



WELCOME TO WAVES GROUP

This guide has been written to give Members, Parents/Carers, Commissioners and other professionals, information on how Waves Group work and what can be expected from this service. We recognise that this guide may not answer all of your questions, but if after reading it, you wish to find out more, you can contact us on 01484 769734 or visit our website www.wavesgroup.co.uk.

Waves Centre is situated in Slaithwaite, on the outskirts of Huddersfield. The Centre was opened in September 2010 as a purpose built Day Centre for adults with a learning difficulty, physical disability and/or sensory impairment.

No.6 Waves is also in Slaithwaite and provides extensive independence living training for up to 4 members a day. The aim of No6 is to equip the members with the necessary skills to enhance the opportunity in the future to move into their own home.

In summary, Waves Group offers:

- High quality person-centred care and support provided by experienced well-trained staff to adults with learning difficulties..
- A wide range of leisure, recreational, therapeutic and informal education opportunities provided within our centres and community including swimming, art, craft, drama and music, gardening, horticulture, poultry keeping, animal care, life skill courses, Independent travel training, sports and keep fit, cookery, healthy promotion/healthy lifestyles, bowling, horse riding, enterprise, basic skills/IT courses, “speaking up” groups, members committee, social events.
- Employers in the local community offer members valuable work experience opportunities.
- Well equipped centres that include in-house catering, sensory environments, domestic training facilities, IT, purpose-built bathrooms and multi purpose rooms.

BrainWaves offers qualifications in Independent Living and Employability Skills at Entry levels 1, 2 and 3 to a small cohort of learners.

Valued partnership with parents and carers, Waves opens 50 weeks per year from 9am to 4pm Monday to Friday (excluding bank holidays).

Waves Group recognise and value the diverse community in which we live and promote diversity as a positive force. When accessing the service we provide, we believe that

people should be treated as individuals, regardless of age, disability, religion or belief, gender, race or sexual orientation.

How to access Waves. Waves provides a range of services that support people with a learning difficulty/physical disability. How much help is provided by staff will depend on what each person needs. This is planned after discussions between the person and their care co-ordinator/social worker. Services can only be provided if this “needs assessment” has taken place.

From the ages 14 to 16 we offer a School Link Transition. This can take place between School and Waves and if offered during term time. From the age of 16 onwards, we offer a full day service, including holiday placements during school and college closure.

The process for delivery of the service. A visit to Gateway to Care in Huddersfield to get a referral or through your social worker/school/college during transition.

Upon referral, a prospective member will have their needs assessed over a wide range of criteria by a member of the social work team, increasingly through the use of the Self Directed Support Questionnaire in line with the “personalisation” of care services.

Following this assessment, care support and Risk Management Plans which details the support needed are written and shared. Payment for Waves is usually through Direct Payments.

Risk Assessments will be put in place where there is any risk to the member, staff or members of the public. These are reviewed at specified intervals, agreed and signed by the member and all staff. The ongoing needs/progress of the member are recorded in the members private and secure personal space on Waves Website, which will be reviewed and updated regularly. Members choose a password which they have the right to share with close family members/social worker should they wish to do so.

Statement of Purpose

We will support people:

- To help develop social skills, capacity for friendships and relationships with a wider range of people
- To help communities welcome people with learning disabilities
- To ensure that adequate support is in place to meet individually assessed needs
- To enjoy facilities in the community, such as the leisure centre, coffee shops, pubs and restaurants, advocacy and community groups
- To make comments, compliments and complaints. Our primary function is to provide care and support. We work in partnership with health agencies in line with a person’s assessed care needs and individual care packages. We also work in partnership with Supported Housing services, Respite/Short Breaks Services within Kirklees and external organisations such as advocacy and members groups

Waves continue to implement the strategy aligning services provision to the “Valuing People Now” and Personalisation agendas. This work is around providing first class in-house day services and the need to further develop the concepts of promoting social

inclusion and independence. The future direction of Waves will continue to build upon these efforts and see greater emphasis on individualised and flexible services. We believe in:

- Making a positive and real difference to the lives of the people that we support by providing customer focused services, delivered by experienced and competent individuals, teams and support networks
- Contributing to the realisation of service user plans
- Maintaining appropriate records where necessary
- Assisting with regular health and safety checks/monitoring
- Operating in line with the philosophy, aims, objectives and standards of service which promotes equal opportunities for all
- Empowering people and assisting each individual to develop their own interests and skills
- Working towards improving life chances for people with learning difficulties/physical disabilities through a “person-centred” approach
- Providing appropriate support to adults with learning difficulties/physical disabilities who wish to access community resources and opportunities.

Consultation - keeping people informed. We have our own magazine, which we produce regularly. The aim of the magazine is to provide information and promote the service by involving members. There is a comments/complaints and compliments page in each edition of the magazine. This gives people the opportunity to see others’ views of Waves and to allow us to identify trends and publicise outcomes from our findings.

Members take ownership of the magazine and are supported by a member of staff to produce it.

Members/Visitors Information Board. This is an information board for which people should feel free to put anything forward they think may be of interest to others. Staff will also ensure that they display any relevant information for members and visitors on this board. This may include things such as the dates of meetings, organised outings, activities and entertainment, results of surveys, reviews of standards, Care Quality Commission inspection reports, internal and external audits.

Surveys - We carry out regular surveys to allow feedback of our provision.

Being Heard - Our aim is to continually improve the quality of our service and we have a procedure (the Complaints, Compliments and Comment procedure) which ensures that any compliments, comments or complaints made regarding our services are dealt with in an appropriate manner.

We encourage members to let us know if they are satisfied with the service they receive, about anything we can improve or if we are not doing something well.

We would hope that the service we offer would not give rise to complaint, however we acknowledge that on occasion we do not always get it right.

We would hope that people feel able to tell us any good or bad things about our services.

The member (or chose representative or advocate) can make their views known to us:

- Verbally, by speaking to any member of staff
- In writing
- By telephone, fax, text or email
- By using an advocate or representative



Sample Menu Breakfast Menu

Waves offers their members a selection of fruits, yogurts, cereal, pastries and hot food from 9am to 9.45am

Cereals

Bran Flakes
Muesli
Weetabix

Breads and Pastries

Wholemeal toast with flora pro-active, choice of preserves
Bagels, cinnamon and raisin, plain, marmite
Croissants with preserves
Crumpets with flora pro-active, choice of preserves

Hot Food

Choice of poached or scrambled eggs with toast or muffins
Baked beans or tomatoes on toast



Sample Menu

Lunch Menu

Waves lunch menu takes into consideration peoples dietary and personal requirements and will always prepare special meals as requested where possible. Lunch is prepared and cooked by members with support and guidance from staff.

Soup

Homemade Mushroom with hand baked bread
Homemade Potato and Leek with hand baked bread
Homemade Thai vegetables with hand baked bread

Main Meal

Fish Pie with freshly caught cod, smoked haddock, salmon and prawns, with a potato crumble or puff pastry top, served with seasonal vegetables
Beef Stew with dumplings
Vegetable Chilli with rice or Pasta Bake
Curry with chapattis, samosas and pakoras, prepared and cooked with the assistance of Mrs Singh

Sandwiches/Toasties/Jackets

Sandwich/Toastie Fillers - Tuna & Mayonnaise, Ham or Cheese, with salad
Jackets filled - Tuna, Cottage Cheese, Baked Beans, Cheese, Coleslaw and salad