

# An introduction to Martha Trust



Helping to transform the lives of people with profound disabilities

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## 1 Mission

At Martha Trust we are passionate about supporting people with Profound and Multiple Learning Disabilities to lead a full and contented life.

We achieve this by:

- ▶ Recognising and respecting people as unique individuals.
- ▶ Encouraging and supporting everyone to be involved and engaged in their world around them.
- ▶ Promoting Good Health and Holistic well-being.

Our health goals are to reduce and prevent unnecessary hospital admissions and to prevent delayed discharges.

We achieve this by:

- ▶ having individual care and support plans for people recognising best practice and how we can support people with our nursing teams.
- ▶ developing a discharge plan on admission and acting as advocates for the residents' well-being while they are in hospital.

Our mission is to provide life-long residential, respite care and nursing care for people with profound physical and multiple learning disabilities.

## 2 Introduction

Martha Trust was founded in 1983 and officially opened its first home in 1987, specifically to care for people with profound disabilities. The organisation has a Christian ethos which we aim to reflect in how we support our residents, their families and, of course, our staff. We believe in the unique worth and potential of every person who comes to Martha and aim to do everything we can to support them to lead a full and contented life.

Two of our homes, Frances and Martha House are situated in a beautiful part of Kent amid open countryside, within easy reach of the local towns of Deal, Dover, Sandwich and Canterbury – and only a few minutes drive from the sea.

In all, 22 individuals live at our homes in Deal, with an additional private bedroom available for respite users which is located in Frances House.

Our other home, Mary House, is situated close to the centre of Hastings and overlooks an area of outstanding natural beauty. It is home to 13 people with profound disabilities.

All accommodation is at ground floor level and in single occupation bedrooms with profiling beds, ceiling and portable hoists, dayrooms and adapted bathrooms/wetrooms. In addition there are a range of on-site recreational and sensory facilities.

## 3 Aims and objectives

Martha's aim is to be recognised as an outstanding provider of high-quality and innovative services for people with profound physical and multiple learning disabilities (PMLD).

Martha provides a long-term home for residents that recognises everyone's unique needs. We believe that people with profound disabilities have the right to make choices about their lives as well as rights to privacy, dignity and respect. Martha Trust offers an environment in which each person can grow and develop to reach their full potential, whilst enjoying life to the full.

Our service is aligned with the principles of 'Valuing People' and the core and essential service standards of Raising Our Sights. We like to express our values in a way that makes us accountable to the people who use our services. Their needs are often complex due to a combination of medical, physical and learning disabilities. To enable a person with PMLD to achieve their full potential they need support that is person-centred, flexible, and creative, enabling the individuals we support to achieve their highest level of independence and lead a fulfilling and meaningful life.

## 4 Range of service user needs

In order to meet the residents' unique combination of needs across health and social care, Martha has three care homes with nursing. They provide residential and respite services for people with profound physical and multiple learning disabilities and complex health needs, including those requiring treatment and support in a home setting.

The term profound and multiple learning disabilities (PMLD) is a description rather than a clinical diagnosis. Whilst there is no definitive set of characteristics for PMLD it is widely acknowledged that they are a heterogeneous/diverse group of people with learning disabilities who have a complex range of difficulties.

Adults with PMLD have more than one disability, the most significant of which is a profound intellectual disability. These individuals all have great difficulty communicating, often requiring those who know them well to interpret their responses and intent. They frequently have other, additional, disabling conditions which may include for example:

- ▶ physical disabilities – that limit them in undertaking everyday tasks and often restrict mobility; risk to body shape
- ▶ sensory impairments
- ▶ sensory processing difficulties
- ▶ complex health needs, (eg epilepsy, respiratory problems, dysphagia and eating and drinking problems)

- ▶ 'coping behaviours' (to their communication or other difficulties for example) which may present as challenging
- ▶ mental health difficulties

We are regulated to provide::

- ▶ personal care
- ▶ care home service with nursing
- ▶ treatment of disease, disorder or injury

## 5 Range of services provided

### Meals

Meals are carefully prepared by our qualified catering staff (in consultation with a dietician and speech and language therapist where appropriate). Residents are offered interesting and varied choices each day and special diets are catered for.

All meals, snacks, supplements and drinks are provided within the normal fees for our service. Limited quantities of alcohol are offered on special occasions or as requested.

### Optician and dentist

Visits to an optician and dentist are arranged regularly although residents and their families are free to make appointments outside if they prefer.

### Physiotherapy

Physiotherapy programmes are delivered to our residents by our support staff in consultation with an NHS physiotherapist. Residents are able to arrange private physiotherapy consultations at an additional cost.

### Chiropody

A private chiropodist visits our homes at Deal on a regular basis and is available to residents at an additional cost to the normal fees.

A resident can choose to access an NHS chiropodist.

### Reflexology

Reflexology is available on a regular basis to our residents at an additional charge.

### Hairdressing

We actively support the residents to visit a hairdresser or barber in the local community. There is also the option of using a hairdresser in-house if preferred.

## Personal telephones

Our homes have a number of telephone lines via a digital switchboard.

The telephone and fax numbers are:

### Deal

Martha House T 01304 611101 F 01304 615462  
 Frances House T 01304 626929 F 01304 615462

### Hastings

Mary House T 01424 757960 F 01424 757969

Incoming calls can be taken to any resident in a private room on the home's cordless phone. Residents can use their own personal mobile phones within the home.

## Administrative support

Administrative services are available to residents who require a letter to be typed, for example, or an email or fax to be sent.

## Shopping

We encourage all residents to go shopping with relatives or a staff member. Where this is difficult, staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy. Some items are not included in our fee and need to be purchased individually by residents – such as personal toiletries.

## Laundry

All laundry is undertaken within the home within the normal fees for the service. All laundry equipment meets current legal requirements.

All laundry is done in individual loads.

When first moving into the home all personal clothing should be labelled to ease identification and prevent problems with lost or missing items. The home will ensure this practice continues with all new clothing purchased. Steps are also taken to ensure that clothing purchased is of good quality in order to withstand thorough laundering.

## Kitchen facilities

Kitchen facilities are maintained to standards laid down by the Environmental Health Department. The kitchens are run by a small team of qualified staff under the direction of the Home Managers. The kitchen facilities in Frances House and Mary House are available for sensory cooking, and the preparation of light meals and snacks.

These facilities are accessible to residents subject to Health & Safety and Food Hygiene Regulations.

## Social activities, hobbies and leisure interests

We offer all individuals the opportunity to pursue a variety of social activities, hobbies and leisure interests. Residents are consulted individually in relation to their interests and wishes regarding social activities as part of the Service User Planning process.

Activities include:

- ▶ Joining and participating in the local special Olympics.
- ▶ Joining and participating in riding for the disabled (RDA).
- ▶ Adult education classes.
- ▶ Joining the National Trust/English Heritage & visiting weekly.
- ▶ Local football, cricket, rugby, swimming groups.
- ▶ Local drama, singing & dance groups.
- ▶ Local music, drumming, performance & art groups.
- ▶ Park run, park cycle & gardening.
- ▶ Sailing, sea front & boating.
- ▶ Reading groups at the local library.
- ▶ Local am-dram group.
- ▶ Volunteering somewhere : eg animal charities, farms, charity shops etc.
- ▶ Café, Pub & Restaurant: eg breakfast club, lunch club.
- ▶ Weekly massage & pamper session.
- ▶ Church & Nature Walks.

We have specialist transport available at all times to support residents to visit places of interest and attend appointments.

In addition to the list above we always try to facilitate activities which any individual or group of residents would like.

Some activities that incur a cost will be charged outside of the normal fees.

## Arrangements for residents to attend religious services

Our homes take all reasonable steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

## Therapeutic techniques used in the homes and arrangements for their supervision

We encourage the use of holistic therapies and adapted technologies. In addition to providing a varied range of stimulating activities, they promote good health and a real sense of wellbeing.

These include:

- ▶ aromatherapy
- ▶ reflexology
- ▶ speech therapy
- ▶ hydrotherapy
- ▶ massage
- ▶ music and mobility
- ▶ sensory cooking
- ▶ creative art and textiles
- ▶ touch screen computers
- ▶ Magic Carpet
- ▶ Eye Gaze
- ▶ relaxation techniques
- ▶ horticulture
- ▶ multi-sensory room

Some therapeutic techniques are carried out by staff in house and are free of charge, some techniques involving a registered practitioner will incur an additional charge.

## 6 Legal status

Martha Trust is a registered charity (number 1067885) and a Company Limited by Guarantee (number 3467406)

## 7 Details of locations

Martha House and Frances House  
Martha Trust  
Homemead Lane  
Hacklinge  
Deal  
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Deputy CEO/Registered Home Manager – **Julie Gayler**  
[juliegayler@marthatrust.org.uk](mailto:juliegayler@marthatrust.org.uk)

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Registered Home Manager – **Owen Nolan**  
[owennolan@marthatrust.org.uk](mailto:owennolan@marthatrust.org.uk)

## 8 Complaints

Martha believes that if a resident, or family member on behalf of a resident, wishes to make a complaint they should find it easy to do so. Martha supports the concept that most complaints, if dealt with early, honestly and openly, can be resolved at a local level between just the complainant and the organisation.

In the event of a complaint, the named Complaints Officer, with responsibility for following through complaints for all Martha homes is Sally Colligan, PA to the Chief Executive.

Complaints need to be sent either in writing to:

**Sally Colligan**  
**Martha Trust**  
**Homestead Lane**  
**Hacklinge**  
**Deal**  
**Kent**  
**CT14 0PG**

or by email [sallycolligan@marthatrust.org.uk](mailto:sallycolligan@marthatrust.org.uk)

or by phone **01304 615223**

