Firethorn Close, Statement of Purpose

Firethorn Close is a purpose built site, which offers a variety of personalised and progressive support to adults with additional needs. Support offered across the site comprise of:

- Supported Living & Accommodation
- Community Support and activities
- Respite
- Crisis and emergency support and accommodation

What is Firethorn Respite?

Firethorn Respite (Swindon Family Breaks) is a 24 hour service providing short stay respite support for adults with a range of physical and intellectual disabilities. We can provide support 365 days of the year both during the day and overnight. The service is registered with CQC to provide “accommodation for persons who require nursing or personal care.”

There is a range of accommodation to suit the needs of the people we support. Accommodation is available in one house and one bungalow. The main house has 8 bedrooms which are all en-suite. We have 2 bedrooms with overhead hoists in this building.

The building is modern and bright and have full disabled access including a lift to the upper floor in the main building.

It is a flexible service, designed around the individual that provides support and accommodation whilst developing skills, building confidence and ensuring sustainability for the future. Firethorn Respite service offers flexible models of support which is tailored to meet each individual’s specific care and support needs. Packages of respite care are built around the individuals focusing on strengths and working towards specific outcomes to further development and independence.

- Individuals who needs challenge services
- People transitioning to Adult services from Children’s services
- People in other forms of support who wish to enhance their independence

Our Vision

Our aim is to;

- Support people to have an enjoyable and meaningful respite to enhance support within their ordinary residence.

- To provide a strength-led individualised service.
- To provide stable and continuous care within a supported environment.
- To promote dignity, respect, independence and links with the local community.
- To ensure that the service offers the highest standard of care, support and accommodation.
- To encourage individuals to develop their social and living skills and to take on new responsibilities.
- For support staff to give individuals respect, understanding, and guidance.
- To encourage individuals to make choices and decisions and to provide them with the necessary skills and information to do this.
- To work together as a team to fulfil the clients aims and personal goals, to maximise their potential and to live as part of the community.
- To support individuals to access community facilities such as education and leisure.
- To assist individuals to maintain relationships with family and friends and to develop new relationships.

How Will this be Achieved?

Firethorn Close will;

- Develop an individual support plan for each person who uses the service. This will detail all aspects of support needed. Support plans are reviewed annually and other parties involved in the support of the individual are invited to give their input
- Update support plans and risk assessments on a visit-by-visit basis as required
- Provide activities to the people we support or offer support to attend activities that they enjoy
- Ensure that we stay in contact with the families of the people we support. We recognise that people's families often play an important part in an individual's life and they can help us to provide the best support possible
- Integrate people into society as much as possible by going out into the community, as much as a person is comfortable to do so
- Ensure that all staff training is up-to-date and comprehensive
- Work closely with other agencies and professionals involved in each individual's care and support as appropriate
- Provide clear and accurate information for anyone using our service and ensure that each individual has a voice and an opportunity to have their say
- Regularly review the service as a whole and look at any areas that are highlighted
- Ask for and welcome feedback from people who use the service, as well as their support network in their everyday life such as family and other professionals

To build each client's self-esteem and produce feelings of self-worth

- Support plans and positive behaviour support plans will be continuously updated with a clear focus on developing skills for independent living and building on strengths and abilities.
- Support staff are motivated to listen to individuals and ensure their strengths and abilities are known, understood and built on effectively.
- Supported to make their own choices about their lives including exploring education and employment opportunities to achieve aspirations and true potential wherever possible.
- Create a safe, nurturing environment to enable clients to try to do new things that will help them live their lives to the full.
- Support to live in a way that promotes their privacy and dignity in their home and life.

- To be a valued, contributing and positive member of the local community.
- Support to help clients find their own personalised support when they need and access a wider network of support to help them move on to greater independence where possible.

Our Values

At Firethorn Close we believe that people with disabilities should be in control of their lives and able to make choices about how their care and support is provided. We promote choice and independence as much as possible and are committed to providing the highest standard of support to our service users.

We aim to provide flexible, person-centred care and support to individually meet the needs of each service user. We will also ensure that our support staff have the right skills to support people by providing training and support to them also.

We are dedicated to keeping our service users safe and empowering them with the skills to be able to keep themselves as safe as possible. We will support any service user who tells us they are being treated badly to choose how they want to carry it forward.

We are open and honest and welcome feedback on our service. We will listen to and work with our service users and their families to make any changes so we get better at what we do. We will also make sure our service users know about the complaints procedure.

We will try to work in a way that is supportive for the environment and will encourage all visitors to the service to do the same.



Equal Opportunities and Equalities



Firethorn Close wants to make sure that we treat everyone fairly. We work in line with the **Equality Act (2010)** and will not treat people unfairly who are classified as being under one of the protected characteristics included in the act.

We are also aware of our responsibilities with regards to all articles within the **European Convention of Human Rights**.

When we first meet with any new service user to our service, we will ask about their needs and agree a support plan with them. We will ensure that all service users know who to speak to if they feel they are being treated badly, or they would like to make a complaint.

Respecting Dignity and Privacy

Dignity and privacy are both key in the service that we provide. We will maintain these by;

- Providing any personal care in private
- Listening to our service users and having an open door policy to allow people to come an speak to us whenever they feel they need to
- Providing a safe and private environment for any discussions to take place
- Maintaining confidentiality at all times in line with GDPR regulations and the Council's Data Protection policy
- Supporting individuals in accordance with their wishes and needs
- Supporting people to take risks
- Enabling people to have choice in what they do whilst they are staying with us



Fire Precautions and Emergency Procedures

All staff attend an annual fire awareness course and complete 3 monthly evacuation exercises, under the direction of the Registered Manager. Where appropriate individuals are included in this. Firethorn respite Building A has a mains fire detection and sprinkler system.

All staff receive comprehensive training to include two yearly basic life support training.

There is a two level on-call service for emergencies out of hours. This is provided by staff who work within the service and we also have an emergency number for the Emergency Duty Team if we need Care Management input.

Service Information and Terms and Conditions

Registered Provider

Swindon Borough Council
Civic Offices
Euclid Street
Swindon
Wiltshire
SN1 2JH

Provider ID – 1-101661627

Office Address

Swindon Family Breaks
11 Firethorn Close
Gorse Hill
Swindon
SN2 1FH

Tel: 01793 481373

Statement of Purpose: Updated 13/10/2026

Firethorn Close offers support to any person who is over the age of 18 and has a need for care and support. Care and support needs include:

- Learning disability
- Sensory requirements
- Mental health
- Autism
- Behaviours that challenge
- Physical disabilities
- Dementia

Referrals are made via a Care Manager (Social Worker) at Swindon Borough Council. Prior to a service user being assessed by the service, we require a Self-Assessment Questionnaire (SAQ) or a Social Care Assessment (SCA), a ferral detailing the person's level of need completed by a care manager, and confirmation of the support needs being requested from the service.

The Team

Head of Regulated Services – Kelly Keane

Kelly's role for Swindon Borough Council is to oversee all of our in-house adult regulated services. This includes Older People's services and Adult Disabilities.

Operational Registered Manager – Stephanie Davidson

Stepth is the Registered Manager for all of Swindon Borough Council's In House Adult Disabilities Services.

Deputy Manager –Claire Allaway

Claire is the Deputy Manager for all of Swindon Borough Councils In House Adult Disabilities Services.

Senior Support Leads

Firethorn Close operates with two Senior Support Leads, who lead and drive staff morale and are positve role models. They are enthusiastic, motivated and organised, working together with the senior management team to create and maintain an postitive atompshere and progession for the site.

Support Staff

Firethorn Close support staff, ensure they are approachable, accessible, good listeners, effective communicators, reliable, honest, interested, motivated and competent to carry out the tasks required of them.

The staff at Firethorn Close are skilled and have supported people with different disabilities for many years. Staff undertake a robust induction to the service and undertake mandatory and statutory training annually, which includes manual handling, medication assessment and basic life support. Staff have also attended specialist training which includes Peg Feeding, Stoma

Care and Epilepsy with rescue medication. Staff are encouraged to enrol on to level 2, level 3 and level 5 diplomas, relevant to their role and responsibilities.

Firethorn Close invests in a training programme for staff members that is ongoing throughout their employment. Staff are trained to understand client's individual needs, regarding their disability, culture, communication and specialist programmes.

Staff will only be confirmed in post following completion of an enhanced DBS check, satisfactory references and fit to carry out the role questionnaires.

Complaints, Compliments and Quality Assurance

We always welcome feedback from our service users and the people they are close to whether that be complaints, compliments or suggestions for how we can make things better. Firethorn Close is committed to providing a high quality service, which meets the needs of the service users.
To monitor the quality of the service we provide we will:

- Ensure all necessary staff checks are carried out through interview, references, DBS checks, training and ongoing supervisions and appraisals
- Carry out service user satisfaction surveys and use the results to plan where we can improve. Service users are given the opportunity to complete an annual satisfaction surveys for families to complete
- Offer a comprehensive and adaptable training package to all of our staff
- Hold regular team meetings
- Carry out a review of support plans with each service user at least once a year, or more frequently if necessary

Inspection Reports

You can see a copy of our last Inspection Report produced by the Inspector from The Care Quality Commission by:

- Viewing the copy we hold at Swindon Family Breaks
- Requesting a copy from our office
- Calling the Care Quality Commission on 03000 616161
- Writing to the CQC at:
  Care Quality Commission
  South East Region
  Citygate, Gallowgate
  Newcastle-Upon-Tyne
  NE1 4PA



- Viewing the report online at www.cqc.org.uk