



Your guide to Victoria House

A Danshell Service



About Victoria House



Victoria House
30/31 Victoria Embankment
Darlington
County Durham
DL1 5JR



01325 244 960

Danshell runs Victoria House.

Victoria House is in Darlington.

Darlington has



shops



a brick train sculpture



Raby castle



Living at Victoria House



Victoria House is a residential service.

We have support workers who can give you the support you need.



If you are

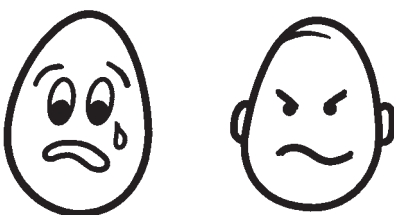
- a man or a woman
- 18 years old or older than 18

you can live at Victoria House.



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 Victoria House.



You will have your own room.

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



Victoria House has a bathroom and a shower room.

You will share the bathroom and shower room with the other people who live at Victoria House.

Victoria House also has



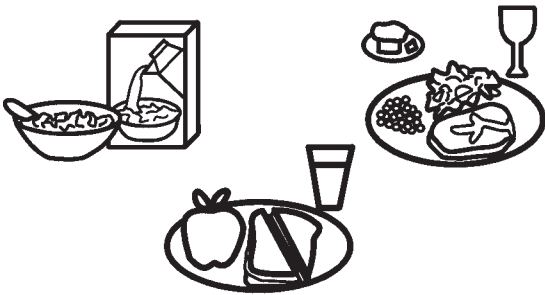
a kitchen diner



a lounge

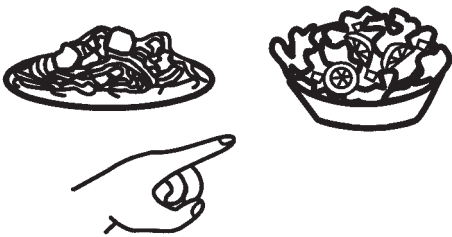


Food and drink



You can eat breakfast, lunch and dinner at Victoria House.

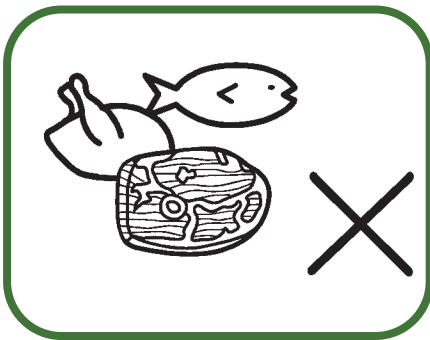
You can get snacks and drinks too.



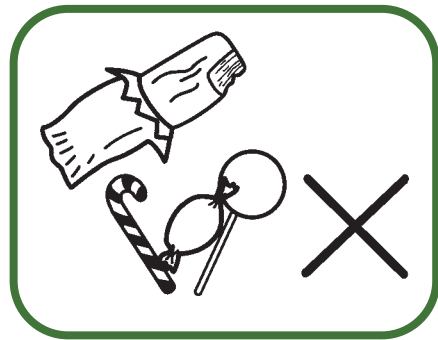
You can choose different things to eat.

If you need special food you can get that too.

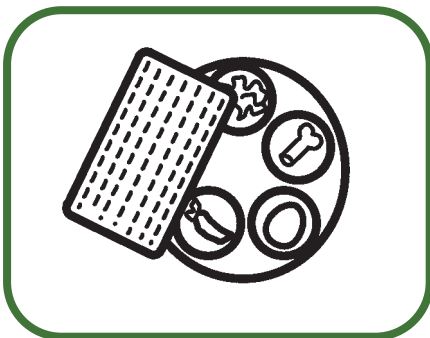
This could be things like



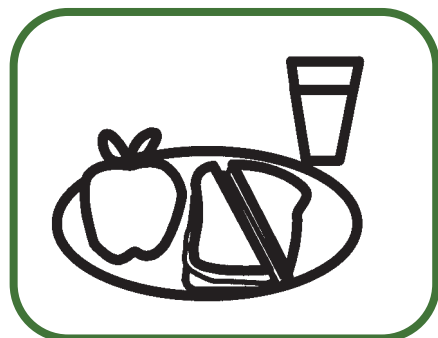
Vegetarian food with no meat



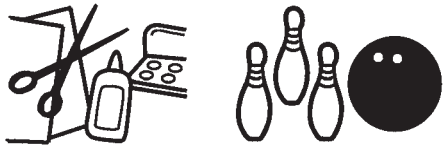
Diabetic food with less sugar



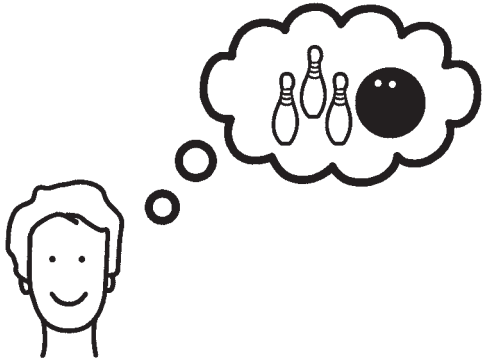
Kosher or halal food



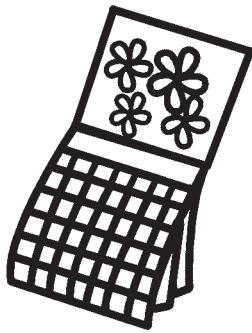
Healthy food with less fat



Things to do



The activity coordinator helps you plan activities and things for you to do.



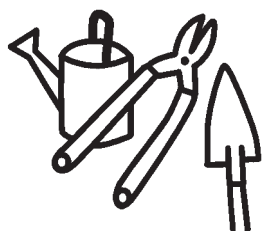
There are activities every day.



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



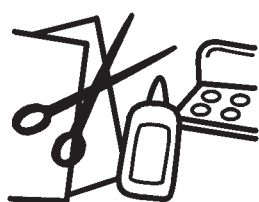
- keeping healthy



- cooking



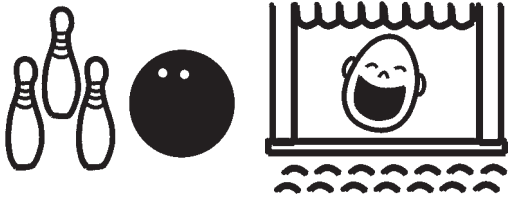
- keeping safe when you are out and about



- art classes at the art centre

- other things.

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



- bowling

- cinema

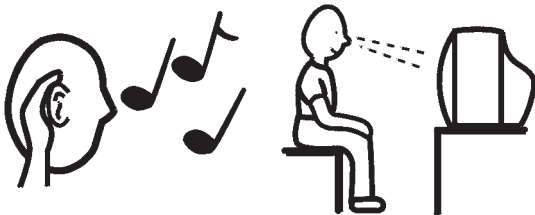


- swimming

- shopping

- other things.

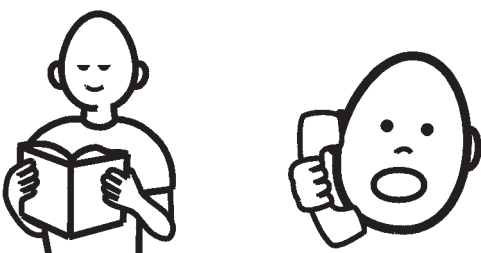
You can also do these things when
you want to



- listen to music

- watch tv

- read

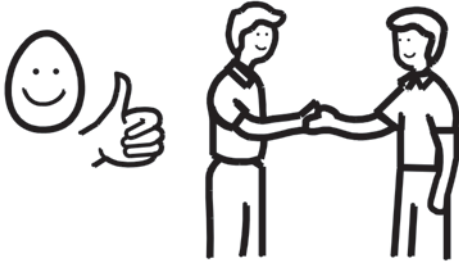


- phone your friends and family

- other things.



People who support you



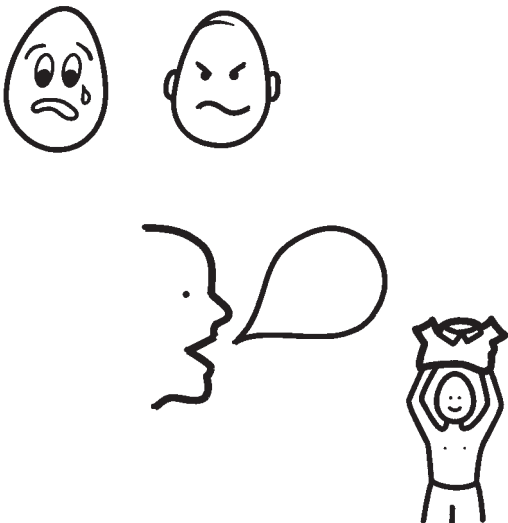
The people who support you at Victoria House have good training and know how to help.



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

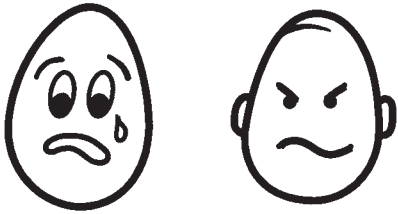


You will have a named key worker. This is a support worker who knows you really well.



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

- psychiatrist
- speech therapist
- occupational therapist.



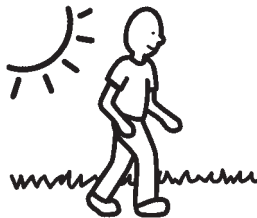
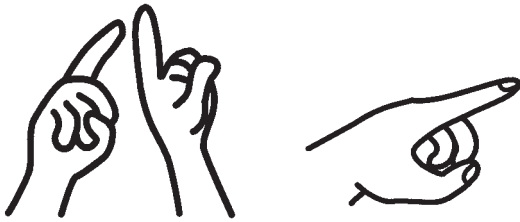
Your psychiatrist is a doctor who helps you with mental health problems.



bak	lute	tloe
blom	ctea	vam
letm	oktr	levt

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

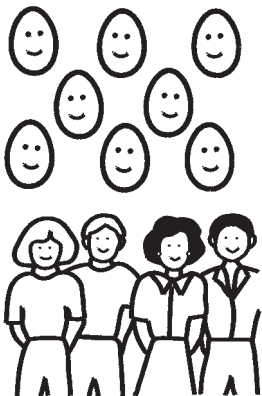


If your social worker thinks you should come to live at Victoria House they will tell us.

This is called a referral.



We want to make sure that Victoria House is right for you.



You can come and stay at Victoria House 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.

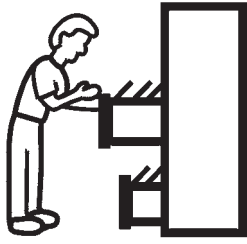


Someone will spend time with you. Together you will find out what is important to you. This will help us plan support that is just right for you.



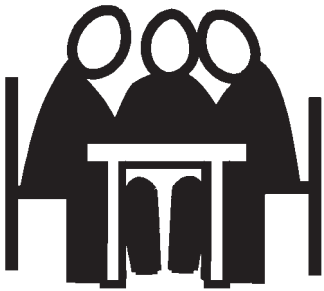
We have integrated care pathways. This means that everyone involved with your support or treatment works well together.

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

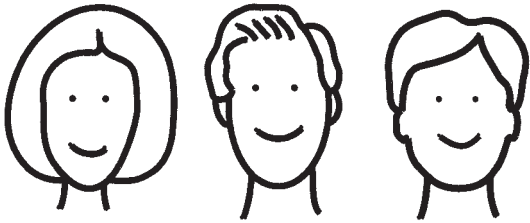


We keep any information about you private.

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



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

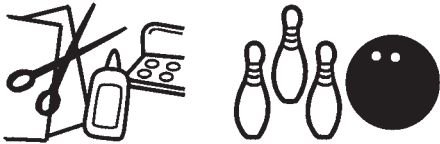


- your mum and dad or family

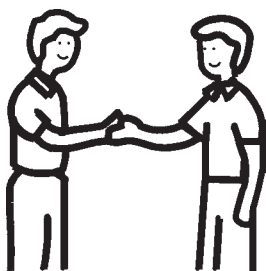
- your social worker



- people who support you at Victoria House.



We will talk about your support and the activities you do at Victoria House.

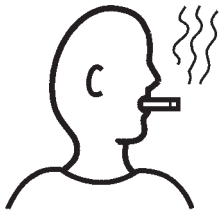


We will make sure you are getting the right support.

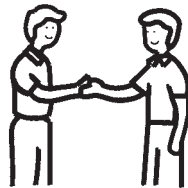


We will help if you need to see

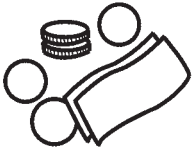
- a dentist about your teeth
- an optician about your eyes
- a doctor or a GP
- anyone else about your health.



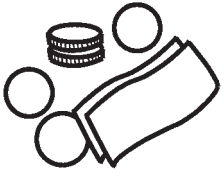
If you want to smoke you must go outside to the smoking area.



If you want to stop smoking your support workers can help you.



Paying for your support



Danshell gets money to pay for you to live at Victoria House.

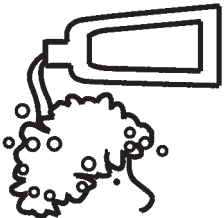
The money we get pays for these things



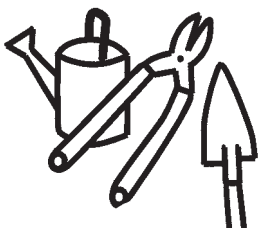
- your food and drink
- people to support you



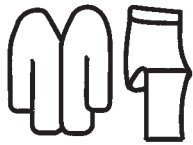
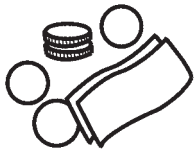
- heating
- lights



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

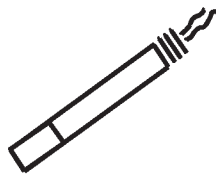
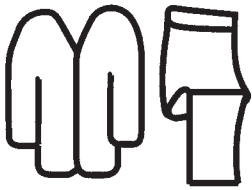


- things to do every day

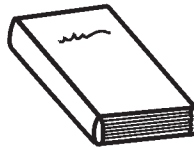


Paying for other things

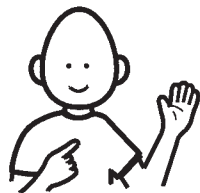
You have to use your own money to pay for these things



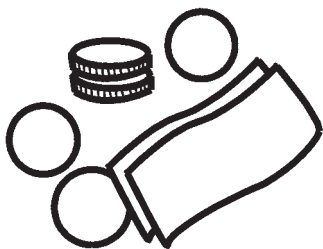
- clothes
- cigarettes



- newspapers
- books

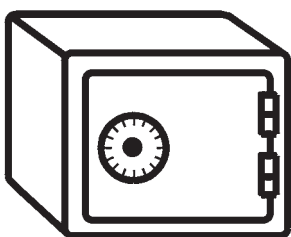


- getting your hair cut
- extra activities you want to do.



We will help you to keep your money safe.

You can lock up your money in your room.



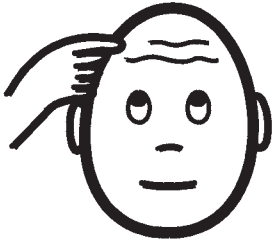
If you want us to we can also lock up your money until you need it.



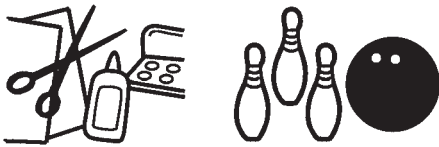
Having your say



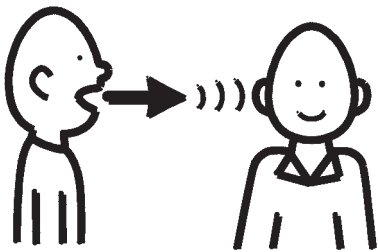
We have a service user meeting every week at Victoria House.



You can tell us what you think about Victoria House.



You can help to plan outings and activities.

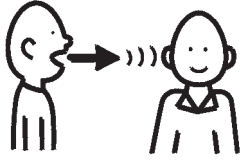


You can talk to an advocate too.

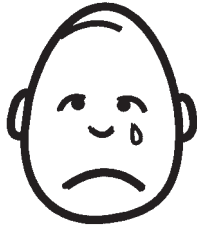
Advocates are people who help you have your say about what you need and what you want.



Your advocate works for Voiceability.

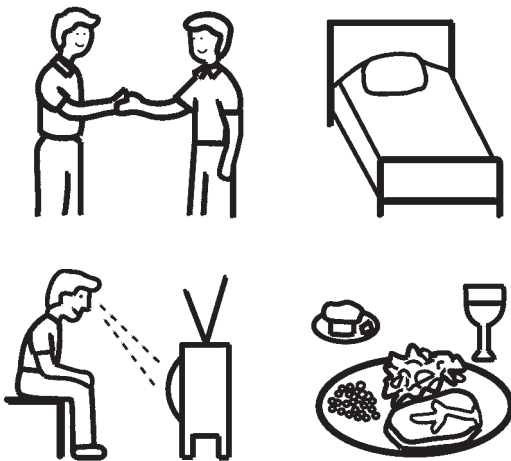


Your right to complain



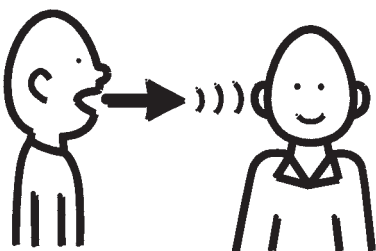
We want you to tell us about anything you are unhappy about at Victoria House. We will try to sort it out. This is called complaining. Complaining helps us to make things better.

You can tell us about anything about Victoria House.



This could be

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



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



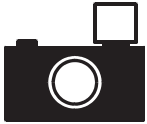
Easy words and design by Clear

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Thank you to John Clive Nicholson, Dr Brian Lynch and Dan882k9 for photographs of Darlington.

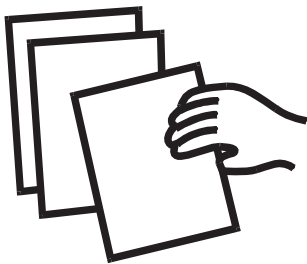


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You can get more information in these leaflets

- 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