



# St Martins Highwater House



## Residents' Handbook

We want you to get the most from your stay  
and hope that you enjoy working with us

## Hello from Angela



Hello and welcome to Highwater House. I hope you will find the support we offer you helpful.

The staff team and I have worked together for many years providing care that is non-institutionalised and that aims to maximize your independence.

We offer a range of services and I am sure there will be something you will enjoy in our activities program. We are always looking for new ideas and would welcome your input.

The home provides support to many different people and we ask that everybody respects our differences and needs.

Above all we ask that you help us to create an environment that is friendly and tolerant.

*Angela, Care Services Manager*



## Introduction

Highwater House is part of St Martins - a charity supporting homeless and vulnerable people in Norfolk. The organisation has a number of services that specialise in different areas of care and support.

### St Martins' mission statement

To maximise independent living and prevent homelessness in our community by offering a hand up - housing, support and care - to the most vulnerable.

To enhance understanding and compassion towards homeless people in our community through education and advocacy.

At Highwater House you will be treated fairly and with compassion. You will be supported to make your own choices and to progress towards a stable and fulfilling life.

## About Highwater House

Highwater House is a 22 bed dual diagnosis care home. We provide 24 hour care for people with both mental health and drug or alcohol issues who are currently unable to live successfully in their own tenancies.

At Highwater House we support people to make changes in their lives in order to become more stable and able to cope. We understand that each person's story is different and that everyone hopes for different things out of life - because of this we do not have a prescribed process of recovery. We aim to create a person centred environment so each individual can make changes in their own way and at their own speed.

We are a **Psychologically Informed Environment (PIE)**. We believe peoples' behaviours are often dictated by a difficult past. We will help you to feel able to address these issues so they have less of an impact on your life as you work towards recovery.

## Referrals

To live at Highwater House you will have a social worker. They will have talked to you about your needs and created a care plan with your input. We will use that care plan as a basis for your support package at Highwater House.

The social worker will have organised funding for your placement at Highwater House - from time to time they will have to go back to get further funding and they will use examples of what you have been doing during your time at Highwater to achieve this.



## Assessment



The process of moving in to Highwater House involves being assessed – this is to make sure the service is right for you and that it can provide the sort of care you need. The assessment is a short meeting with the manager who will already have been given a referral form by the social worker and then a look round the home.

If you and the manager agree that Highwater House would be a good place for you then you will be asked back for an overnight visit – this will help you feel more comfortable about the moving in process and let you get more of an idea of how the home works. After this you will be offered a bed, initially with a 3 month trial period.



## Staff

There are staff in the home 24 hours a day to support you. All of the staff are very experienced in helping people that are struggling with their mental health and drug or alcohol use.

You will be allocated a keyworker whilst you live at Highwater House. They will be your advocate and can help you with any appointments, personal care, budgeting and any other aspects of your life you need help in.

You will see your keyworker regularly and take part in keyworking meetings where you can talk about your progress and any problems you may be having. Whilst at Highwater House you are expected to take part in these meetings as they give you and the staff a chance to raise any important things.



## What Highwater House can do for you

Highwater House provides care for people who are having a difficult time. We understand that people will have experienced very traumatic events in their lives and that they will often be using drugs and alcohol to cope. We understand that people may be experiencing poor mental health and may have some upsetting symptoms.

We plan lots of activities and social time at Highwater House. We aim to provide for a wide range of interests both in-house and out of the home. We have a caravan on the Norfolk coast for residents to go on holiday to and we promote residents to follow their interests.



You will be supported in a non-judgemental way to make positive changes in your life. We will help you reduce risky behaviour and to start to live a more balanced life.

At Highwater we believe that good relationships and a reflective environment will help people to feel more stable and able to address the causes of any risky behaviour. Staff share the social areas with the residents including the lounges and dining room meaning they are available to support you at any time.

Staff spend every evening in our activities lounge socialising with residents. Residents are free to join them to play games, chat or watch TV. There is always something going on and we welcome resident led activities.

We will help you access support from other services such as the doctor, CGL, the chiropodist and psychiatrist. By addressing all aspects of your mental and physical needs we will help you feel more able to cope.

## Structure (meals, welfare checks, drinks lounge, visitors)

At Highwater House we provide 3 home cooked meals a day at 8am, 12pm and 5pm. There is always a wide choice of different things on the menu and any dietary needs can met. Residents can have input into the menus and suggestions are always welcome.

Staff do 2 welfare checks a day – they go into every bedroom in the home to make sure everything is ok. These are at approximately 9am and 9pm. Even if you ask not to be disturbed the staff will still do a quick welfare check at these times to make sure you and the building are safe.

We are a wet house – people can drink alcohol in the building. We ask that alcohol consumption is kept to the drinks lounge and individual bedrooms. We have a ‘no spirits’ rule and ask that none are brought into the building.

Visitors are welcome in the communal area and dining room. Visiting times are 9.30 – 11.30, 1pm – 4.30pm and 6pm – 8pm. You are responsible for any visitors and their behaviour.

All medication is kept in the main office, dispensed by staff and taken in the medication room. This ensures everybody’s safety and is part of your contract of staying at the home.





### What is expected of you

At Highwater House we accept that people may have challenging behaviours and we are always willing to help an individual address these. You will be asked to be reflective on any disruptive behaviour and asked to leave the building for a time if you become too disruptive.

As part of a communal setting,

your behaviour will have an impact on other residents and we expect everyone to treat each other with respect.

Part of being a resident at Highwater House is to live successfully in a community and to accept help to learn or re-gain living skills to take back out into the wider world when you leave.

We expect you to try to communicate with staff and other residents and to take part in some meaningful activity during your stay.

At Highwater we accept that people use illegal drugs. It is very important to note however that illegal drugs are not allowed on the premises at any time and being found with them could put your placement in jeopardy.



### Under 1 Roof

Under-1-Roof is a training and development centre next door to Highwater House and you can use it as often as you want.

It has a wide range of courses available so there is something that will suit everyone.

Examples are music, art, boxercise, trusted tenancy and cookery.

### Confidentiality, security and safeguarding

At Highwater House we respect everybody's right to privacy. Staff will make sure that any information you provide them with is kept in a secure location. You will be asked during your assessment about who you are happy for personal information to be shared with and to sign a care plan to say this is ok.

We take confidentiality and safeguarding very seriously. The welfare and wellbeing of our residents is our top priority. If staff were told something that would have a serious negative effect on somebody else they may hand this information on to other services such as the police to make sure everybody is kept safe.

### Complaints

We welcome any complaints or suggestions you may have about the home. You can talk to your key worker or the manager. All complaints are dealt with seriously and in a timely fashion.

We hold regular residents meetings where you can raise any issues or ideas you may have.

### What residents say about Highwater House

- It's lovely to have company
- I like the art and games
- It's good for people to have something to do
- I like hanging out... the staff are friendly
- It can feel like a family

## Directions

Highwater House is 5 minutes walk from Norwich city centre.

Our address is:

Highwater House

104 Westwick St

Norwich

NR2 4SZ

Tel - 01603 766627

