

Your guide to Lowry House

About Lowry House

Pudding Lane, via
Viner Way, Godley,
Hyde, Manchester,
North West SK14 3BS

0161 6961 690

Cygnet Health Care runs Lowry House.

Lowry House is in Manchester.

Nearby there is:



leisure centres



parks

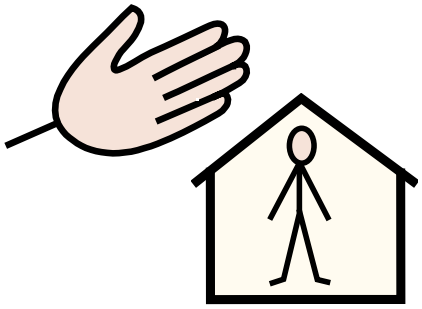


cinema



bowling

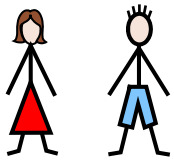
Living at Lowry House



Lowry House is a residential service where you get support from specially trained support staff.



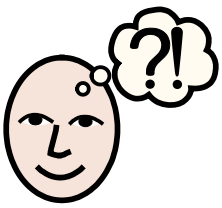
We can give you support if:



- you are a man or woman

18+

- you are 18 years or older



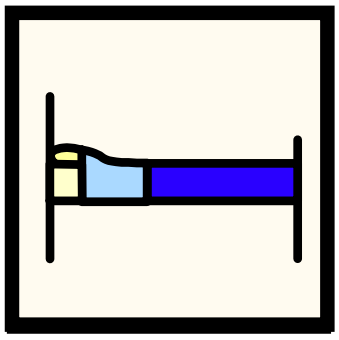
- you have a learning disability



- you have mental health problems that means you get really stressed or unhappy.



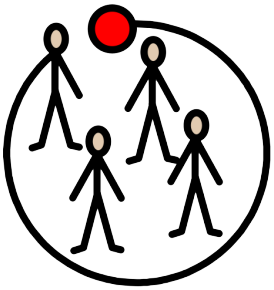
Your friends and family can visit you at Lowry House.



You will have your own room.

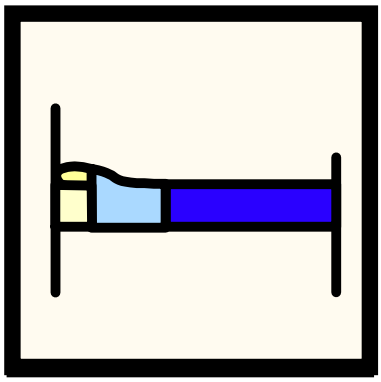


You might have a bathroom of your own next to your bedroom.

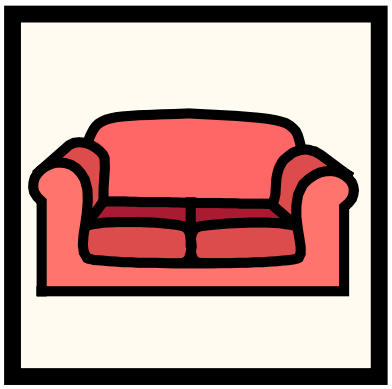


You might have to share a bathroom or shower room with other people.

Lowry House has...



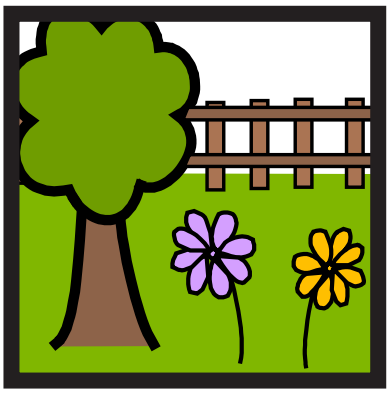
bedrooms



lounges

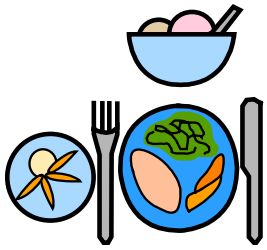


a kitchen



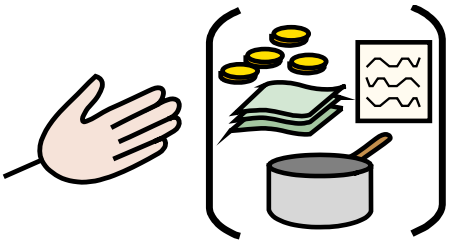
a garden

Food and drink



You can eat breakfast, lunch and dinner at Lowry House.

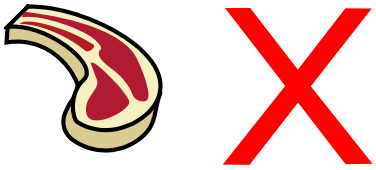
You can get snacks and drinks too.



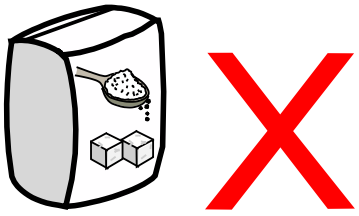
We will support you with developing independent living skills such as shopping and cooking for yourself.

If you need special food you can get that too.

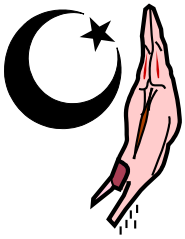
This could be things like:



Vegetarian food with no meat



Diabetic food with less sugar



Kosher or halal food



Healthy food with less fat

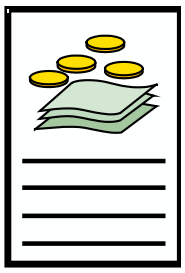


Things to do...





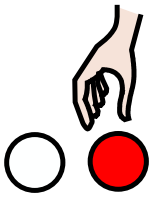
The staff will help you plan activities and things for you to do.



We will help you to plan out your budget for activities for the week.



You will get the support you need to:



- make choices

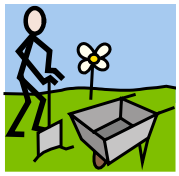


- try new things



- do as much for yourself as you can.

You can do activities like this:



- gardening



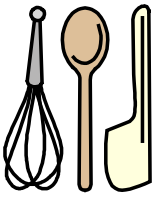
- college



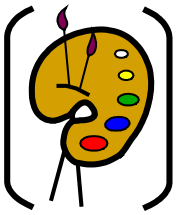
- life skills like washing your clothes and cleaning



- keeping healthy



- cooking and baking

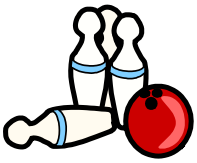


- art classes

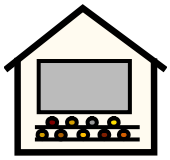


The staff will help you keep safe when you are out and about.

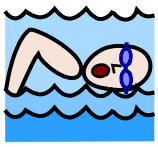
You can do activities like this:



- bowling



- cinema

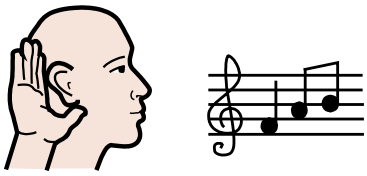


- swimming



- shopping.

You can also do these things when you want to:



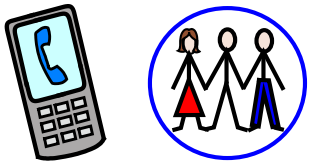
- listen to music



- watch tv

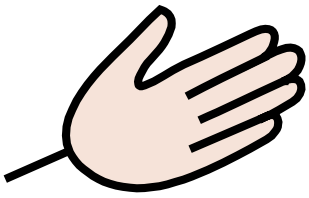


- read

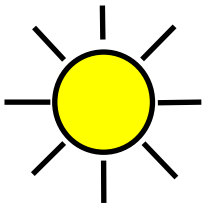


- phone your friends and family.

People who support you

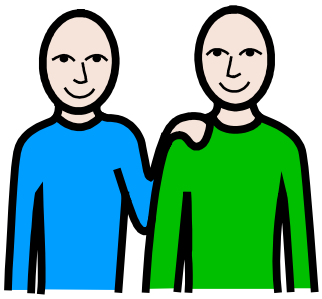


The people who support you at Lowry House have good training and will help you.

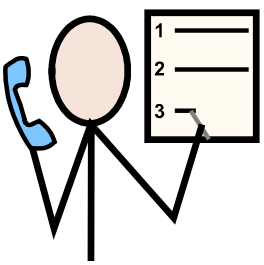




The staff are here to support you all day and all night.



You will have a named key worker. They will know you really well.



The staff can help arrange appointments for you.



If you need help we can get support from these people if you need to:



- occupational therapist



- speech therapist



- psychiatrist



- psychologist



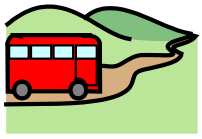
We would talk to your GP about this.



An occupational therapist helps you to be more independent.
This could be things like:



- getting dressed



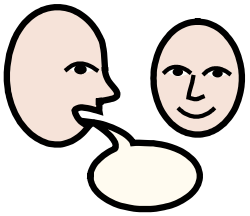
- getting out and about



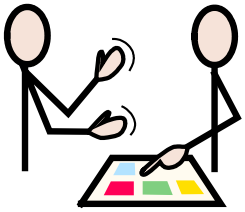
- making your own food.



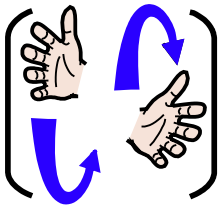
A speech therapist helps you to communicate.
This could be through:



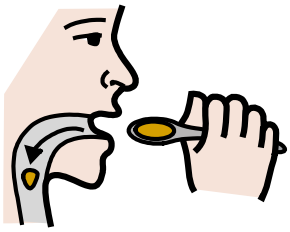
- talking



- using pictures or symbols



- signing



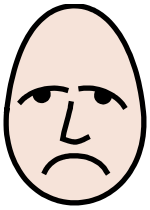
A speech therapist helps you with your eating and drinking.



A psychiatrist is a doctor who helps you with mental health problems.

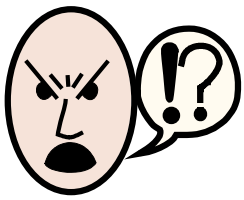


A psychologist helps you feel better through talking.

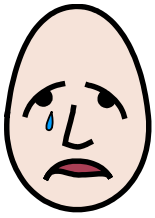


They can help if you:

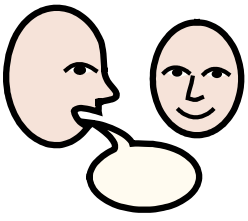
- worry a lot



- get angry a lot

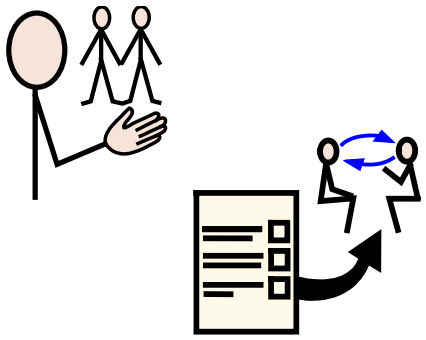


- feel sad a lot



They will listen to you and give advice on how to make things better.

What happens before you come here

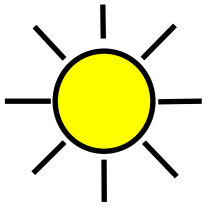


If your social worker thinks you should come to live at Lowry House they will tell us.

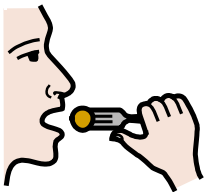
This is called a referral.



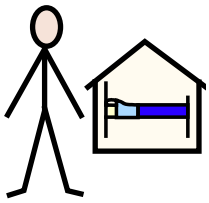
We want to make sure that Lowry House is right for you.



You can come and visit Lowry House for a day to see if you like it.

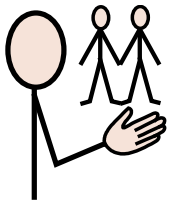


You can try the food.



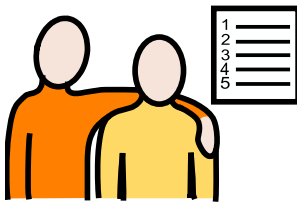
You can meet:

- the people who live here

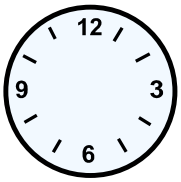


- the people who will support you.

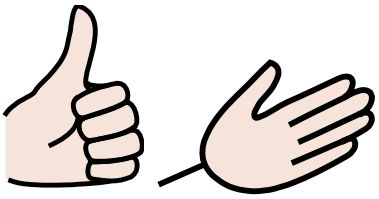
What happens when you come here



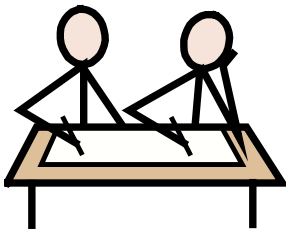
We will help you do a person centred care plan.



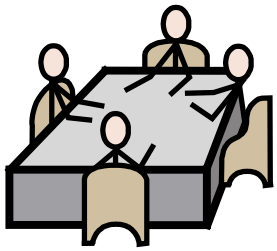
Someone will spend time with you.



Together we will find out what is important to you. This will help us plan support that is just right for you.



We have integrated care pathways. This means that everyone involved with your support works well together.

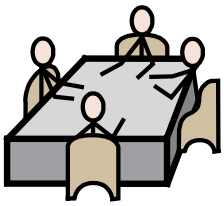


We have meetings and share information to find the best ways to support you.



We keep any information about you private.

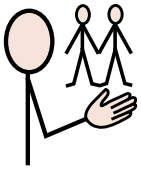
We will only show the information to the people we need to.



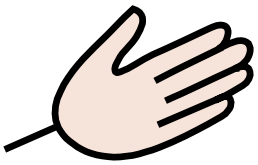
You will have meetings once or twice a year with you and these people:



- your mum and dad or family



- your social worker

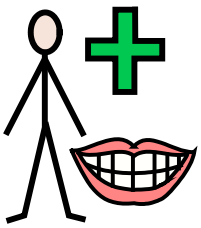


- people who support you at Lowry House

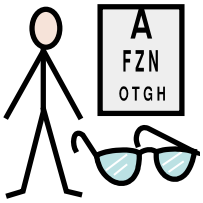


We will make sure you are getting the right support.

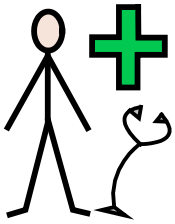
We will help if you need to see:



- a dentist about your teeth



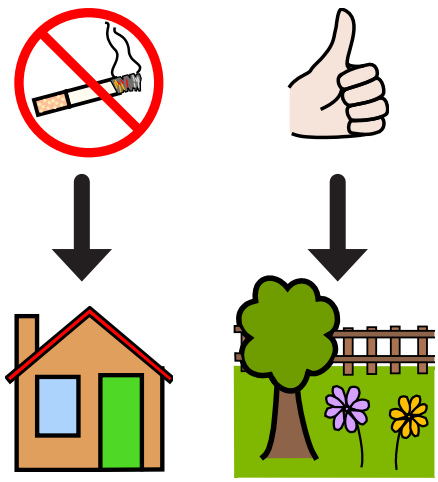
- an optician about your eyes



- a doctor or a GP



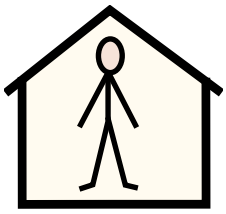
- anyone else about your health.



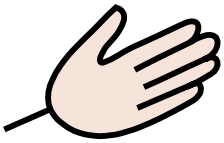
If you want to smoke you must go outside.

If you want to stop smoking we can help you.

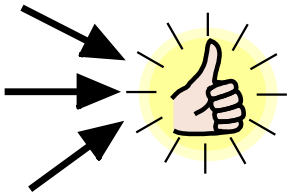
Supporting your independence



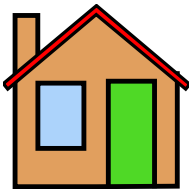
What does supporting your independence mean?



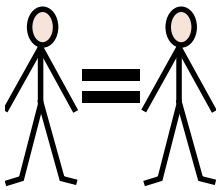
- supporting you to live the life you want



- having control of your life and being part of all choices



- being part of where you live



- having opportunities to do things like everyone else



- being treated with respect.

We support you to:



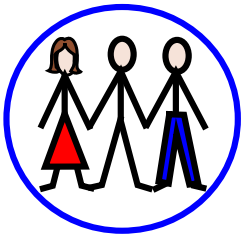
- take part in your community



- go shopping



- keep in touch with friends and make new friends



- see your family.



Paying for your support



Cygnet Health Care gets money to pay for you to live at Lowry House.

The money we get pays for these things:



- your food and drink



- people to support you



- heating



- lights



- washing your clothes



- things to do every day.



Paying for other things



You have to use your own money to pay for these things:



- clothes



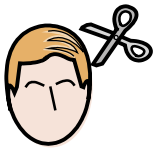
- cigarettes



- newspapers



- books

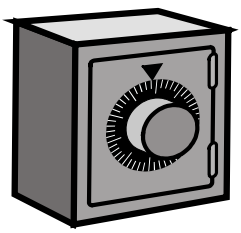


- getting your hair cut



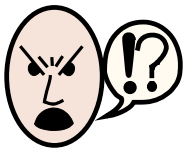
- extra activities you want to do.



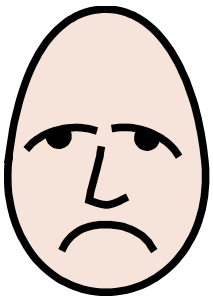


We will help you to keep your money safe.

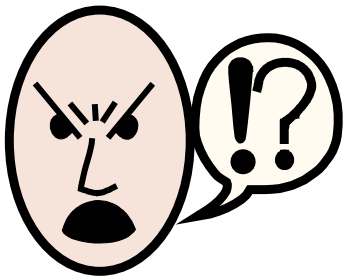
If you want us to we can also look after your money until you need it.



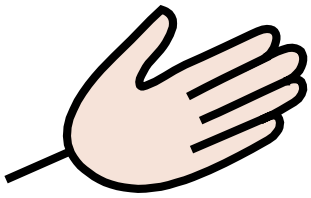
Your right to complain



We want you to tell us about anything you are unhappy about at Lowry House.



This is called **complaining**.



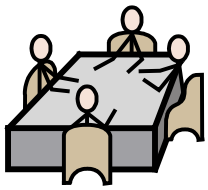
We will try to sort it out.



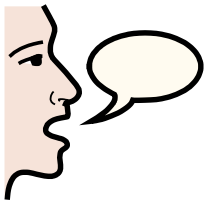
Complaining helps us to make things better.



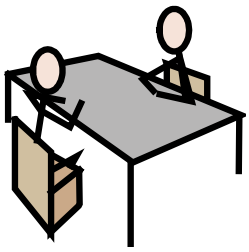
Having your say



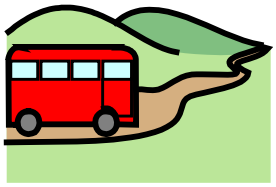
We have a resident meeting every month at Lowry House.



You can tell us what you think about Lowry House.



You can help interview new staff if you would like to.

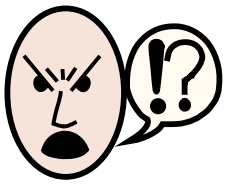


You can help to plan trips and activities.

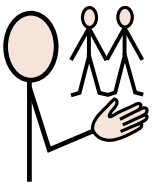


You can talk to an advocate too.

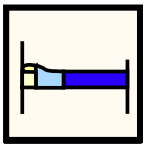
Advocates are people who help you have your say about what you need and what you want.



You can complain about anything about Lowry House.
This could be:



- people who support you



- your room



- things you do during the day



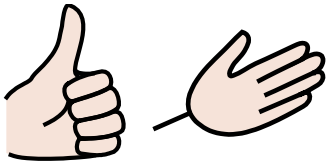
- food and drink.

CareQuality Commission

You can make a complaint to the staff that support you or you can phone the CQC to complain.



The phone number is:
03000 616161



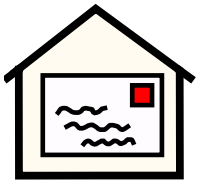
The CQC are people who make sure you are supported properly.

Your notes

Your notes

Your notes

Cygnet Health Care



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