

Phew – Promotional Video. Transcript

Phew Short Breaks centre is one of a kind. This modern hotel-style facility has grown and expanded from an informal service, provided my carers and friends in their own homes, to a highly professional service delivered by fully trained staff in a safe and friendly environment for people with mild to profound learning difficulties.

Situated near Motherwell town centre, a restful break at Phew is just a stones throw away. Although as well as finding peace and quiet here, there's also a wide variety of leisure and recreational pursuits nearby. As well as frequent rail and bus links.

The supporting, yet enabling ethos of the centre is built on the spirit of the original group. As the need and demand for accessible high-quality and stimulating respite care has grown.

Drina Craig, Manager: "One of the main aims of phew is to provide a high quality service for people with complex needs, learning disabilities and autism. We train our staff to a high level to ensure that happens and so that carers feel confident in the service we provide and know that when their folk are with us, that we are looking after them hopefully as well as they would be looked after if they were at home."

These aims are today achieved in a centre in which boasts most of the facilities you would expect from a good quality hotel.

The difference being that here the facilities are tailored to the needs of our guests in a centre especially built to meet those needs. In keeping with the hotel-type facility, the entrance has a welcoming reception and waiting area.

The facilities include a well-equipped kitchen and dining room with a small bar.

Drina Craig, Manager: "Most resources you'll go to for a short break if you're a person with learning disability will provide the sort of Bed and Breakfast idea of if you were going on holiday you could go Bed and Breakfast. In Phew, we feel as if we offer more of a hotel-like resource for people and we have lots of things for people to do."

There's a multi sensory Snoozlin-room full of different controllable lights and sounds.

Guest: "...Interactive Infinity Tunnel. Its like an aircraft bit when the plane shoots off."

Adults and children alike enjoy coming to the multi-sensory room to chill-out and relax.

The Hydrotherapy pool is other favourite facility at the centre.

David McKendrick, Company Secretary: "Given that our guests will have had the approval of either their GP or a physical therapist they can engage with staff in the hydrotherapy pool. Then there is the gymnasium. Very often the guests could put some of us to shame in the efforts they make."

Guests are supervised when using the facilities at Phew to ensure they are safe and comfortable, while also encouraging the opportunity to develop their skills and independence.

Drina Craig, Manager: "Folk are also able to play pool; they are also able to have an in-house Karaoke night - all the things that they weren't able to do previously."

Angela Valenti, Deputy Manager: "As well as that, we have a sensory garden. With lots of different textures and noises and smells, this is quite good for people with sensory difficulties."

The garden can be seen and heard from the bedrooms, heightening the sensory environment for the guests. Bedrooms at Phew all have en-suite facilities with TV, telephone and help-system. We also have six high-dependency suites - allowing us to cater fully to our guests needs.

Both the adult wing and the children's wing each have a day-room with a small kitchen for snacks and informal eating.

Our service begins before our guests come for a respite break. Anyone who has been identified by the local authority as someone in need for respite care can come to stay at Phew. A member of staff can visit the guests' home prior to the respite break so that both parties have as much information about each other as they need.

In conversation at a guest's house:

Phew Staff: "We do things like maybe going out for lunch, cinema, bowling. Just find out what general interests Frank has got and try and accommodate him when he is in."

Guest's carer: "He has all these interests"

Our comprehensive introductory process allows potential guests to come and visit the centre to see the facilities, have dinner with the staff and guests, and also get involved in an activity to familiarize themselves with life at the centre.

If our service is suitable to the guests needs, over night respite and longer stays can be arranged.

In conversation at in the Phew Lobby::

Phew Staff: "We'll take you through and let you see your bedroom?"

Guest: "Can I ask you a favour? Do you mind if I come with you?"

Phew Staff: "That's smashing Frank. I would really like that."

A guest can also have their carer stay overnight to help them settle in.

Caption: "Annual Open Day 2005"

Carer: "The service that I receive from Phew is extremely important, not only for myself, but for Claire. It provides much needed relief for me and the family and it also provides a lovely holiday time for Claire."

Carer: "The carers, the staff are so understanding, so helpful that it's a wonderful concept. The unfortunate thing is there's not hundreds of places like this."

Carer: *"The very best thing about Phew is the friendliness. And all the facilities. And the caring, caring staff who look after our sons and daughters. That's what I would sum up about Phew."*

Carer: *"It's a learning experience for Russell when he comes here. He is meeting new friends, he is starting new friendships. He meets people out on the street who he has met in here. So it's a big, big concept, the whole "experience" of Phew."*

Carer: *" I just couldn't recommend it enough; I couldn't recommend it highly enough to anyone. I just don't know what we would do without it."*

Caption: "For more information about the Phew Short Breaks Centre call 01698 404 051"

Caption: "With that thanks to the guests and carers at Phew and everyone involved in the making of this film."

--

Film Produced by the Department of Creative Arts, Reid Kerr College, Paisley.

View the full promotional video at: www.phewrespite.org

This transcript may be downloaded and printed for personal use only.

The video along with transcript cannot be reproduced without permission from Phew Scotland. ©Copyright Phew Scotland 2007.