

# Supported Living



Fieldbay



## Who are Fieldbay?

Fieldbay is a leading provider of nursing, residential and supported living services in South Wales. The people we support have complex needs and require a high level of care, support and rehabilitation in a homely and community setting.

Our teams provide personalised care with a focus on rehabilitation, empowerment and skills development – ensuring everyone can achieve a good quality of life, no matter what their need or diagnosis.

Our teams are highly trained and experienced in supporting a range of complex needs:

- Mental illness
- Learning disabilities
- Dementia
- Brain injuries
- Behaviours that may challenge
- Huntington's disease and neurological conditions



Our services include:

- Nursing Care
- Residential Care
- Supported Living

We are able to provide continuity of care as peoples' needs change over time, by having such a wide range of support services. The key aim is to provide a pathway of support so people can reduce or increase support, with a consistent staff team who know their holistic and clinical needs well.

Many of the people we support have been deemed to have behaviours that are considered 'too challenging' for mainstream nursing and social care settings. These individuals can be supported to receive high quality care and support tailored to their needs – ensuring they can stay within the community, reducing hospital and secure facility admission.



Fieldbay is a high quality provider. All services are fully compliant with **CIW equivalent to 100% CQC rated Good/Outstanding.**



Our teams are supported by a dedicated in-house multidisciplinary team that includes:

- Clinical Psychiatry
- Clinical Psychology
- Occupational Therapy
- Physiotherapy
- Speech and Language Therapy
- Manual Handling
- Positive Behavioural Support
- Social Work



Offering a variety of supportive pathways, care and support is personalised to suit individual needs, including:

- Short term and crisis placements
- Transitional rehabilitation
- Emotional/behavioural support placements
- Long term placements

## Supported Living



Our supported living services provide support to people who have complex challenging needs, arising from a brain injury, mental health diagnosis, neurological conditions and often associated physical disabilities including epilepsy and associated health needs.

### What we do

We offer our supported living services either within individual services or within multi-person schemes. We develop bespoke services and flat schemes - working with housing providers and Registered Social Landlords to develop properties that meet local need and respond to commissioning demands.

Packages of support may vary from a couple of hours a week to support provided 24 hours a day, 7 days a week. These are provided in the home environment or in the community and include supporting personal care needs. Our services are available 365 days of the year.



Individual support is dependent on people's eligible needs as set out in their Person Centred Support Plan – taking into account preferences and aspirations and putting them at the centre of their care and support arrangements. This active support approach gives the people we care for more freedom, choice and control over the type of care and support they receive.

We work at the referral stages to explore the best housing option for people – in partnership with families and linked health and social care professionals, ensuring people have choice about their home.

### Fieldbay Supported Living offers...

- Competent, fully trained staff teams.
- Core support hours and additional support hours for everyday living skills community activities.
- Specific Activity co-ordinator in post to plan and facilitate community engagement.
- A comprehensive training package for all staff, specific training available based on individual needs.
- Structured activity plans, goal setting and review documents.
- Assigned and trained keyworkers, based on relationships and matching of supported people.
- Each service has a Registered Manager, Deputy Manager and a Keyworker and each service user is assigned a keyworker.
- Creation of individualised and person centred care plans.
- Access to health facilities in the local area, support to formulate a health action plan to maintain or improve health conditions.
- Access to recreational and vocational services and facilities locally.



# Our Supported Living Locations

We currently have three supported living services in South Wales, with more to come in the future. Each site provides individuals with their personal space while also offering 24hr support if needed.



## Heathfield Apartments



Close to Swansea city, there are ten self-contained living spaces, with a communal lounge, coffee bar, garden and Hobby Hut. There's also an adjacent one bedroom ground floor apartment, two bedroom 1st floor apartment and separate summer house.

## North Lodge



North Lodge is a beautifully renovated period building, providing accommodation for ten people in Bridgend.

## Bryn Derwen



Also in Bridgend, Bryn Derwen is a newly-decorated house in Ewenny and home to six people we support.

If you'd like more information about any of these locations or would like to speak to us about a referral, you can find all contact details on the back cover.

# Our Support Packages and Referral Process

Fieldbay welcomes referrals from anyone who might be interested in our services, whether private placements or from health professionals, local authorities or housing associations. We offer a clearly defined transition offer and follow a set of guidelines to ensure the process is led by the need of each person.



## We work in a range of ways for transitions and take a bespoke approach to meet each person's needs:

- Either our Registered Manager or Deputy Manager will be the key link between all stakeholders – with their role identifying and facilitating all actions and streamlining the transition process.
- The transition period is person centred and has a clear focus on history, wishes and needs, with all professional partners identified and consulted for input
- Bespoke plans are personalised to individual needs, and include input from family members, linked health and social care professionals and include any restrictions, with MDT input and risk analysis.
- Timescales are dependent on the needs of the person to be supported and will range between current home, service and community visits, to include overnight stays at the service if appropriate: all informed by individual need.
- Each supported living service is unique and we work in a partnership way with supported people, their families and housing providers to source and develop the right service for them.
- This includes involvement at every stage – from viewing properties, making adaptations, decorating and reviewing.

[www.fieldbay.co.uk](http://www.fieldbay.co.uk)

## Your journey to Fieldbay

Finding your new supported living home may be easier than you think. Here's what to expect from our referral process...



Your journey with Fieldbay Supported Living starts with a referral from your health professional, social worker or care coordinator.



We speak to you or a family member to discuss your needs and arrange an assessment.



If Fieldbay is a good fit for you, we'll let you know availability and arrange for you to view the accommodation and meet the people who live here.



If everyone is happy for the move to go ahead, we'll agree a plan for moving in. This will involve a welcome pack and transitional visits.



Once you're all moved in, you are welcome to stay for as long as you want to. We'll assign you a keyworker to support you and help you set goals.





# Looking after our Employees

Well-trained, confident and passionate staff are the cornerstone of any successful organisation and to this end Fieldbay prides itself on the comprehensive training provided to all of our Fieldbay employees.

All new staff receive a comprehensive week-long induction package focusing on a detailed understanding of our model of care. This is delivered in our dedicated training suite at head office before a staff member commences work within the service.

Following commencement of employment, each staff member receives six months of dedicated in-house, role-specific training assisting them to confidently complete their probationary period. Staff then have the opportunity to complete a wide range of specialist training, which offers a range of QCF programmes to equip our staff for their roles and help them in their careers and personal development. This includes bespoke training for our employees utilising our in-house clinical teams such as Occupational Therapy, Physiotherapy, Speech and Language, Behaviour Support and Clinical.



Team-building with Fieldbay employees



All staff at Fieldbay are trained by qualified trainers, in behaviour support, active support and person-centred approaches. The technique that underpins our approach to risk management in a crisis, approaching risk in a collaborative way and using relationship-based non-confrontational approaches to risk management. This allows for more respectful and thoughtful relationships with the people we support and avoids re-traumatisation and consequent escalations in risk.

We support the Continuous Professional Development (CPD) of all our employees and want our staff to be well equipped for their roles at every level. Our Clinical Nurse Specialists and Residential Managers have taken the opportunity to take the Postgraduate qualifications in Leadership from the University of Wales Trinity Saint David and some have chosen to continue their courses to Degree level. We have an annual Awards Ceremony to celebrate staff achievements during the previous year.

**“Management always have people’s best interest at heart, they can’t do enough to ensure they are looked after to the best of their ability.”**

Fieldbay employee feedback

## Susan’s Story

Susan was referred to supported living when she was no longer able to live independently due to her care and support needs. Susan has been diagnosed with emotionally unstable borderline personality disorder, type 2 diabetes and a right sided weakness due to having suffered a stroke. Due to Susan’s diagnoses she has found it very difficult to maintain a stable environment for herself and she would often live homeless on the streets and take herself to far-away places that she was unfamiliar with and where the community didn’t know her. This led to her physically neglecting herself which resulted in her conditions deteriorating e.g. her skin integrity was very poor and her diabetes unstable.

Since being in one of Fieldbay’s supported living environments, Susan has stabilised and settled really well and for almost the first time in her adult life she feels at home. Susan really enjoys being part of a community and she has developed friendships and meaningful relationships with other people who live alongside her.

When she arrived, Susan was reluctant with her medication and was unable to walk due to the condition of her feet and legs. However with significant input from in house and external staff teams Susan has regained some of her mobility and is now able to walk with a zimmer frame. Her skin integrity has improved dramatically resulting in the healing of wounds. Susan is also supported with her daily living skills such as cooking, cleaning and laundry. Susan participates in all in house leisure activities/events which has given her a sense of purpose and belonging. Susan feels her environment is now stable and she feels at home.

Susan says,  
**“I am happy to receive support from staff which had helped me regain some independence.”**

## Joe’s Brain Injury Recovery

Joe was referred to Fieldbay from hospital following a brain injury which resulted in left sided weakness. He was unable to walk or balance and had poor eyesight and difficulty with his speech.

After receiving intense therapy from a local hospital, Joe came to supported living to continue his rehabilitation journey. Initially Joe was confused, disorientated and had difficulties in meeting his basic needs – including cooking, cleaning, dressing and taking part in daily activities.

With significant input from our in-house clinical team, including our Occupational Therapist,

Physiotherapist and Psychologist, initial focus was placed on Joe regaining skills for daily living. His team set short, medium and long term goals to relearn the skills he needed to carry out personal care, shop, cook and look after his own environment.

With consistent approaches and strategies developed, he began to increase skills and plan his day – understanding his environment and starting to make decisions and learning to complete tasks independently.

Part of Joe’s therapy included accessing a walking group and relearning skills needed to stay

safe in the community, including road safety and using transport. His team helped Joe explore his leisure interests – with him re-engaging with exercise and socialising. Initially Joe was supported on a 1:1 basis which reduced overtime in response to his increased independence and skills development.

Eventually Joe progressed to the stage where he could move into his own bungalow in the grounds of the main supported living house and he is now looking forward to moving into his own flat in the community in the very near future.



## Part of Envivo Group

Chestnut House, Tawe Business Village, Swansea Enterprise Park, Swansea SA7 9LA  
t 01792771850 e [info@fieldbay.co.uk](mailto:info@fieldbay.co.uk) w [www.fieldbay.co.uk](http://www.fieldbay.co.uk)

### Referral Contacts for Supported Living:

#### Heathfield Apartments

-  Jess Hearne (Dom Care Manager)
-  [JessicaH@fieldbaydomcare.co.uk](mailto:JessicaH@fieldbaydomcare.co.uk)
-  01792462752
-  Heathfield Apartments, 31 Heathfield, Swansea, SA1 6EJ


#### North Lodge

-  Hannah Evans (Deputy Manager)
-  [HannahE@fieldbaydomcare.co.uk](mailto:HannahE@fieldbaydomcare.co.uk)
-  01792462752
-  North Lodge, Court Colman, Bridgend, CF31 4NG

#### Bryn Derwen



-  Calvin Bristow (Deputy Manager)
-  [CalvinB@fieldbaydomcare.co.uk](mailto:CalvinB@fieldbaydomcare.co.uk)
-  01792462752
-  Bryn Derwen, Ewenny Road, Ewenny, Bridgend, CF35 5AJ

#### Angela Singh Director & RI of Supported Living Services



-  [AngelaS@fieldbaydomcare.co.uk](mailto:AngelaS@fieldbaydomcare.co.uk)
-  07736910556

### Referral Contacts for Residential Nursing:

#### Paula Lewis Director & RI of Fielday

-  [paula@fieldbay.co.uk](mailto:paula@fieldbay.co.uk)
-  07802707773

#### David Hammacott Senior Nurse & Deputy RI

-  [david@fieldbay.co.uk](mailto:david@fieldbay.co.uk)
-  07949489178