

# An introduction to Martha Trust

Helping to transform the lives of people with profound disabilities



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## 1 Mission

At Martha Trust our mission is to provide life-long residential, respite care and nursing care for people with profound physical and multiple learning disabilities, and to provide a high level of support to their families.

## 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 help them realise their potential to the full.

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, 21 people live at our homes in Deal in two family groups – 8 people in Frances House and 13 in Martha House. An additional private bedroom is available for respite users and is located in Martha 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) and to provide appropriate support to their families.

Martha provides a long-term home for residents that is happy, loving and stimulating and based upon a family approach to living. 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 closely aligned with the aspirations of the Government White Paper 'Valuing People' and 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. But understanding these problems alone doesn't mean we know the individual and their specific issues. To enable a person with PMLD to learn and achieve their full potential they need support that is focused on them, is flexible, and creative. We are committed to delivering person-centred care, 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

Martha has three care homes with nursing. They provide residential, respite and day care services for people with profound physical and multiple learning disabilities and complex health needs, including those requiring treatment and support in a home setting.

Our residents live with one or more of the following conditions: cerebral palsy, Rhetts syndrome, Marshall-Smith syndrome and severe learning difficulties. The combination of symptoms associated with these conditions include epilepsy, scoliosis, osteoporosis, microcephaly, spastic tetraplegia and quadriplegia, visual impairment and hearing impairment. As a result they need complex nursing and care to manage all aspects of daily life. We work closely with the GP and the community team – Epilepsy Nurse Specialist, Speech and Language Therapist, Learning Disabilities Nurse Specialist to provide this.

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, free of charge, 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. There is a current shortage in the Deal area, leading to a waiting time of four to six weeks.

At our home in Hastings we use an NHS chiropodist.

## Reflexology

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

## Hairdressing

Hairdressing is provided in-house and our residents are free to go out to a hairdresser if they wish – both options incur an additional charge to the normal fees.

## 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.

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 our residents 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 and at regular residents meetings.

Activities include:

- ▶ membership of local groups and clubs
- ▶ gardening
- ▶ outings to local attractions eg – coastal walks and gardens, to special events and displays (the local library and newspapers are reviewed regularly)
- ▶ visits from family and friends
- ▶ various games and special entertainment sessions – both inside and outside (weather permitting)
- ▶ music making (various instruments including soundbeam laser equipment)
- ▶ painting and mural making
- ▶ trips to local disco, theatre and cinema

Specially adapted minibuses are provided to take residents out to places of interest and to appointments.

In addition to the list above we always try to provide 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

The use of specialist therapies is extremely important. 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  
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Home Manager – **Amanda Conlan**  
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Home Manager – **Owen Nolan**  
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Director of Operations & Marketing – **Julie Gayler**  
[juliegayler@marthatrust.org.uk](mailto:juliegayler@marthatrust.org.uk)

## 8 Complaints

Martha believes that if a resident, or family member of 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, Homemead Lane, Hacklinge, Deal, Kent, CT14 0PG**

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

or by phone **01304 615223**



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