



Richardson Care



144 Boughton Green Road
Northampton NN2 7AA



The Richardson Mews
Northampton NN2 7PW



The Coach House,
Northampton NN2 7PW



The Mews,
144 Boughton Green Rd



Call our admissions and referrals team on 01604 791071 for more information or to arrange a visit.

Richardson Care

The Richardson Mews, Kingsland Gardens, Northampton NN2 7PW

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Telephone: 01604 791266

Richardson Care Holdings Limited, registered in England & Wales: 124329021

Registered office: Peterbridge House, 3 The Lakes, Northampton NN4 7HB



Richardson Care

caring is in our DNA

Specialist residential care and
rehabilitation for adults
with acquired brain injury



Community

Inclusion

Choice

Respect

Proven Track Record

Richardson Care

We provide specialist residential care and neurobehavioural rehabilitation for adults with acquired brain injury and complex needs. Our focus is on developing daily living skills for increased independence and a better quality of life.

Our three specialist homes offer transitional, short-term and long-term residential care.

30-year Proven Track Record

Every individual is different and every brain injury is different, so there is no 'one size fits all' approach to brain injury neurorehabilitation. We measure the success of our services on the impact that they make on each individual. In many cases we can reduce the level of 1:1 care required. This not only reduces costs, but also increases the independence and well-being of the service user. In addition, where appropriate, we work towards the goal of discharge home or to less intensive care.

Experience gathered over more than 30 years, remaining true to our core values and a willingness to innovate have resulted in the unique combination of factors that drive our success.



Person-centred care provision



“Richardson Care blends the enabling and safe environment together with a highly skilled and experienced specialist multi-disciplinary clinical and care team, where the service user is at the centre of all care, treatment and rehabilitation. This sets Richardson Care apart from many other community-based acquired brain injury health and care providers across the United Kingdom.”

Dr Seth A. Mensah, Consultant Neuropsychiatrist

Person-centred

Person-Centred: Focusing care on the needs of the person, rather than the needs of the service.

We put the service user at the heart of every decision we make. Following an initial assessment, our multi-disciplinary team devise a care plan to meet the individual's current needs and to support them to achieve their personal goals. This care plan is reviewed and revised on a regular basis.

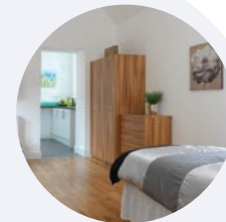
A high-calibre team of neuro specialists, experienced managers, activity leaders and dedicated care staff work together to deliver personalised care.

“The Richardson Mews differed from Yvette's previous placement because, most importantly, they respected her individuality and wishes. She has had a ‘voice’ at The Mews.”

June Hodge, Case Manager



Dr Seth Mensah



Innovative

Innovative: Making changes in something established, especially by introducing new methods, ideas or products.

Over the last 30 years, we've never stood still. Innovation comes from putting the service user first and being creative in finding ways to support them in their rehabilitation. It can be as simple as modifying standard furniture (instead of using hospital furniture) so service users feel more comfortable and at home; it could be providing Music Enrichment Activity by professional musicians who have a passion for music and the transformative effect that it has on peoples' well-being; or it could be turning an established behavioural tool on its head: our psychology team devised the Positive Behaviour Tool, which reduces challenging behaviour by identifying, measuring and reinforcing positive behaviour too.

In addition, we offer RehaCom® computer-assisted cognitive retraining as part of a care plan. This powerful, proven software supports rehabilitation of cognitive disorders that affect specific aspects of attention, concentration, memory, perception, activities of daily living and more.

"It is a pleasure and a fulfilling experience to be a little piece of the amazing and outstanding family that is Richardson Care."

Pedro Areias Grilo, Consultant Clinical Psychologist



Pedro Areias Grilo

Music
Enrichment



"Rehab can be a frightening word for someone with a brain injury, but the team at Richardson Care think outside the box to support each person. They encourage them and help them to develop skills without actually realising that it's rehab."

Nicki Slawson, Clinical Lead & former Case Manager





“Laura and Greg Richardson-Cheater have always been clear in their desire to develop an architectural expression that seeks to draw out the unique character of each care setting to give a distinct sense of place and identity which service users can call home. Central to my role in this process of creating wonderful and supportive spaces is weaving the essence of ‘home’ throughout a scheme.”

Chris Cheater, Design Director, McLaughlin & Harvey Ltd



Engaging

Engaging: Tending to draw favourable attention or interest

Walk into a Richardson Care home and you'll discover the unique environment and relaxed atmosphere. Homes are bright, welcoming and spacious. They have large gardens and are close to local communities which become an important part of daily life.

Providing a warm, family environment with a dedicated support team enables our service users to feel safe and happy. This means that they are better able to engage with their therapies and achieve their goals.

Being an independent and family-run business gives us the freedom to invest in high quality, sustainable homes. We're not driven by short-term gains, but take a long-term view: we've invested in rain-water harvesting, solar heating and energy efficiency measures that reduce running costs and provide environmental benefits over the longer term. We're serious about providing a 'home for life' for the service users who need it, and we know their families depend on us.

“This is the first time I have felt totally at ease that he is well loved, safe and very well taken care of by some amazing people. ‘Thank you’ is not enough.”

Family member



Laura & Greg Richardson-Cheater

Inclusive

Inclusive: including many different types of people and treating them all fairly and equally

In 1989, Brian and Jackie Richardson founded Richardson Care on the values of community, social inclusion and respect, supporting service users to fulfil their potential and live happy and rewarding lives. We remain true to those values today.

Under normal circumstances, if you visit a Richardson Care home on any day of the week, you'll never find everyone at home. We encourage and support service users to take part in social and community activities, often rekindling interests they had before their brain injury. These include sports activities, cinema and theatre visits, day trips, pub lunches or shopping. We provide supported home visits as well as holidays, recognising the importance of family connections in rehabilitation.

Of course, Covid-19 changed all this. We had to adapt to staying at home, being resourceful and creative to provide meaningful and fun activities within the homes and gardens. We revisited the things we used to do and made some positive changes. Activities include indoor bowling, quizzes, film nights, art and crafts, gym and keep fit, pamper sessions, baking, 'coffee shops', gardening, barbecues, treasure hunts, trampolining and outdoor games.

"We are grateful for the inspiration and perseverance of the late Brian Richardson and the support of excellent care staff, which enabled our son to settle into a home environment. We continue to be impressed with the care he receives."

Mr A P Calliste



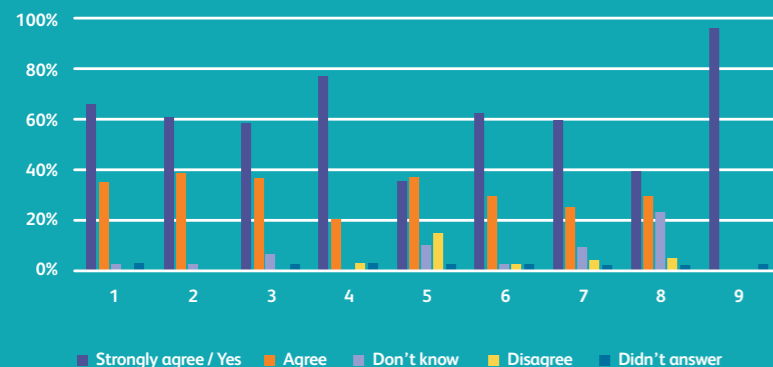
"I get to do a lot of activities [such as] art, CST [cognitive stimulation therapy], relaxation. Having lots of activities keeps me busy and occupied. I've developed literacy skills. Thank you care staff for helping me and supporting me all the way through my life."

Kay, service user

Commitment

Each year we ask the families of service users in our care to complete a short survey about the quality of care provided. We are proud of the consistently good results, with 100% of those who responded saying that they would recommend Richardson Care.

Annual family surveys 2016-2020



Questions:

Do you strongly agree, agree, don't know or disagree with the following statements?

1. I am happy with the care provided for my relative
2. The home has a warm, non-institutional feeling
3. The home provides an inclusive or family environment
4. Staff are friendly and approachable
5. I am regularly updated with information
6. I feel that my relative is treated with dignity and respect
7. I feel that their quality of life has improved since they arrived at Richardson Care
8. I feel that my relative takes part in meaningful and/or enjoyable activities
9. Would you recommend Richardson Care? (Yes/No)

Person-centred

Commitment: willingness to give your time and energy to a job, activity, or something that you believe in.

As Directors, we are committed to support our managers, clinical team and staff. We are unusual in the amount of face-to-face training we provide and we believe that staff training and self-development are crucial to the well-being of both our employees and our service users: staff need to feel supported and confident in their skills so they can do their job to the best of their ability.

Staff are paid to attend all training sessions and we also pay for external courses and examination fees. This is not the case in many other organisations.

In turn, our care staff are committed to the well-being and rehabilitation of our service users, continuing the work of the therapists on a daily basis to help them achieve their goals.

"I've really enjoyed working with you and your team... You helped transform Simon's life!"

Chris Dindar RGN, Associate Case Manager



Jacky Johnson,
Manager
144 Boughton Green Road



Jane Payne,
Clinical &
Operational Officer



Helen Petrie,
Manager
The Richardson Mews

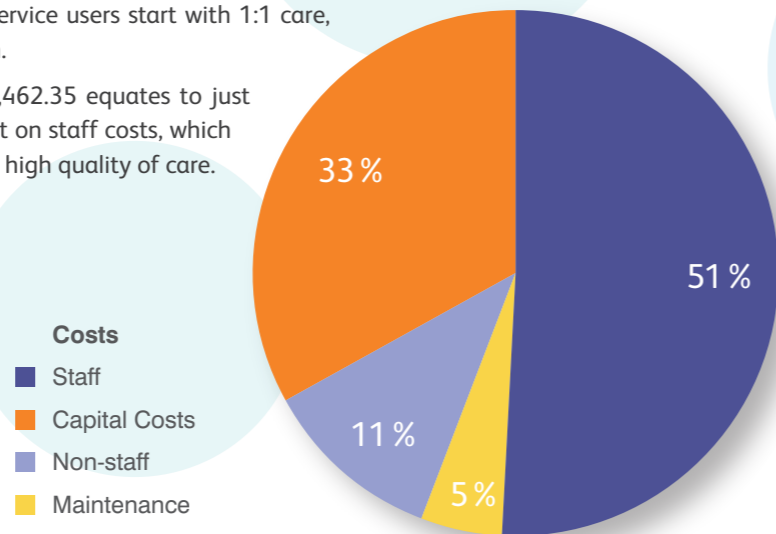
Value

Value: The importance, worth or usefulness of something

Following an initial assessment, we provide a costed care plan that includes all residential care, support and therapeutic input, such as psychology, psychiatry, occupational therapy, speech and language therapy, physiotherapy. We also include social activities, supported home visits and holidays.

This inclusive pricing model means that budgeting is straightforward and predictable. In addition, some service users start with 1:1 care, which reduces once they've settled in.

The weekly standard care fee of £2,462.35 equates to just £14.66 per hour. Of this 51 % is spent on staff costs, which enables us to maintain a consistently high quality of care.



"I believe that Richardson Care offers value for money because of the quality and standards of care that are upheld. This is reflected in the well-being of the service user. For example; the rooms, as well as the care, are personalised and homely - not at all like an institution."

Martin Woollard RMHN, Dip HE,
Senior Case Manager, Anglia Case Management

