

RAYNER HOUSE & YEW TREES LIMITED
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YOUR QUICK GUIDE TO
I SAIL@ SHEPS

Helping you to stay independent

Shepherdson Court, 7 Damson Parkway, Solihull, West Midlands B91 2PP



I SAIL@Sheps is one of a family of services offered by Rayner House and Yew Trees Limited. It offers day time individual support and assisted independent living services older people who want to continue to live in their own home but would welcome support in doing so. A “*Day Breaks*” service for older people to support their Main Carer is also available.

This service is available to older people who wish to self-fund their own care or those with Council funding following an assessment of care and support needs. Free trial sessions are available.

ABOUT THIS SHORT GUIDE

This quick guide has been prepared for people thinking about coming to or using **I SAIL @ SHEPS** based at our home at 7 Damson Parkway, Solihull B91 2PP.

For more information on what is on offer please read on. Alternatively just contact us and arrange to come and see for yourself. Free trial days at **I SAIL@Sheps** can be arranged if that helps to decide whether it's right for you.

We hope you find the guide helpful. As with everything we do, your thoughts and feedback are important to us. They will be welcome. There are other guides about our family of services as well as leaflets on **I SAIL@ SHEPS** and **YEW TREES plus ISAIL**. This short guide is also available on our web site: www.raynerhouseandyewtrees.co.uk

WHO PROVIDES THIS SERVICE?

This service is provided by Rayner House and Yew Trees Ltd (originally registered as Solihull Frail Ambulant Home for Old People Ltd). The Charity was formed in 1984 by a group of local people concerned to improve care and independent living services for older people in Solihull.

A Board of Trustees have final responsibility for what happens. Our family of services also include a registered residential care home, Rayner House which includes the new Marjorie Jones Wing of larger rooms and Yew Trees Independent Living [Sheltered Housing].

Regulated personal care services for Yew Trees Tenants, following assessment of needs, are also available. They are provided as **Yew Trees plus I SAIL@ Sheps** based at Shepherdson Court.

The overall day to day management of what we do is led by the Trust Manager based at Rayner House.

WHAT IS ON OFFER?

I SAIL is based around Shepherdson Court. Its services are available to Tenants of Yew Trees and older people and their carers from the local community. It operates as a membership scheme, rather like a club.

Our vision has been about making life easier for older people and their carers. The aim is to work alongside them to sustain a sense of freedom, identify opportunities for wider horizons and reduce risks around daily living. The day opportunities on offer and the name of the service also reflect what we are trying to do: **Individual Support and Assisted Independent Living services**. That is why we called it I Sail.

I SAIL@SHEPS OFFERS

I SAIL FOR OLDER PEOPLE	I SAIL FOR CARERS
Club Membership & Events	Regular or Occasional “Day Breaks”
Bistro meals and refreshments	Daytime respite – full or part days – includes Personal Care
Personal Care & Support	Chance for a Chat
Comfortable Club Lounge	Refreshments
Individual interests & pursuits	Recognition of Role
Group led events	Membership and access to Club Events
Exercise and Lifestyle	
Mobility Friendly & Accessible	

All these services are provided only after:

- an assessment of individual care and support needs linked to the Care Act 2014 outcomes has been agreed with you; and,.
- completion of an individual I SAIL membership and support plan setting out the level, kind or type and frequency of care and support to be offered; and,
- completion of an agreement to receive services and agreeing payment details; and, if you are receiving Council Funding
- receipt of an individual service order and confirmation of any requirements for provision of services by the Council.

Everyone who joins I SAIL@ Sheps will:

- have a designated member of staff who will be their key contact as a Member and take a special interest in their well-being.
- be treated with dignity and respect, feel valued as a person, have a sense of independence, being safe, belonging, control and choice.
- receive appropriate information, advice, encouragement, care and support with personal needs and hygiene and their own capacity for self- care and independent lifestyle of choice.
- have opportunities to explore new interests and to rediscover former interests and activities that are meaningful and remain appropriate to needs.
- be able to feel comfortable and their time with us to be both a fulfilling one and reflective of the Trust’s policy on Equalities and Diversity [See Leaflet].

MORE ABOUT THE PERSONAL CARE AND SUPPORT

I Sail Members may come for a full or part day on a regular or occasional basis agreed with us. Short notice sessions are sometimes available: just contact us to find out.

Our aim is to promote independence rather than create dependence. At the same time people do need help with things and struggling with buttons and zips, for example, can be very frustrating. What we do will be offered in a person centred way and depending on assessed needs can include assistance and encouragement with:

- washing, bathing and toileting
- mobilising, walking and in reducing risk of falls
- dressing and encouragement in maintaining appearance, standard of dress and state of clothing
- the administration of my medication where this has been agreed.
- eating meals and taking drinks where required
- maintaining hydration with ease of access to drinking water at all times

We will provide and encourage safe use of I SAIL equipment and assistive technology to help meet assessed needs and promote independent movement and living.

Whilst doing all these things, we want club members to have opportunities to enjoy the company of others, to just sit and enjoy or to engage in individual or organised things and to pursue preferred pastimes, activities or interests. When at I SAIL@ SHEPS Members are entitled to expect to find:

- Facilities, furniture and equipment appropriate to I SAIL support
- Time and space to be quiet, think, doodle, listen or relax
- Time and help to get ready when leaving and to settle in on arriving
- Sensory, motivational, discovery, social, well-being skills and activities



SUPPORTING CARERS

We know that many older people rely on other people, carers, family, friends, neighbours, for support to live at home. Sometimes main carers need a break during the day for respite, appointments, shopping and so on. The Carer support service available through I SAIL seeks to ensure carers will:

- receive and feel a sense of recognition for their role as a carer, what it involves and means for me and for the person they support
- receive information and advice that helps sustain or change their caring role
- understand how I SAIL care and support can assist them to sustain their caring role if that is what they wish to do and any boundaries to this.

At the present time we are not able to offer a personal care and support sitting service for Carers. If there is demand this may be something we would look to do in future.

OUR BISTRO SERVICE



Eating well balanced and healthy meals is important as part of maintaining a health and active lifestyle. At **I SAIL@Sheps** they are also meant to be varied and enjoyable. Meals and snacks available through the Bistro include:

- A choice of well- presented, healthy, tasty and nutritious meals with appropriate portion sizes, to ensure a healthy and balance diet that avoid excessive amounts of saturated fats, salt, and sugars.
- Meeting any specified and/or religious or cultural dietary requirements.
- A varied menu that reflects likes, dislikes and preferences using club feedback
- Regular refreshments, snacks and meals at flexible times during the day

Main meals are usually served in the Bistro areas. Refreshments are normally offered in the Lounge, Quiet and Activity areas or where people are at the time. Feedback and suggestions welcomed about meals and snacks are both sought and welcomed. A self-service tea/coffee point is available for use at any time by Carers.

As with any dining setting, the consumption of own food in lieu of meals and snacks prepared by US is not permitted. There is a standard charge for Main meals. This will be payable on the day and will form part of your agreement with us.

I SAIL meals and snacks do **not** include Special events [e.g. Birthday Party Teas] But if you would like to do something, let us know and usually something can be arranged

I SAIL members attending on an afternoon basis until 6.00 pm may also book and receive a “Sundowner” packed sandwich to go home with if they don’t want the bother of preparing something on getting back. Just tell us on arrival.

RECORDING INFORMATION AND CONTACTING OTHERS

We will need to have information on who should be contacted in the event of an emergency or be kept informed about any health or other concerns. This information will not be used for any other purpose. We will also record information to meet assessed individual support and assisted independent living needs and to see how things are going will take place consistent with the Trust’s Data Protection Policy [available on request].

SOMETHING ABOUT MEMBERSHIP

First off, everyone who comes to **I SAIL@Sheps** becomes a member. We welcome feedback, comments, and ideas. Members and those who support them will be entitled to make comments, whether positive or negative, on what we do.

Club members will be consulted about changes in **I SAIL** that may affect participation. Members have the right to come to meetings of **I SAIL** members to discuss how things are going and what might be done to make involvement more fulfilling. Trustees will attend periodic members’ daytime meeting during each year

As with any membership arrangement there are some “**Club Rules**”. They are not in any way unusual. All Members are expected to:

- behave in a manner which respects the rights of other residents and staff in exactly the same way as I expect my own rights to be respected including my quiet enjoyment of the home and its facilities.
- report any defects or hazards or concerns about safety.

- follow all relevant site security fire, health and safety requirements.
- be aware of what to do in the event of an emergency and participate in relevant exercises as requested.
- not to smoke or vape or permit those coming with them to do so in any part of the site for their own safety and the safety and wellbeing of others
- share information may touch upon the ability of I SAIL to meet needs and those of others receiving I SAIL services and support
- ensure that those who come with me or to collect me show proper consideration to other members, local residents, their visitors and members of staff.

SAFETY AND SECURITY OF POSSESSIONS

We've not had problems about this in the past which is good. Whilst we have the usual facilities for hats, coats and so on, we cannot accept responsibility in any way for mobile phones, I pads, keys, cash, cards, cheques or other documentation [e.g. bus passes] brought to **I SAIL@Sheps**. Similarly, Members should be sensible about wearing expensive jewellery or similar items which would be upsetting to them if lost.

WHAT IS NOT INCLUDED OR NOT AVAILABLE?

As with any care and support service there are some things we don't or cannot do. They include:

- Transport to or from **I SAIL** services. Participants or their Carers need to arrange journeys to and from Sheps. If you can get to us, we'll look after the rest! If you are Council funded they may be able to help you so do talk to them about this.
- Services that must be provided by a Registered Nurse or Nursing Assistant.
- Individual Newspapers and Magazines **but** we do have reading materials
- Haircutting and Hairdressing / shaving **but** this may be able to be arranged.
- Hand and Foot care including nail care provided by Health Care Professionals
- Trips or Outings, **but** these may be organised on a separate subscription basis.
- Use of a Motor Scooter or Electric Scooter whilst here **but** you may bring your own provided you are competent in its use and have insurance.
- Provision of financial, property, clinical or legal advice or any other services forming a regulated activity.

PAYING FOR SERVICES

All members [or their representatives] have to enter into an individual agreement on the services they want to take up and how they will pay for them. This has to be done before **I SAIL@SHEPS** services can be received. The same rules apply to members with Council funded support which includes Direct Payments.

The recoverable daily or weekly charge is based on what I SAIL services and support Members have agreed to take up. There may be occasions when Members cannot take up or receive services on the planned basis agreed with us. We recognise there may be valid reasons for this such as illness or a changed medical appointment. The member agreement sets out in detail we deal with them

IF THINGS GO WRONG

We hope members will find participation in I SAIL meets their expectation and does what we have said it will. If not, or if something does not happen as it should or we get something wrong then do tell us.[Contact: I Sail Service Manager]

All members will receive written information about how to raise any concerns about how we operate or how this could be improved and how to access formal complaints procedures.

Concerns, can be raised with a Trustee if a member remains unhappy about the response I have received be confident that if at any time I feel my rights have been restricted inappropriately or compromised in any way that they will be listened to, any concerns investigated and timely remedial action agreed with them.

The names of all the Trustees of Rayner House & Yew Trees Limited and the name of the Trust Manager, Business Manager and Service Managers are available at the main Rayner House Reception.

OUR STAFF & ASSOCIATES

The service aims to have the right number of staff and mix of skills available to identify and meet the assessed needs of people using its services. This will be done in ways that are person centred, consistent, caring and compassionate and able to deliver the standards of support outlined in this Quick Guide.

We will ensure all Staff and Volunteer Associates have clear roles, are appropriately supervised, trained and skilled for what they do. All Members can rely on the fact that all relevant checks [e.g. Disclosure and Barring Services] are made and are satisfactory prior to employment.

Rayner House and Yew Trees Limited ©

**We are an exempt Charitable Registered Society under the Co-operative and
Community Benefit Societies Act 2014 and we are also registered with
The Homes and Communities Agency No: H3182**