

# Richardson Care

*caring is in our DNA*

Specialist residential care  
for adults with learning disabilities  
and complex needs





Community

Inclusion

Choice

Respect

# Proven Track Record

## Richardson Care

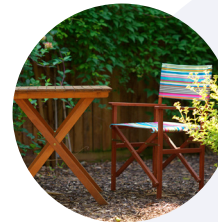
We provide specialist residential care for adults with learning disabilities and complex needs. Our focus is on providing a homely and supportive environment to allow people to thrive

Our three specialist care homes cater for people with a range of needs.

## 30-year Proven Track Record

Everyone is unique in the needs, personality, interests and preferences, so there is no 'one size fits all' approach to their care. We measure the success of our services on the impact that they make on each individual. Our focus on psychological support often reduces dependence on medication, while increasing the quality of life and well-being of the service user.

Experience gathered over more than 30 years, remaining true to our core values and a willingness to innovate have resulted in the unique combination of factors that drive our success.



Laura & Greg Richardson Cheater

# Person-centred care provision



Members of the MDT (multi-disciplinary team) take an active role in delivering a combination of one-to-one therapeutic input and group work, depending on the needs of the individual.

# Person-centred

## Person-Centred: Focusing care on the needs of the person, rather than the needs of the service.

We put the service user at the heart of every decision we make. Before admission, we take care to fit the right person into the home, taking into account the existing residents. Each person has the input of our multi-disciplinary team, who devise their individual care plan. This aims to meet their current needs and support them to achieve their personal goals.

A high-calibre team of neuro specialists, experienced managers, activity leaders and dedicated care staff work together to deliver personalised care.

*“Since my son has been with Richardson Care he has improved immensely. He is more like his old self. The staff are amazing - so caring, and I feel confident in their care for him. They keep me informed of his welfare.... I couldn't wish for better care for my son.”*

Jane Schmelzter



# Innovative

**Innovative: Making changes in something established, especially by introducing new methods, ideas or products.**

Over the last 30 years, we've never stood still. Innovation comes from putting the service user first and being creative in finding ways to support them in their lives. For example, we turned an established behavioural tool on its head – our psychology team devised the Positive Behaviour Tool, which reduces challenging behaviour by identifying, measuring and reinforcing positive behaviour too.

*“Our nephew, John, has been living within the Richardson Community for the past twenty years. During this time John has blossomed to become a mature adult. When John arrived in your care, he was a frightened and scared young man and had to be drugged to dampen his challenging behaviour. By your caring work, you were able to gradually withdraw drug therapy and allow John’s true personality to emerge.”*

Michael & Patricia Clarke



Pedro Areias Grilo

**Music**  
Enrichment



Martin the Music Man



*“It is a pleasure and a fulfilling experience to be a little piece of the amazing and outstanding family that is Richardson Care.”*

Pedro Areias Grilo, Consultant Clinical Psychologist



*“Our son leads a very full and varied life, engaging in a wide range of suitable activities. He has his own en-suite room to provide him total privacy when that is appropriate. The atmosphere in the home is exactly that, i.e. homely and not in the least institutional. As we grow older, it is a great comfort to us to know that he is, and will continue to be happy, safe and well cared-for.”*

Dr Robert Smith





# Engaging

## Engaging: Tending to draw favourable attention or interest

We know that finding a residential placement for their loved one can be a difficult and stressful time for families. We engage with families as early as possible, carefully managing the transition to the new home. This is often a move from school into an adult environment and is handled sensitively according to each individual's needs.

Providing a warm, family environment with a dedicated support team enables our service users to feel safe and happy. This means that they are better able to engage with their therapies and achieve their goals.

Being an independent and family-run business gives us the freedom to invest in high-quality, sustainable homes. We're not driven by short-term gains, but take a long-term view. We're serious about providing a home for life for our service users and we know their families depend on us.

*“The overall experience of the staff and management of the home is excellent, they not only care and look after our daughter, they are very supportive of us as a family”*

Frances A



# Inclusive

## Inclusive: including many different types of people and treating them all fairly and equally

In 1989, Brian and Jackie Richardson founded Richardson Care on the values of community, social inclusion and respect, supporting service users to fulfil their potential and live happy and rewarding lives. We remain true to those values today.

We encourage and support service users to take part in social and community activities, both within and outside the home. These include arts and crafts, music, games, sports, cinema and theatre visits, day trips, pub lunches or shopping. We provide supported home visits and holidays, recognising the importance of family relationships.

Some service users come to us from difficult or abusive residential settings. By understanding where their challenging behaviour comes from and building trust, we support people to manage their behaviours. If they are no longer frightened and better able to communicate, they settle down into a safe, secure and caring home.

*“We are grateful for the inspiration and perseverance of the late Brian Richardson and the support of excellent care staff, which enabled our son to settle into a home environment. We continue to be impressed with the care he receives.”*

Mr A P Calliste

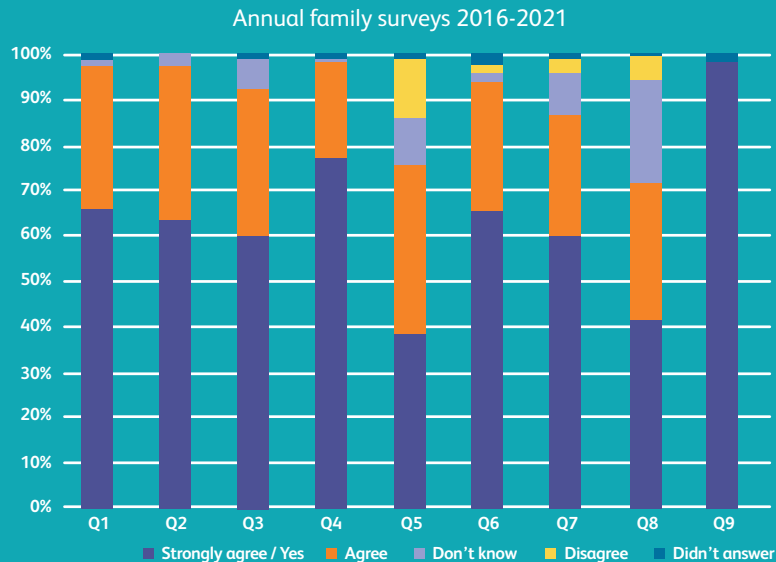


*“I get to do a lot of activities [such as] art, CST [cognitive stimulation therapy], relaxation. Having lots of activities keeps me busy and occupied. I’ve developed literacy skills. Thank you care staff for helping me and supporting me all the way through my life.”*

Kay, service user

# Commitment

Each year we ask the families of service users in our care to complete a short survey about the quality of care provided. We are proud of the consistently good results, with 100% of those who responded saying that they would recommend Richardson Care.



## Questions:

Do you strongly agree, agree, don't know or disagree with the following statements?

1. I am happy with the care provided for my relative
2. The home has a warm, non-institutional feeling
3. The home provides an inclusive or family environment
4. Staff are friendly and approachable
5. I am regularly updated with information
6. I feel that my relative is treated with dignity and respect
7. I feel that their quality of life has improved since they arrived at Richardson Care
8. I feel that my relative takes part in meaningful and/or enjoyable activities
9. Would you recommend Richardson Care? (Yes/No)

## Commitment: willingness to give your time and energy to a job, activity, or something that you believe in.

As Directors, we are committed to support our managers, clinical team and staff. We are unusual in the amount of face-to-face training we provide and we believe that staff training and self-development are crucial to the well-being of both our employees and our service users: staff need to feel supported and confident in their skills so they can do their job to the best of their ability.

Staff are paid to attend all training sessions and we also pay for external courses and examination fees. This is not the case in many other organisations.

In turn, our care staff are committed to the well-being of our service users, supporting them to lead happy and fulfilling lives.

*“He has been there over 20 years.  
Quality of life could not be better.”*

Family member



Jane Payne,  
Clinical &  
Operational Officer



Tally Thumwood  
Registered Homes  
Manager

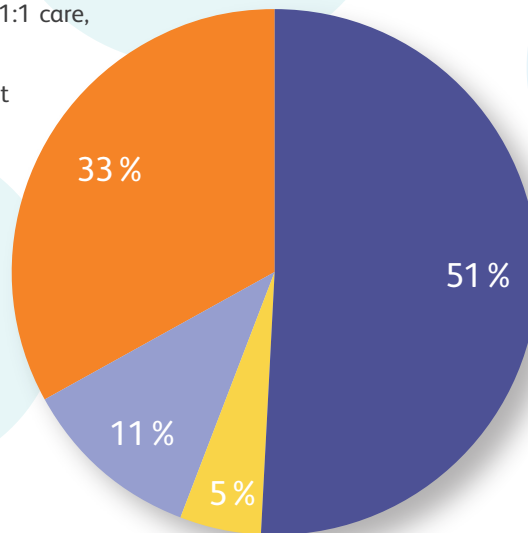
# Value

## Value: The importance, worth or usefulness of something

Following an initial assessment, we provide a costed care plan that includes all residential care, support and therapeutic input, such as psychology, psychiatry, occupational therapy, speech and language therapy, physiotherapy. We also include social activities, supported home visits and holidays.

This inclusive pricing model means that budgeting is straightforward and predictable. In addition, some service users start with 1:1 care, which reduces once they've settled in.

The weekly standard care fee of £2,634.71 equates to just £15.68 per hour. Of this 51% is spent on staff costs, which enables us to maintain a consistently high quality of care.



*“People with intellectual/learning disabilities frequently have complex comorbidities, and the management of these conditions by Richardson Care is second-to-none. It ensures the best outcomes in terms of care, welfare and safeguarding.”*

Dr Seth Mensah,  
Consultant Neuropsychiatrist





# Richardson Care



2 Kingsthorpe Grove  
Northampton NN2 6NT



8 Kingsthorpe Grove  
Northampton NN2 6NT



23 Duston Road  
Northampton NN5 5AR



Call our admissions and referrals team on **01604 791071** for more information or to arrange a visit.

## Richardson Care

The Richardson Mews, Kingsland Gardens, Northampton NN2 7PW  
[www.richardsoncares.co.uk](http://www.richardsoncares.co.uk) [welcome@richardsoncares.co.uk](mailto:welcome@richardsoncares.co.uk)

Telephone: 01604 791266

Richardson Care Holdings Limited, registered in England & Wales: 12432902 |  
Registered office: Peterbridge House, 3 The Lakes, Northampton NN4 7HB

