and residents enjoy a roast dinner that we've shopped for and prepared together. We all sit round the table chatting and enjoying food and drink. It's simple things like that we take for granted.

What do the residents say?

"I'm happy here, it's lovely."

What did CQC say?

"We saw the atmosphere in the home was warm and welcoming."

Constance Way, Leeds

What is Constance Way like?

Constance Way is an attractive and modern detached property based in a suburb of Leeds. Residents can live independently with 24-hour support from staff.

What's the accommodation like?

Each of the self-contained studio flats has a separate bathroom and kitchen. There is also a communal living area and laundry room. Constance Way is accessible to those with limited mobility, including wheelchair users.

What makes life at Constance Way interesting?

We strongly believe that developing social skills is important. Residents are encouraged to spend time together if they want to. They go out together for meals and we have birthday parties and events at the house – even a wedding party! Outreach clients and former residents return to the house to join in with social activities so it's a real hive of activity.

How are residents encouraged to expand their horizons?

Many residents go to college and some do voluntary work, such as helping the elderly. Working helps the residents to develop their independence. Our residents join us from all sort of backgrounds. Some have lots of practical skills but others need help to learn things like cooking and food safety.

What makes Constance Way different?

At Constance Way we concentrate on the individual and work with them. We don't ask them to change or fit in, we take them as they are. The fact that residents return to the home and see if as part of their community is testament to the support we offer.

What's a highlight of life at Constance Way?

Last year we took some of the residents on holiday. Some were anxious about travelling but they managed really well. On the way home, everyone was far calmer about the journey and they all want to go again.

What do residents say?

"I can tell staff if I want something and they help me make my own decisions."

What did CQC say?

"Staff were respectful and treated people in a friendly way."

BSL

happy

learning

education

welcoming

fun

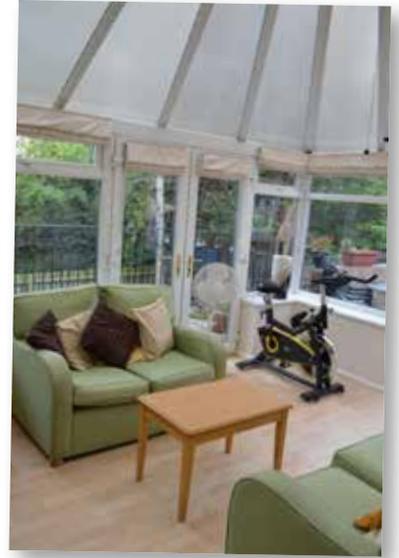
encouragement

community

access

friendly

"Staff were very clear on the values of the organisation and service. They spoke of their 'Mission' to get people properly integrated into the community. Promoting equality was a major thrust of the service."



social

"An outstanding characteristic for the service was the time spent developing ways to accommodate the changing needs of the people who used the service, using innovative and flexible ways to support people to move forward. Staff supported people to identify and manage their changing needs in a flexible way to ensure they made progress towards their recovery, and to manage their sometimes very complex physical health needs. People's healthcare needs were particularly well managed by this service."



support

deaf culture

potential

inclusion

choice

grow

respectful

volunteering

working

achievement

Healthcare professionals told us, "We at the unit cannot praise the team enough, they are an amazing team, they have a holistic approach to the care they provide both physically, psychologically and socially."



individuality

independence

development



Case study

When staff from Polestar first met Darren they were shocked by what they found. He was living in a hearing residential home where there was little deaf awareness and no one signed. His accommodation was functional with nothing to stimulate Darren, who has schizophrenia and learning difficulties.

Moving to Polestar made a real difference to 50 year old Darren. With their understanding of deaf culture and communication, the staff were able to assess his needs more effectively. Now his medication is regularly reviewed and assessed and he is happy and stable. Darren has settled in well to life at Polestar. He has started attending college in computing and art and goes regularly to the gym. Staff support him with day-to-day skills like shopping and personal hygiene and he's becoming more independent, cooking his own meals and looking after his flat.

Find us

1. Longley Road

89 Longley Road, Tooting, London SW17 9LD
Telephone 0208 767 9933 **SMS** 07973 780908
Email longleyroad@signhealth.org.uk

2. Polestar

Office Suite, Fairlie House, 10 Trident Close
Erdington, Birmingham B23 5TD
Telephone 0121 350 0592 **SMS** 07896 565909
Email polestar@signhealth.org.uk

3. Bowfell Road

100 Bowfell Road, Urmston, Manchester M41 5RR
Telephone 0161 747 8156 **SMS** 07973 787952
Email bowfellroad@signhealth.org.uk

4. Claridge Road

1 Claridge Road, Chorlton, Manchester M21 9WQ
Telephone 0161 860 4365 **SMS** 07895 565726
Email claridgeroad@signhealth.org.uk

5. Constance Way

2 Constance Way, Leicester Place, Leeds LS7 1HX
Telephone 0113 245 7991 **SMS** 07973 782442
Email constanceway@signhealth.org.uk



Contact information

Caroline Player

Director of Operations

5 Baring Road, Beaconsfield, Bucks HP9 2NB
Telephone 01494 687613 **SMS** 07789 692003
Email cplayer@signhealth.org.uk

We also offer Outreach Services in London, Leeds, and Manchester providing personalised, independent living skills in service users' homes. BSL Healthy Minds is our psychological therapies service delivered in British Sign Language. DeafHope supports deaf women and children suffering abuse and InterpreterNow provides an instant online service for deaf and hearing people to communicate in BSL via a smart phone, tablet or PC/Mac.

