



# Your guide to Ducks Halt

A Danshell Service

## About Ducks Halt



8 Walton Road  
Kirkby-le-Soken  
Essex  
CO13 0DU



Tel 01255 853930

Danshell runs Ducks Halt.

Ducks Halt is in Kirkby-le-Soken.

Kirkby-le-Soken has



Frinton Community Association



Local Pub



Local Shops



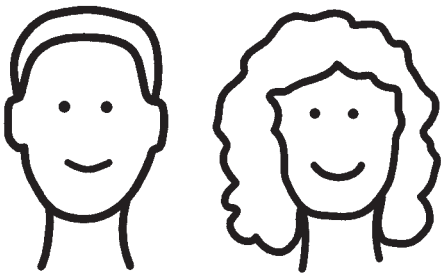
Clacton Beach



## Living at Ducks Halt

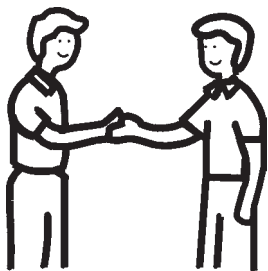


Ducks Halt is a residential service where you get support from specially trained support workers.

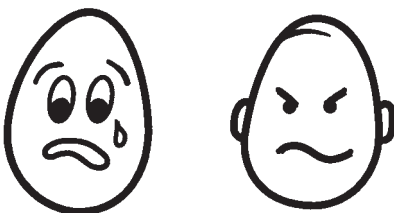


If you are

- a man or a woman
- 18 years old or older



If you have these things we can give you the support you need



- a learning disability
- mental health problems which means you get really stressed or unhappy.



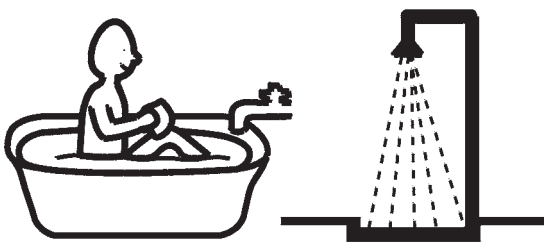
We are looking forward to meeting you.

Your friends and family can visit you at Ducks Halt.



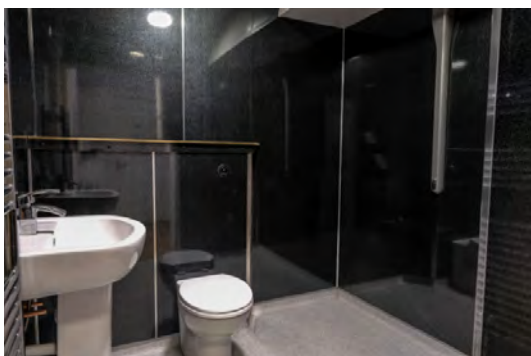
You will have your own room.

You can bring things like pictures or ornaments to decorate your room.



You might have a bathroom of your own next to your bedroom.

Some bedrooms have a shared bathroom or a shared shower room.



You might have to share a bathroom or shower room with other people.

Ducks Halt has



bedrooms



a dining room



a lounge



a garden



a kitchen

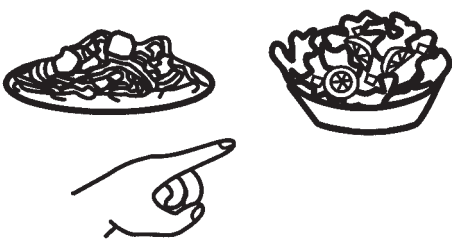


## Food and drink



You can eat breakfast, lunch and dinner at Ducks Halt.

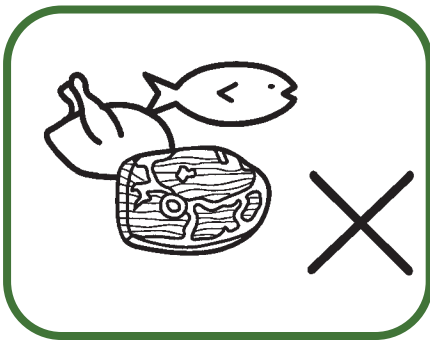
You can get snacks and drinks too.



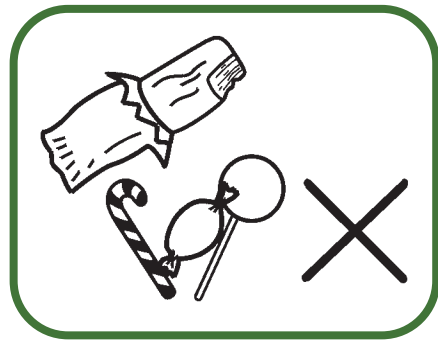
We will support you with developing independent living skills such as shopping and cooking for yourself

If you need special food you can get that too.

This could be things like



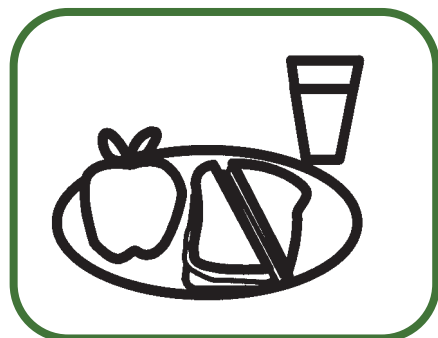
Vegetarian food with no meat



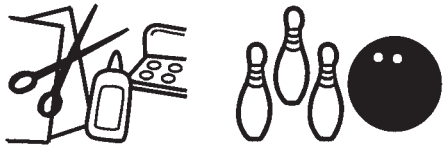
Diabetic food with less sugar



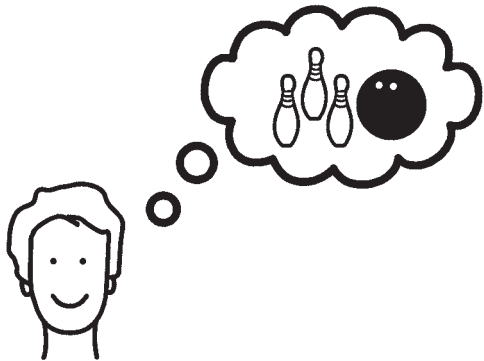
Kosher or halal food



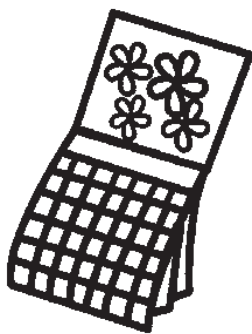
Healthy food with less fat



## Things to do



The care support workers will help you plan activities and things for you to do.



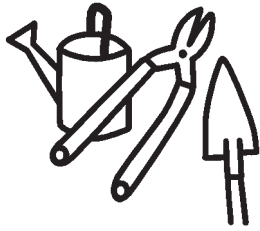
We will help you to plan out your budget for activities for the week.



You will get the support you need to

- make choices
- try new things
- do as much for yourself as you can.

You can do activities like this



- gardening



- college



- life skills like washing your clothes and cleaning



- keeping healthy



- cooking



- keeping safe when you are out and about

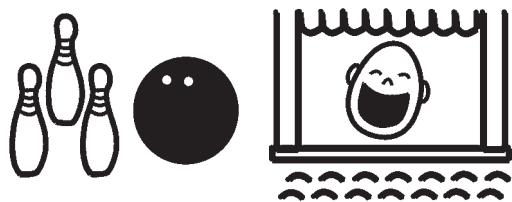


- art classes

- other things.



You might also do activities like this  
in the evenings or weekends



- bowling

- cinema



- swimming

- shopping

- other things.

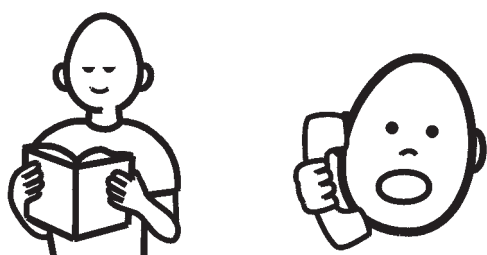
You can also do these things when  
you want to



- listen to music

- watch tv

- read

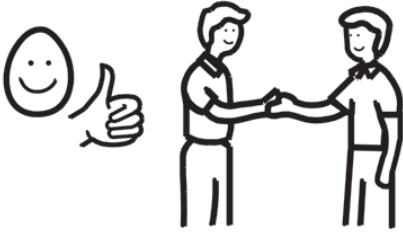


- phone your friends and family

- other things.



## People who support you



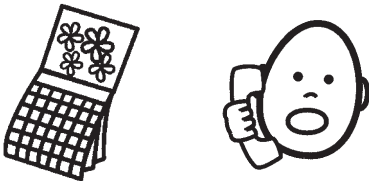
The people who support you at Ducks Halt have good training and know how to help.



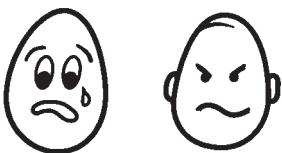
Support workers are here to support you all day and all night.



You will have a named key worker. This is someone who will get to know you really well.



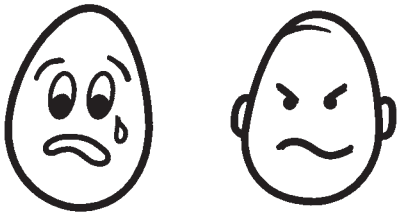
Your support workers can help arrange appointments for you



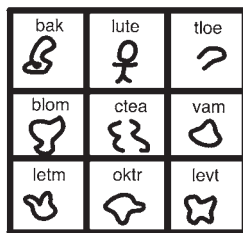
You can also get support from these people if you need to

- psychiatrist
- speech therapist
- occupational therapist.

These will be provided by the people who pay for your care. Or if agreed before admission it will be provided by Danshell.

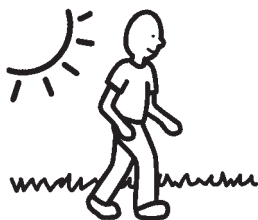


Your psychiatrist is a doctor who helps you with mental health problems.



This could be

- talking
- using pictures or symbols
- signing
- other ways that you communicate.



Your occupational therapist helps you to be more independent.

This could be things like

- getting dressed
- getting out and about
- making your own food.





## What happens before you come here

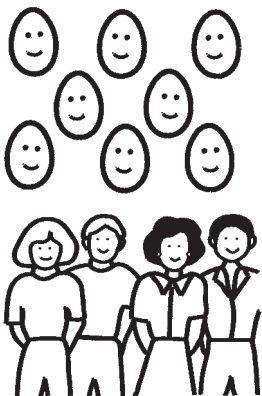


If your social worker thinks you should come to live at Ducks Halt they will tell us.

This is called a referral.



We want to make sure that Ducks Halt is right for you.



You can come and stay at Ducks Halt for a day to see if you like it.

You can meet

- the people who live here
- the people who will support you.



You can try the food.

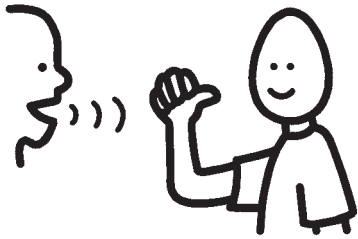


## What happens when you come to live here

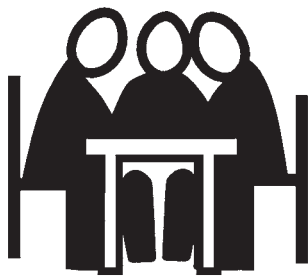


## Care planning

We will help you do a person centred care plan.

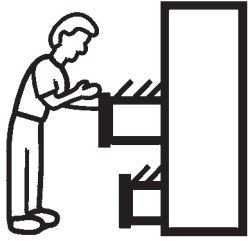


Someone will spend time with you. Together you will find out what is important to you. This will help us plan support that is just right for you.



We have integrated care pathways. This means that everyone involved with your support works well together.

We have meetings and share information to find the best ways to support you.



We keep any information about you private.

We will only show the information to the people we need to.



Twice a year we will have a meeting with you and these people

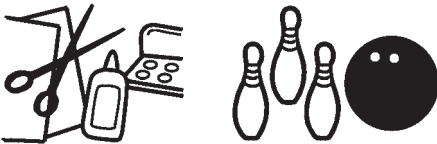


- your mum and dad or family

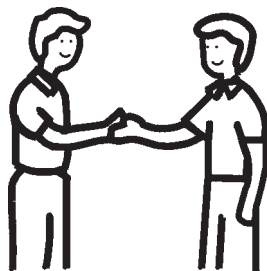
- your social worker



- people who support you at Ducks Halt.



We will talk about your support and the activities you do at Ducks Halt.

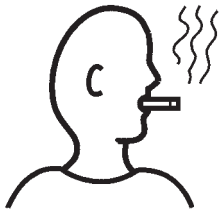


We will make sure you are getting the right support.

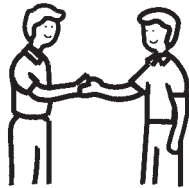


We will help if you need to see

- a dentist about your teeth
- an optician about your eyes
- a doctor or a GP
- anyone else about your health.



If you want to smoke you must go outside.



If you want to stop smoking we can help you.



## Supporting your independence

What do we mean supporting your independence?



- supporting you to live the life you want
- having control of your life
- being part of all choices in your life
- having control of your money
- being part of where you live
- having choices and opportunities to do things like everyone else
- being treated with respect

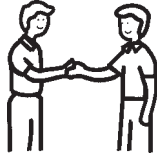
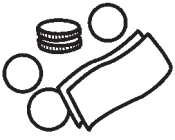
How do we support your independence?

Supporting you to

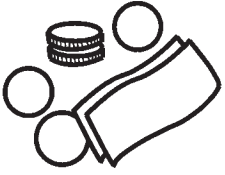


- access the community
- join clubs and social groups
- go shopping
- take part in sports if you want to
- keep in touch with friends
- meet new friends
- see your family





## Paying for your support



Danshell gets money to pay for you to live at Ducks Halt.

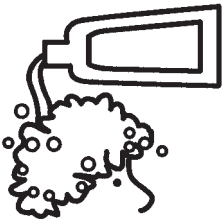
The money we get pays for these things



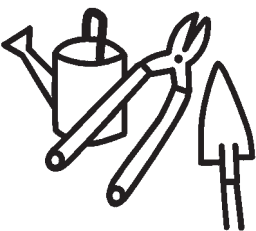
- your food and drink
- people to support you



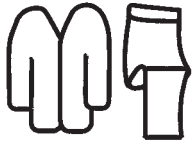
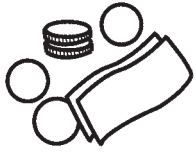
- heating
- lights



- shampoo, soap and other things you need to keep clean
- washing your clothes

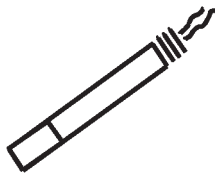
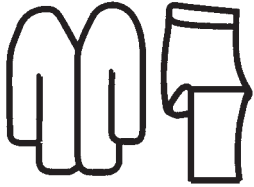


- things to do every day



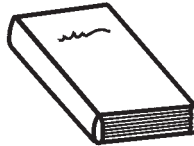
## Paying for other things

You have to use your own money to pay for these things



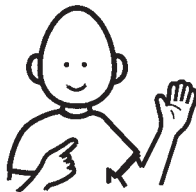
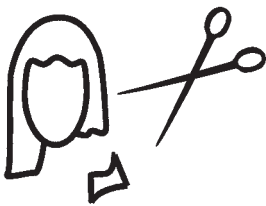
- clothes

- cigarettes



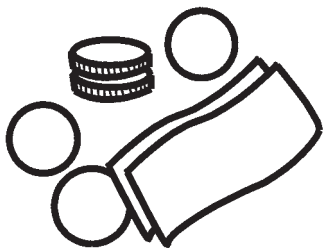
- newspapers

- books

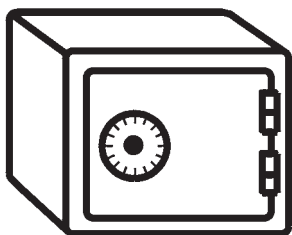


- getting your hair cut

- extra activities you want to do.



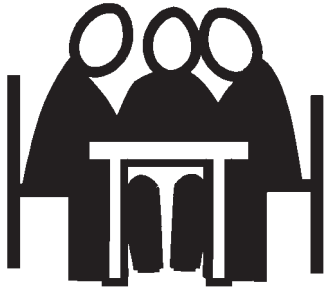
We will help you to keep your money safe.



If you want us to we can also lock up your money until you need it.

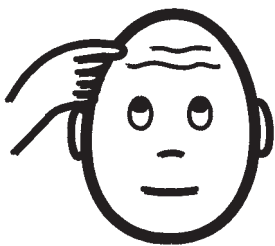


## Having your say

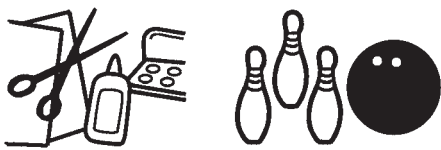


We have a service user meeting every week at Ducks Halt.

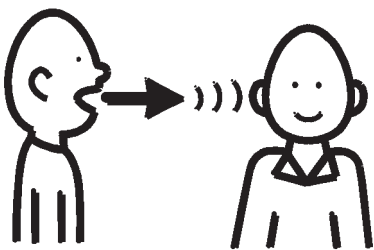
You can tell us what you think about Ducks Halt.



You can help interview new staff if you would like to.



You can help to plan outings and activities.

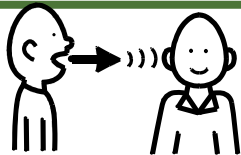


You can talk to an advocate too.

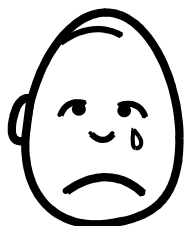
Advocates are people who help you have your say about what you need and what you want.



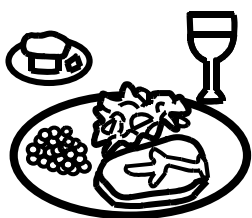
Your advocate works for VoiceAbility.



## Your right to complain



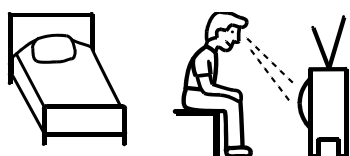
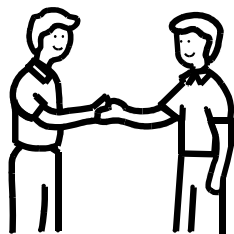
We want you to tell us about anything you are unhappy about at Ducks Halt. We will try to sort it out. This is called complaining. Complaining helps us to make things better.



You can complain about anything about Ducks Halt.

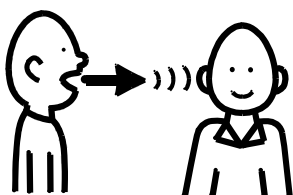
This could be

- people who support you
- your room
- things you do during the day
- food



You can make a complaint to the staff or you can phone the CQC about your concerns on 03000 616 161.

The CQC are people who ensure that you are cared for properly.



You can find out more in a leaflet Let's think about making a complaint.

# Your Notes

Dotted lines for writing notes.

# Your Notes

A series of horizontal dotted lines spaced evenly down the page for writing notes.





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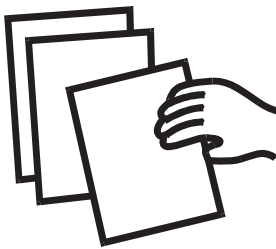


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You can get more information in these leaflets

- Let's think about making a complaint
- Let's talk about making decisions
- Let's talk about how you feel if you see a restraint
- Let's think about safe holding
- Let's think about your rights
- Let's think about advocates
- Let's think about bullying
- Let's think about door alarms
- Let's think about key workers