

# SHP Service Profile

## ASHLEY ROAD

### Contacts and address:

**Service manager:** *Zoe Baxter*

**Service Deputy Manager:** *Giedre Zavistauskaite*

### Getting there:

Trains: Tottenham Hale station, Bruce Grove Station, Seven Sisters station and Northumberland Park station

Bus Routes: 166, 293

### Service Details

Ashley Road is a '**high support**' hostel that houses 18 people with complex needs – chronic substance use, mental health / dual diagnosis, anti-social behaviour and offending backgrounds. **While shifts can be quiet, staff should anticipate that occasionally anything can happen including police & ambulance call outs as well as overdose incidents.**

**This hostel is DOUBLE COVER at all times – no exceptions.**

We have 5 staff members plus our management team who oversee the day to day running of the project. The hostel is split between **Number 26** houses **10 residents** and **Number 30** houses **8 residents**. (Please note there is a very short walk between the two buildings)

**All** staff must familiarise themselves with each residents support and safety plan in order to understand the support each resident requires. An induction will take place from permanent staff to further help new staff familiarize themselves with project. Locums will work under the SHP Code of Conduct.

#### **Locum Tasks & Responsibilities**

- Prepare clear, concise and detailed written **handover notes** every shift for each client.
- Health & Safety walkabouts to be completed at the beginning of morning shift.
- Help out with room inspections.
- Answering of office phone calls and communicating relevant information via team emails.

- Help out with VOID turnovers.
- Get involved in the Opportunities Programme.
- Respond to incidents in a calm and professional manner – do not hesitate to call 999 for Police or paramedic assistance.
- Residents must be welfare checked & room checked at least every 3 shifts.

### **LNC Guidance**

The LNC shift at Ashley Road takes place from **10pm-8am Monday to Sunday**. It is important for the following guidance to be adhered to:

- Blinds must remain open in the office, so staff are aware of what is happening outside the project throughout the night.
- Hourly building checks for both **Number 26 and Number 30** (Checking for any maintenance issues, anti-social behavior or noise nuisance)
- Lounges at **Number 26 and Number 30** to be closed at **11pm**
- Clear written handover of residents' comings and goings on inform.
- Office to be locked if you need to leave to do building checks.
- Record neighbor complaints clearly and report back to managers.

It is expected for **all** LNC staff to familiarize themselves with each residents support and safety plan on inform in order to understand the support each resident requires. An induction will take place from permanent staff to further help new staff familiarize themselves with project.

### **General information**

- We have a no smoking policy in our communal areas.
- **We have a strict no visitors' policy – staff must not give out any information.**
- We have a no drinking policy in our communal areas.
- Residents should not be in the communal kitchen cooking and doing laundry after 11pm to minimize noise disturbance to other residents.

### **Naloxone/First Aid information**

- A Naloxone pen/s will be kept in the office in the event of an overdose emergency. Staff are to call 999 and only use the Naloxone pen if INSTRUCTED by the operator and if trained and confident to do so.
- The first aid kit can be located in the staff office in the cupboard besides the sink. It can be found on the lower shelves.
- In the event of any first aid being needed to be administered, this will need to be recorded via email to staff team and on inform under incident/accident.