



Information for students and volunteers

Heathlands, Harker Road Ends, Carlisle, CA6 4HN

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Welcome to Heathlands

A person-centred learning community enhancing wellbeing and health

Heathlands offers a varied programme of supported day-time activities for adults with learning and other disabilities including life skills, catering, arts, crafts and textiles, drama, music, ICT, film making, radio editing, photography, Maths and English, outdoor pursuits and healthy living programmes. Alongside these we offer the opportunity to undertake national qualifications and accreditations.

By working closely within the community, Heathlands supports individuals to make positive decisions about their lives that can lead to further education, training and employment, as well as having a positive impact on their personal lives.

Our offer:

- Flexible, enjoyable opportunities to enhance wellbeing and healthy lifestyles
- Creative learning opportunities and new experiences in the community
- A calm, informal place to spend time with friends and socialise with others

Our values

- We respect and promote people's diversity, individuality and choices
- We're skilled, talented and determined to make a difference to people's lives
- We're innovative and ambitious, and are continually improving what we do
- We collaborate with those who will add value to what we do
- We love to celebrate and share our achievements!

The team

The team is the beating heart of Heathlands; we're qualified individuals with specialist skills that enable us to offer an ever-changing range of activities and opportunities. We welcome students and volunteers to work with us and are happy to provide guidance and answer your questions.

With trained and experienced staff, Heathlands enables people to achieve their potential through individual development plans that are prepared with each individual.

Heathlands' members

Heathlands offers supported day-time opportunities for a total of 80 adults with learning and other disabilities and supports about 30 members on a typical day. The team supports members to determine how they would like to spend their day at Heathlands. Everyone's free to choose from a wide range of activities and quiet time if they prefer.

Our story

Heathlands is a third sector social enterprise with any financial surplus being re-invested to ensure the organisation's sustainability. Glenmore Trust founded Heathlands in October 2006 and in 2013 the management committee recognised that Heathlands would be better placed to access charitable funds and donations if they were independent of the Glenmore Trust. As a consequence, The Laurie Brewis Trust was set up to provide opportunities for those with disabilities and other hard-to-reach groups and took over the running of the Heathlands in 2013.

Information about your placement/voluntary work

Your placement

We are delighted to welcome you to Heathlands. We strive to offer you a learning experience which you will enjoy and which will complement your studies and inspire your ambitions for your career.

During your placement you will have the opportunity to work with groups and individuals. The placement will provide a rich insight into the daily lives of adults with learning and other disabilities.

At the start of your placement you will work closely with the group leaders who will support your learning. As you become more familiar with Heathlands and the members you will have the opportunity to plan sessions which will enable you to develop your planning, activity analysis, assessment and evaluation skills.

We ask that you communicate well with us and ask a group leader if you're unsure about anything. We're open to suggestions and actively encourage you to seek opportunities to develop your skills as a future professional through any project work whilst at Heathlands.

Your supervisor

Placement supervisor is Clive Rhodes: Clive.Rhodes@heathlandscumbria.org 01228 674950

Hours of work

The working day at Heathlands is 9am to 3pm. We have our lunch break at 12.00-12.45pm; members and staff eat lunch together in the dining room, quiet room or conservatory - please bring your own lunch. Tea, coffee and juice are freely available at Heathlands.

Heathlands is closed on public bank holidays. Please contact your Placement Supervisor if you need to make alternative arrangements for your working day at Heathlands.

Transport to Heathlands

Our address is: Heathlands, Harker Road Ends, Carlisle, CA6 4HN Tel: 01228 674950

It's your responsibility to make your own way to Heathlands; you're welcome to use our

free on-site parking. If you're using public transport, we run a free shuttle bus from ASDA at Kingstown leaving at 9am and a drop off at 3pm which you're welcome to use. If you'd like to use this service, please discuss this with your Placement Supervisor before you start your placement.

Your responsibilities

Your role is to support members to enjoy and benefit from the opportunities available at Heathlands. We offer a very wide range of opportunities – to get some idea of what's on offer please visit www.heathlandscumbria.org

Each morning one of our group leaders takes their turn to manage the staff, members and jobs/rotas for the day. Each morning please make yourself known to the group leader in charge and they will give you your duties for the day.

We strive to provide students and volunteers with wide-ranging experiences which are informative and enjoyable. Whilst you're at Heathlands you won't be required to carry out tasks that involve personal care, updating confidential records or carry out tasks you're not happy or comfortable with. If you are unhappy at any point during your placement/volunteering please contact a group leader or your Placement Supervisor immediately.

At the end of the day you may be asked to help out with the end of day tasks, which will be given out by the group leader in charge.

Your conduct

- Please always be polite and professional towards our members.
- Please arrive on time and inform a group leader if you're going to arrive late or need to leave early.
- Please listen to what staff ask you to do.
- Please always turn up to work in a professional manner, if you are deemed to be in an unfit state for work you will be sent home.
- Please actively join in with supporting Heathlands members.
- Please ask if you are unsure about anything to do with your placement/voluntary work.
- Please only use your phone if it's absolutely necessary.
- Heathlands is a smoke-free site.

Please note: If you fail to act or behave in a professional manner at all times, the management reserves the right to terminate your placement/voluntary work.

Confidentiality

Whilst on placement you are able to read our members files, which are kept in the office in the members filing cabinet, these files are confidential and must stay in the office and the information in them must **not** be discussed outside of the office.

Dress code

Please come to Heathlands appropriately dressed for work.

- Please bring suitable outdoor clothing as you may be working outside at some point.
- Please wear comfy shoes or trainers; open sandals, flip flops and high heeled shoes should not be worn at Heathlands (sturdy shoes, boots or trainers are ideal).
- Please wear comfy clothing which is not revealing in any way. (Jeans and a T shirt or sweatshirt are ideal.)
- If you have long hair you may need to tie this up at some point – if you are working in the kitchen, for example.

Sickness absence

If you are taken ill while you are at Heathlands it is vital you contact your Placement Supervisor immediately to let us know that you will not be in that day. If you become ill during the day please inform your Placement Supervisor or a group leader before you leave the premises.

Health and safety

Staff will carry out risk assessments for the activity and the members. Staff will record and investigate any accidents or incidents. However, you are responsible for carrying out your own risk assessment for yourself. Your placement supervisor will ensure your safety at all times.

Your personal belongings

You must take full responsibility for your personal belongings whilst at Heathlands; we suggest you leave any valuables at home. We're unable to take responsibility for any valuables you bring to Heathlands.

No smoking

Heathlands is a non-smoking site. If you leave the site at lunchtime to smoke, you must inform a group leader.

Complaints, concerns and compliments

Should you have any concerns about your placement, whether it be a service user, member of staff, visitors or the work you are doing, please report these to your placement supervisor or a group leader immediately. If you have a concern about your placement supervisor you should report this to your tutor.

We value the contribution made by students and volunteers to Heathlands. We're always happy to hear your ideas and suggestions so please ask questions and help us to help you to get the most out of your time with us. Before you leave, we will ask you to complete an evaluation form to enable us to continually improve students' and volunteers' experience at Heathlands.

Comments from students and volunteers who've spent time at Heathlands:

"Lovely place with great staff who care highly about all service users and their wellbeing". Kelly

"I enjoyed every minute and feel I have learned a lot and developed as a person" Hannah

"I feel my communication and team working skills have developed and become a lot stronger; which I believe is essential for working in the Health and Social Care sector" David

"It was the best placement I've ever been to!" Magda

"It's been a great learning experience and both members and staff have been very welcoming" Laura

Appendices

NHS Values

Respect and dignity

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

Commitment to quality of care

We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

Compassion

We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

Improving lives

We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

Working together for patients

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

Everyone counts

We use our resources for the benefit of the whole community, and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources, we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

Policing Principles

- Accountability
- Integrity
- Openness
- Fairness
- Leadership
- Respect
- Honesty
- Objectivity
- Selflessness

Further reading to support your placement

Heathlands is a friendly and close-knit community and we all hope that you enjoy your placement; we look forward to welcoming you soon.

Please find attached, a list of a few websites that you may find helpful to look at before or during your placement at Heathlands:

- **Foundation for People with Learning Disabilities:**
<http://www.learningdisabilities.org.uk/help-information/learning-disability-a-z/c/communication/>
- **British Institute of Learning Disabilities:**
<http://www.bild.org.uk/information/ageingwell/resources/>
- **Social Care Institute for Excellence:**
<http://www.scie.org.uk/topic/careneeds/learningdisabilities/adultswithlearningdisabilities>
- **Scope about Disability:**
<http://www.scope.org.uk/support?gclid=CIKw3LXp3sMCFYcSwwodOrkAtw>
- **The National Autistic Society:** <http://www.autism.org.uk/about-autism/autism-and-asperger-syndrome-an-introduction/what-is-autism.aspx?gclid=CJ-3lezl3sMCFYvpwgodZ38AgA>

You can also find us on Facebook: <https://www.facebook.com/Heathlands.Cumbria/>



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