



Alexandra House & the Courtyard Project

Resident's Guide



Registered Office: 05035690
Alexandra Homes(Bristol) Ltd
250 Wells Road, Knowle
Bristol, BS4 2PN

Contact Details:

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Knowle
Bristol BS4 2PN

Contact Details:

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John Duggan (Registered Manager)

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www.alexandrahomes.co.uk

Thank you for considering Alexandra House. The information contained in this guide provides details of our home and the services we offer our residents.

Please read the information carefully and share its contents with your relatives and your social worker. If you have any questions about the contents, please discuss them with the Home Manager who will be able to answer them for you.

If the guide needs to be in larger print, translated into a different language or put onto an audio format, we can arrange this.

About Us

Alexandra House provides accommodation and support for adults with autism and related needs.

We support up to 16 people:

- Up to 14 people in the main house
- 2 people in supported independent accommodation (The Courtyard Project)

Our focus is on:

- Promoting independence
- Supporting choice and control
- Enabling meaningful community participation
- Supporting people to achieve their personal goals

Our Values and Ethos

We believe:

- Every person has strengths, abilities, and the right to live a meaningful life
- People should be supported to make their own choices wherever possible
- Support should be personalised, flexible, and co-produced

We are committed to:

- Respecting dignity, privacy, and individuality
- Promoting independence and wellbeing
- Supporting people to be active members of their community

Who We Support

We support adults aged 18 and over with autism and related needs who may require tailored support to:

- Develop independence
- Build daily living skills
- Access education, employment, or meaningful activity
- Maintain their health and wellbeing

Support is based on individual assessment and agreed outcomes.

Person-Centred Support

All support is:

- Co-produced with each person
- Based on strengths, preferences, and goals
- Reviewed regularly

Each person has a **Support Plan**, which includes:

- What matters to them
- How they want to be supported
- Their goals and aspirations
- Any risks and how these are managed

The Environment

Alexandra House is a well-maintained home located close to local amenities and transport links.

Each person has:

- Their own bedroom with en-suite facilities
- A key to their room
- Access to shared communal areas



The Courtyard Project

Provides supported accommodation for people developing greater independence, including:

- Self-contained living spaces
- Ongoing staff support

A pathway toward more independent living

Staffing and Support

Staffing levels are based on individual needs and risk assessments.

Our staff:

- Are trained, skilled, and experienced
- Receive regular supervision and appraisal
- Undertake ongoing training

Training includes:

- Safeguarding
- Autism-specific support
- Mental Capacity Act
- Positive behaviour support
- Health and wellbeing



Safe Care and Safeguarding

We are committed to keeping people safe.

- Staff are trained in safeguarding
- Concerns are reported and acted upon promptly
- We work with local safeguarding authorities

People are supported to:

- Understand how to stay safe
- Raise concerns
- Access advocacy

Mental Capacity and Decision Making

We follow the principles of the Mental Capacity Act 2005:

- People are supported to make their own decisions wherever possible
- Capacity is assumed unless assessed otherwise
- Decisions made on behalf of a person are in their best interests

- Any restrictions are necessary, proportionate, and the least restrictive option

Daily Life and Activities

People are supported to:

- Take part in activities they enjoy
- Develop skills
- Build relationships
- Access the community

Activities are based on individual preferences and goals.

Health and Wellbeing

We support people to:

- Access healthcare services
- Attend appointments
- Maintain physical and mental wellbeing

Medication is:

- Managed safely
- Administered as prescribed
- Reviewed regularly

People may self-administer medication where appropriate.

Meals and Nutrition

People are supported to have choice and control over their food.

- Menus are developed with people's input
- Dietary needs and preferences are respected
- People can prepare meals with support if needed

Laundry and Daily Living Skills

People are supported to develop independence.

- Laundry facilities are available
- Support is provided based on individual needs
- People are encouraged to develop daily living skills

Privacy, Dignity and Respect

We ensure:

- Privacy is respected at all times
- People are treated with dignity and respect
- Personal information is kept confidential

Staff:

- Knock before entering rooms
- Respect personal choices
- Provide sensitive support

Equality, Diversity and Inclusion

We value diversity and inclusion.

We support people in relation to:

- Culture and beliefs
- Religion
- Gender identity
- Sexual orientation
- Personal relationships

Spirituality, Religion and Beliefs

We respect and support people in relation to their spiritual, religious, and cultural beliefs.

People are supported to:

- Practise their religion or beliefs
- Attend places of worship or community groups
- Observe religious festivals and customs
- Follow dietary or lifestyle requirements linked to their beliefs

Support is:

- Based on individual preferences
- Planned as part of each person's Support Plan
- Reviewed regularly

We aim to ensure that everyone can express their beliefs in a way that is meaningful to them, while respecting the needs and beliefs of others.

Visitors and Relationships

People are supported to maintain relationships.

- Visitors are welcome at reasonable times
- Private space can be arranged
- People choose who they spend time with

Telephone, WiFi and Internet Access

People are supported to stay connected.

- Telephone access can be arranged
- WiFi is available
- Support is provided to use technology safely

People are responsible for personal contracts or charges.

Smoking and Lifestyle Choices

We promote a safe and healthy environment.

- Smoking is not permitted inside the building
- Designated outdoor areas are available

Support is available for healthier lifestyle choices.

Pets

Requests to keep pets are considered individually, taking into account:

- The person's needs
- The environment
- The wellbeing of others

Fire Safety

We take fire safety seriously.

- Regular drills and checks are carried out
- Staff are trained in emergency procedures
- Individual evacuation plans are in place where required

Insurance and Personal Belongings

People are encouraged to personalise their space.

- Advice is provided regarding insurance
- Valuable items may require personal insurance

Use of Shared Spaces and Facilities

People are supported to access shared areas safely.

Any arrangements are:

- Based on individual risk assessments
- Agreed as part of support planning
- Focused on promoting independence

Safety and Restrictions

We support positive risk-taking.

- Any restrictions are individualised
- They are clearly explained and regularly reviewed
- They are the least restrictive option

We do not apply blanket restrictions.

Communication and Involvement

People are encouraged to:

- Share their views
- Attend meetings
- Be involved in decisions

We provide regular opportunities for feedback.

Consulting with People We Support

We are committed to ensuring that people are actively involved in decisions about their care, support, and the way the service is run.

People are supported to:

- Share their views, preferences, and experiences
- Be involved in planning and reviewing their support
- Influence how the service develops

We provide a range of opportunities for involvement, including:

- Regular house meetings
- One-to-one keyworker sessions
- Support plan reviews
- Informal day-to-day conversations

We also:

- Adapt communication methods to meet individual needs
- Provide access to advocacy where required
- Act on feedback and share outcomes where possible

All feedback is valued and used to improve the quality of the service.

Complaints and Feedback

We welcome feedback.

People can:

- Speak to staff
- Use the complaints procedure
- Access advocacy support

Complaints will be:

- Taken seriously
- Investigated fairly
- Responded to promptly

People can also contact the Care Quality Commission.

Quality and Governance

We are committed to continuous improvement.

We:

- Carry out regular audits
- Seek feedback
- Review and improve our service

Fees and Funding Arrangements

All placements at Alexandra House are funded by Local Authorities or Integrated Care Boards (ICBs).

We do not currently accept privately funded placements.

How Funding is Agreed

Funding is based on an individual assessment of each person's needs and is agreed with the relevant Local Authority or commissioning body.

This ensures that:

- The level of support is appropriate and safe
- Support is tailored to individual needs and outcomes
- Funding reflects the agreed care and support package

What is Included in the Fee

The agreed weekly fee typically covers:

- Accommodation and household utilities
- Support from trained staff
- Support planning and regular reviews
- Daily living support
- Access to activities within the service
- General household provisions

Full details are agreed as part of the placement and commissioning process.

Additional Charges

Some costs are not covered by Local Authority funding and may need to be paid for separately.

These will always be:

- Clearly explained in advance
- Agreed with the person and/or their representative
- Discussed with the funding authority where appropriate

Examples may include:

- Personal items (e.g. clothing, toiletries)
- Leisure activities and outings
- Holidays

- Personal technology (e.g. phone contracts, subscriptions)
- Specialist services not included in the commissioned package

Financial Transparency and Support

We are committed to openness and transparency in all financial matters.

- There are no hidden charges
- All costs are discussed and agreed in advance
- Written information is provided where required

People are supported, where appropriate, to:

- Understand their finances
- Make informed choices about spending
- Develop budgeting and money management skills

Review of Funding

Funding arrangements are reviewed regularly with the Local Authority or commissioning body to ensure they continue to meet the person's needs.

Any changes will be:

- Discussed in advance
- Clearly communicated
- Agreed with all relevant parties

Leaving the Service

If needs change:

- We will work with the person and professionals
- Provide appropriate notice
- Support a smooth transition

Last Reviewed and Updated: March 2026 by John Duggan

Next Review: March 2027

Directions to Alexandra House

Alexandra House
250 Wells Road
Knowle
Bristol BS4 2PN

Tel: 0117 9778423

Email: info@alexandrahomes.co.uk

Location Overview

Alexandra House is located on **Wells Road (A37)** in the Knowle area of Bristol, approximately:

- 1–2 miles from Bristol city centre
- Around 1 mile from Bristol Temple Meads railway station

The home is situated on a main road with good access to public transport and local amenities.

The postcode is centred on Wells Road, with nearby landmarks including:

- Redcatch Park
- Broad Walk Shopping Area
- Local bus stops on Wells Road

By Car

From **Bristol City Centre**:

- Follow the A37 (Wells Road) southbound
- Continue for approximately 1–2 miles
- Alexandra House is located along Wells Road in Knowle

From **M32 (Motorway)**:

- Follow signs for Bristol City Centre
- Join the A37 (Wells Road) southbound
- Continue as above

Parking is available locally. Please contact the service in advance if you require parking arrangements.

By Train

The nearest station is:

Bristol Temple Meads (approx. 1 mile away)

From the station:

- Taxi: approximately 5–10 minutes
- Bus: direct routes available from the station area
- Walking: approximately 25–30 minutes

By Bus

There are frequent bus services along Wells Road.

Nearby bus stops include:

- Methodist Church stop
- Redcatch Park stop
- Broad Walk Shops stop

Support with Travel

We can support people, families, and professionals with travel planning if needed. Please contact us in advance if you require assistance.