

# Ashley Phoenix



A national charity since 1911



## Who we are

We are a specialist registered care home, without nursing, in Bath. We can provide 24-hour support to eight men and women over the age of 18. The people we support are deafblind, with additional complex needs including physical and learning disabilities. We have particular experience in supporting people whose previous placements may have broken down because of their complex needs.

We also specialise in supporting people to learn to live more independently - according to their abilities - by helping them to make the most of their existing skills, and develop new ones.

We use a range of appropriate communication techniques, always take a person-centred approach and encourage positive risk-taking in all aspects of our care planning and review process. By doing this we make sure that everyone is fully involved in their support. We also seek to understand what people are trying to communicate through their behaviour and find ways to support them to express themselves constructively.

## How we can support you

We can give you a safe and comfortable place to live. Our home has eight bedrooms, three separate bathrooms (two of which are wheelchair-accessible), four toilets and a shower room. We also have two kitchens, two lounges, and an art room. Our home is part of a larger complex with beautiful, communal gardens - and there is lift access to the main building. We have also got our own garden but you have to go down steps to get to it.

Our staff, who will support you on a one-to-one basis, are trained to meet your individual needs. We can support you with all aspects of your daily life - from making healthy lifestyle choices and managing your medicines to cooking, budgeting, learning new skills and getting involved in the local community.

We will always communicate with you in the way you prefer - and support you to create a person-centred plan. This describes what is important to you, how you want your life to be and what help you need to make this happen.

Care and Support

Live life your way - we're here for you

## What's important to us

- To work in a culture where people's limitations are not a barrier, and to offer support that is realistic and structured to each individual so they are able to reach their full potential
- Empowering the people we support and working in a person-centred way
- Working hard but having fun
- Making sure the people we support are happy, safe and healthy
- Including families in the support we offer
- Having an open and honest work environment
- Being kind to others and thinking about their wants and needs.

## What people say about us

“The staff enable the people who use the service to be independent, as far as possible. When they spoke about the people they cared for they expressed warmth and dedication. People were provided with activities, food and a lifestyle that respected their choices and preferences. Relatives praised the level of service with one commenting “They're first class in every way. They keep in contact and bring X home for family visits. It keeps the family together”.

– From Care Quality Commission  
Inspection report



## Where we are

Our home is on the first floor of the main building at Poolemead House, in the Twerton area of Bath. People who live here also benefit from the facilities that Poolemead offers such as a Jacuzzi, and a coffee lounge. Twerton has good local facilities and is just three miles from the centre of Bath – with an excellent bus service to the city centre.

Local amenities include a large shopping centre, spa, cinemas, and a variety of restaurants, pubs and cafés. There are also excellent train and coach links to the rest of the UK.

Poolemead offers such a diverse range of support services and housing, the people who come here can take transitional steps to increase their independence, participation, and inclusion as fully active members of the wider community. These services include six residential care homes, a nursing home, community and outreach services, supported housing and educational and occupational activities.

## Contact Us

Please contact our Referrals Co-ordinator if you want:

- more information about the service
- to make a referral
- to arrange a visit
- to have a chat about how we can support you.

  0333 240 5659

 [referrals@hearingloss.org.uk](mailto:referrals@hearingloss.org.uk)

 [actiononhearingloss.org.uk/careandsupport](http://actiononhearingloss.org.uk/careandsupport)

Address: Ashley Phoenix, Poolemead House,  
Watery Lane, Twerton, Bath BA2 1RN