



# Eastbourne Mencap



## Sedgemoor & Framley

Registered Residential Care for People with  
Learning Disabilities

## Eastbourne and District Mencap

Local, Lasting, Support



## This is me!

My name is Kathy. I live in a home for people with learning disabilities. The home is called Sedgemoor and Framley.

The home is in a quiet area of Eastbourne.

Sedgemoor and Framley are two houses that are joined together by a link. There is also a bungalow in the grounds of Sedgemoor and Framley for people who choose to live more independently.

In this booklet I would like to tell you about our home.



## About Sedgemoor and Framley

Sedgemoor and Framley is a registered residential care home for people with learning disabilities.

The home is run by a charity called Eastbourne and District Mencap Limited.

The 23 people who live there are aged between 18 and 65 years old.

The home was last checked by the Care Quality Commission (CQC) 14th November 2008. The CQC said that the home was good and gave it 2 stars.

If you are reading this booklet on a computer [click here](#) to read the CQC report. Or contact us for more information (see the back of this booklet).



## What's close by?

Sedgemoor and Framley is in the old town part of Eastbourne. The home is 10 minutes walk from Eastbourne town centre.



There are good bus services into town which you can go on with a wheel chair. It is close to many places in the community.

## How many rooms are there?

There are 23 people living at Sedgemoor and Framley. There are:

- 11 single bedrooms
- 4 bedrooms where two people share.
- 3 of the bedrooms have en-suite bathrooms with toilets.



## Places that are shared?

There is a large lounge in Sedgemoor. There is plenty of room for you to sit and talk with friends or sit alone. You can watch TV or a DVD and can listen to music.



There is also a lounge in Framley which overlooks the patio and the back garden.

Both Sedgemoor and Framley have their own kitchen and dining room.

There is a large garden and a patio at the back of Sedgemoor & Framley.



## Deciding where you want to live.



Finding a place to live is one of the most important decisions a person can make. You need to make sure that it is right for you. You need to make sure that the place you choose can provide the support you need.

You will need to have a review of your social care needs. This will be arranged by your Social Care Manager from your local Adult Social Care Department.



Everyone you know and trust can be involved in your review. During your review you will talk about your needs and the things you want to do with your life.

You may decide that the best option for you would be to live in a residential care home. Your Care Manager will then help you to find one .

## Coming to live at Sedgemoor and Framley.

If there is a room at Sedgemoor & Framley you can ask the home's manger if you can come to live here. You can ask your Care Manager, family or advocate to speak to us for you if you wish.



We will arrange for you to visit us for tea and meet some other people who live here. If this goes well you will be invited to come to stay with us for the week end.

## Our guest!

The week end visit will help you to decide if you would like to live at Sedgemoor & Framley. It will give you time to see if you get on with the other people who live here and they get on with you.

The visit will also give us time to make sure we can provide the support you need. If all goes well and everyone agrees we will invite you to come to live at Sedgemoor & Framley for a trial period.

## Supporting you to settle in.

You will then move in for a trial period of three months. This will give you time to see if you like living here. It will also give us time to make sure we can support you.

After three months we will hold a meeting. Everyone you know and trust can be involved. Everyone will help you to decide if Sedgemoor & Framley is the right place for you to live. If you decide it is and everyone agrees you will be invited to live here permanently.

## What happens if you decide not to live here?

You may decide that you do not want to live at Sedgemoor & Framley permanently. We may also find out that we cannot support you the way you need. If this happens we will continue to support you until you and your Care Manager find another place for you to live.



# Meet the staff

At Sedgemoor and Framley there is a team of staff to support you.



## **This is Paula Thompson.**

Paula is the Manager in charge of the team of staff. She makes sure that you get the support you need and that the home runs smoothly. Paula has worked at Sedgemoor & Framley for 28 years. Paula is trained to a high standard and holds qualifications in management.



## **This is Tessa Morris.**

Tessa is the Deputy Manager. She helps Paula to make sure that you get the support you need. Tessa has worked for Eastbourne and District Mencap for 20 years supporting people with learning disabilities. Paula is trained to a high standard and holds qualifications in management.

## **Senior Care Officers**



**Debbie Walter**



**Rita Sherwood**



**Gill Frances**

These are the Senior Care Officers. Their job is to give you the support you need day to day. They also help you to keep safe and healthy. They are trained to a high standard and hold NVQ level 3 qualifications. All of the other staff have either completed NVQ 3 or working towards it.



If you live at Sedgemoor and Framley you will also have a Key Worker. Your key worker will help you to think about your life, what support you need and help you to do the things you want to do.

# The Aim of the staff

At Sedgemoor & Framley the staff team want to make sure you live your life the way you want. It is important to them that they support you to:

- Keep safe and healthy
- Be as independent as possible
- Make choices about what you do during the day and evening.
- Be a part of the local community.



## How do they do this?

If you come to live at Sedgemoor & Framley the staff will support you to have a Person Centered Plan.

Person Centered Planning will help you to know what is important to you and what things you may need support to do. It will help you to decide how you want to live your life. This means that you will have more control over your life and be as independent as possible.

A Person Centered Plan helps you to make choices about:

- How you want to live your life?
- What is important to you?
- What you want for the future?
- How you will achieve your goals?
- What support you need to achieve them?

Everyone who you know and trust can be part of this process. The staff will make sure that everyone involved in your life knows about your plan.



Making Choices



## Your choice and control.

The people who live at Sedgemoor & Framley are involved in the running of the home. People are able to:



- Be involved with the day to day running of the home.
- Decide what they want to do during the day and evening.
- Help with planning activities.
- Be involved in choosing the staff who support them.
- Help with planning menus.
- To have their own views about life in the community and be supported to express them.
- Be supported to make friends and be part of the community.
- Practice their own religion.



## Your Independence.

At Sedgemoor & Framley you will be supported to be as independent as possible and to keep safe. You will be supported to:



- Do as much as you can for yourself.
- Go out into the community.
- Make decisions about where you go and what you do.
- Have regular person centered reviews of your needs and support.
- Learn about how to keep safe when in the home or out and about.

## Your Health

At Sedgemoor & Framley you will be supported to keep fit and healthy. You will be supported to:

- Have a Health Action Plan.
- Have a health check from your doctor at least once per year.
- Choose a doctor and dentist.
- Make and go to appointments.
- Make decisions about what you eat and have a healthy diet.
- Choose what activities you do to keep fit.
- Visit your hairdresser or make an appointment with a hairdresser at the home.
- Have treatments by a Chiropodist (someone who looks after feet).



## Your Community

At Sedgemoor and Framley you will be able to be part of your community. You will be supported to:

- Make friends and have relationships.
- Go to day opportunities.
- Go to leisure and social activities.
- Seek employment and training opportunities.
- Be safe when out and about.
- Go to church, cinegog or mosque.
- Use public transport.
- Have your own interests and hobbies.

## Your Life, Your Way

What ever you choose to do with your life the staff at Sedgemoor and Framley are there to support you. The staff work closely with your family, friends and other professionals to ensure you can live your life your way.

## Your Interests & Hobbies



Making Choices



The staff at Sedgemoor & Framley are there to support you to live the way you want. You can decide what you do during the day and in the evening.

The staff will support you to have hobbies and interests in and outside of the home. You will be able to be involved in the running of the home and in the wider community. The staff will support you to have your say. If you feel that the staff are unable to do this, you may also have an independent advocate.

## Your friends and family.

Family and friends are very important to many people. The staff will support you to keep in regular contact with your friends and family.

If you wish your friends and family can be involved in helping you to make decisions about your life. They can visit you at Sedgemoor & Framley during social hours (between 10am and 8pm).

The Manager and staff of the home will be available to answer their questions. However, they will respect your privacy and will ask your permission before they talk about you.

We hope that you will enjoy living at Sedgemoor and Framley. If you have any questions you can talk to the manager or staff at anytime.

If you feel you have been treated unfairly or have a complaint there is a procedure you can follow.



# Complaints.

If you are unhappy about your support, the running of the home or a member of staff:



1. You can talk to your key worker or senior care officer. They will try to sort out your problem straight away.
2. If you feel that nothing has changed or you are still unhappy you can talk to Paula Thompson (Home Manager) or Teresa Morris (Deputy Manager) who will try to sort out your problem within 5 days.
3. If you feel your problem has still not been sorted out you can speak to Peter Plowman (Chief Executive of Eastbourne & District Mencap.) If you wish you can ask a family member, friend or advocate to do this with you or for you. Peter will try to answer you within 14 days.
4. If you feel that Peter was unable to sort out your problem you can ask him to take your complaint to the next Eastbourne Mencap Board meeting. The Board will do everything they can to sort out your problem. They will answer you within 1 month.
5. We hope that this will sort out your problem. If you are still unhappy you can take your complaint to the Government Department who is responsible for checking and registering the home. These are the Care Quality Commission. Your advocate or a member of your family can support you if you wish.



You can contact them at the following address.

Care Quality Commission - South East  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Telephone: 03000 616161

# How to Contact Us

If you would like more information or to make a donation please visit our website

[www.eastbournemencap.org.uk](http://www.eastbournemencap.org.uk)



## By Post

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## By Telephone

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## By Email

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