NEW DIRECTION SUPPORT

BIBIANI

Further Information

New Direction Support *(a Premier Care Plymouth Ltd company)*
Registered Office: Old Court, Tavistock Road, Roborough, Plymouth, PL6 7BD
Company Number: 5842342
www.newdirectionsupport.com

NEW DIRECTION SUPPORT

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Introduction to Bibiani

Bibiani is a two-bedroom bungalow, specifically designed to provide robust temporary accommodation for people with complex needs, allowing appropriate time for arrangements to be made for repairs or sourcing long-term accommodation i.e. bidding on Devon Home Choice.

One of the many benefits of this property is that it can be rented under a licence for a specific period of time, rather than being locked into a tenancy agreement for at least six months, and this will provide the opportunity for relevant assessments to take place i.e. occupational therapy, and will also be helpful in relation to accommodation assessment in preparation for a DFG application if it is needed.

The property is in Horrabridge, a small and idyllic village located between Yelverton and Tavistock, and has a number of popular amenities in close proximity, such as a bakery (worth a visit even if you don't live in the area), takeaway, convenience store, a choice of two different pubs, a beauty salon, massage therapist and an art gallery.

Even though it feels like a very rural and out of the way location, it's only a 10-minute drive to Tavistock, and a 30-minute drive to Plymouth. There is also a bus service that runs frequently all week, providing quick, easy and convenient access to Yelverton, Tavistock and Plymouth.

Bibiani has been designed based on years of experience and knowledge from supporting people with complex needs, and comes with features described further in this supplement. It is also set slightly away from the main village, and because of this its location is ideal in regards to maintaining people's dignity, and reducing impact of potential noise on neighbouring properties.

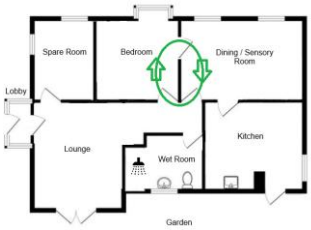
Property Features

CCTV available (*code for access provided where there is evidence of formal agreement*)

Underfloor heating (*controlled through an app on iPad*)

Completely ready for people to move in, all necessary equipment and items provided

Robust lockable fire doors in place



Circular route available (to support safe withdrawal during periods of dysregulation)

In-built projector and ceiling speakers (*with connectivity to people's Netflix / Prime Accounts*)

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Access to New Direction Support as a support provider (see page 10)

Kitchen with in-built appliances

Built in blinds (*and Velcro curtains in person's bedroom*

Ideal for people with reduced mobility

Robust and easy-clean furniture provided

All utilities included in the cost

Costings Information

Bibiani operates under a licence rather than a tenancy agreement, this means that there is no pressure to fulfil a specific term for length of stay, however, please note that people will need to vacate the property by the agreed date.

A stay at Bibiani will be £85 per night and includes:

- Rent
- Council Tax
- Gas, Water & Electric
- Internet
- Insurance
- Property Management Agency Costs
- Service Charge

Please note, where there are damages, this will be covered under a separate damages contingency fund of £5000 which must be formally agreed and in place before the person moves into the property.

If it looks likely that the cost of repairs is going to exceed the contingency fund amount, this will need to be reviewed, and further funds agreed or alternative accommodation sought.

Parameters for Length of Stay

New Direction Support will review each referral on a case-by-case basis.

The referral form provides a section which asks how long you intend for the person to stay at Bibiani, and it's really important to be honest with the maximum amount of time you think is needed.

There is no definite 'maximum length of stay' but generally speaking we would anticipate that the shortest possible stay would be one night, and the longest would be in the region of three months.

It's important to note that people will need to vacate the property by the agreed date without exception.

We will consider extending the stay if there are no other referrals with an immediate need, but this cannot be guaranteed due to being advertised nationally.

In addition, in rare circumstances, the agreement may be terminated by the landlord earlier than the agreed date. This would normally be in the following circumstances (this list is not exhaustive but provides a general guideline):

- Rent not being paid
- Damages not being reported in a timely manner
- Repairs being in excess of the contingency fund (and no further contingency being provided)
- Provider consistently failing to follow risk assessments leading to unsafe situations that are not being managed
- Excessive complaints from neighbouring properties (that cannot be managed)

Site Risk Assessment

After acceptance of the referral, we will then provide a licence agreement which will need to be signed by an authorised person / body, and we will also supply a site risk assessment to the person's support provider.

It's very important to note that this site risk assessment does not negate the providers responsibility to ensure adequate risk assessments and support plans are in place, relating directly to the person being supported, and also with regards to environmental risk assessments i.e. fire, food hygiene, slip, trip & fall, COSHH etc.

The site risk assessment should be thought of more as a helpful guide that clearly outlines robust control measures within the property grounds, but also identifies parts of the property that might need a bit more thought from the provider in relation to the person' specific needs.

Repairs Information

Due to the nature of the service being provided, damages are an expectation (in addition the usual wear and tear that you might expect with a rental property).

Contingency funding will need to be in place to cover the cost of repairs before the licence agreement is signed.

The person's support provider will be responsible for ensuring all repairs are reported promptly. This is extremely important as lack of reporting jeopardises the licence agreement in place, and could lead to the person being asked to leave earlier than the agreed date.

Contacts for repairs are as follows:

Emergency Repairs

Tel: 07960 856797

Non-Urgent Repairs

bibiani@newdirectionsupport.com

Emergency Repairs	Non-Urgent Repairs
Generally, this encompasses repairs which if left would be a significant risk to the person and their staff team. Emergency repairs will normally take place within 24-48 hours. Examples Include: • No electric • Electric wires exposed • Gas leak (contact 0800 111 999 first) • No water supply • No heating (from November – April) • Security compromised i.e. external doors won't shut or lock • Blocked toilet	These repairs do not hold a significant risk to the person and their staff team. Non urgent repairs will normally take place within 2 – 3 weeks. Examples Include: • Dripping taps • Broken cupboards • Loose tiles • Broken extractor fan • Damp / mould • Guttering repairs • Minor fence repairs

Referral Form

Rest assured that we have a huge amount of experience of supporting people with complex needs in supported living settings, and will not be easily deterred by any information you provide.

It's important that you give as much detail as you can in the referral form to support the decision-making process (it is more likely that referrals will be rejected due to lack of information than too much). An example of this, is rather than leaving the 'uncontrolled risks' column blank, to write 'none identified' or something similar, which then confirms that everyone involved believes the risks are adequately controlled, and provides extra assurance to the landlord.

The referral form can be found on our website

https://www.newdirectionsupport.com/bibiani/

Utilising New Direction Support

There are many benefits to utilising New Direction Support in situations where the person needs both accommodation and safe, caring, effective, responsive and well led service provision.

We became operational in 2007, and has grown from strength to strength over the years, having a particularly strong reputation for improving quality of life and quality of sleep (having adopted the PERMAH model to support this).

New Direction also created a ‘first of its kind’ accessible functional assessment tool called SMILES℠ to determine how best to support people to minimise anxiety / distress, and will always work closely with other professionals to ensure that people’s needs are met.

New Direction Support are also accredited by Investors in People at Gold level, which puts us in the top 21% of employers in the UK for our business size and sector.

You can find out more about New Direction Support and the service we provide by having a look through our statement of purpose:

https://shorturl.at/LlzUq

If the person requires New Direction Support during their stay at Bibiani, please ensure to fill this part in on the referral form and clearly state what level of support will be needed.

Complaints & Compliments

New Direction Support encourages open communication about satisfaction or dissatisfaction with the service we provide and we want people to know that they can always tell us about their experiences of the service they receive, and actively welcome suggestions from people on how we can improve things

We welcome complaints as opportunities to learn, adapt, improve, and provide better a service and aim to ensure that the complaints procedure is properly and effectively implemented and that people feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

We also welcome compliments about the service we provide, as it's encouraging when people feel motivated enough to compliment either the organisation or a member of staff for something they have done well, "over and above the call of duty".

Once a referral has been accepted, the complaints and compliments procedure will be supplied (along with the site risk assessment.

Please direct all complaints or compliments (regarding Bibian or New Direction Support) to Martin Malloch via the following routes:

(01752) 547252

mmalloch@newdirectionsupport.com

Old Court, Tavistock Road, Roborough, Plymouth, PL6 7BD

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