



Community resource * Enabling & Support * Family Friendly *
Produce & Cafe



Made-Well's Handbook



01837 810584 07785 971960
enquiries@made-well.co.uk
made-well.co.uk



Follow Us



Welcome to Made-Well!

This handbook is for the people we support at Made-Well, if you have any questions please speak to a member of staff either in person or you can give us a call on 01837 810584 (option 1 or 2).

Made-Well was set up as a Community Interest Company in 2007, at West Fishleigh Farm in Hatherleigh, to provide opportunities for people with learning and/or physical disabilities and mental health conditions.

'We focus on what people can achieve and their value; it's about growing confidence and self-esteem. We help people develop their social and employment skills; reducing isolation and anxiety while helping people grow in independence.'

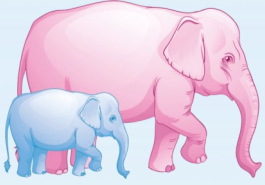
- Laura Feaver, Site Manager



MADE-WELL
A COMMUNITY INTEREST COMPANY
Making a difference

West Fishleigh Farm Hatherleigh Devon EX20 3QA
01837 810584 enquiries@made-well.co.uk
made-well.co.uk  [made-wellCIC](https://www.facebook.com/made-wellCIC)





What we do at Made-Well

Our Mission

“**Made-Well provides purposeful and positive opportunities for all, especially those with learning disabilities, physical disabilities, mental health conditions and loneliness.**”

We offer daily enabling opportunities for people of all abilities. We support people with learning disabilities or mental health conditions, in a group or on a 1:1 basis. We support people on their lifelong learning journey, in an inclusive, vibrant and inspirational environment.



Our site is also open daily, 9am - 4pm to the general public. Made-Well acts as a community resource for the public including growing fresh seasonal vegetables and fruit, gardens, an Animal Barn, activities and play area. We have just received funding to extend our play area with further inclusive play equipment!



Our café is open daily, 9am - 4pm during the Spring / Summer and Monday - Friday during Autumn / Winter. We provide homemade meals (including takeaway), using our own, locally sourced produce. In our café, we sell vegetables, fruit, herbs, perennial plants, eggs and our handmade items.

If you'd like to find out more please visit our site or contact us on [01837 810584](tel:01837810584) / enquiries@made-well.co.uk. Follow us on [Facebook](#) to stay up to date with our activities and events. You can also subscribe to our newsletter via our [website](#) or by emailing Claire@made-well.co.uk

Aims

- Community inclusion
- Support people to develop social skills and natural support networks
- Increase life skills
- Feel more confident and boost self esteem
- Increase opportunities to develop and prepare for work
- Improve - wellbeing
- Help people become more independent in their daily lives
- Explore interaction and communication skills



Objectives

- Community inclusion - accessing leisure activities and day trips individually or as a group
- Buildings used are shared with other community members
- Flexible attendance patterns to complement other life choices
- Participation in community life
- Opportunities to enjoy and experience
- A personal programme
- Provide life skills training and develop skills and confidence in the community such as travel, training and managing money



Outcomes

- Reduce isolation and loneliness
- Connect people with their community
- Gain life skills to enhance personal independence
- Increased feeling of inclusion and self worth
- Improved physical and mental health
- Gain skills and training which can lead to volunteering and employment



Our Facilities



We have a Changing Places Toilet (CPT)! Changing places toilets are larger than standard disabled toilets, with plenty of space for a carer. They have extra features such as a ceiling hoist and a height adjustable adult sized changing bench. Our toilet is registered on the [CPT website](#). On this website you can plot a route on a map to include stops along the way that have CPTs.



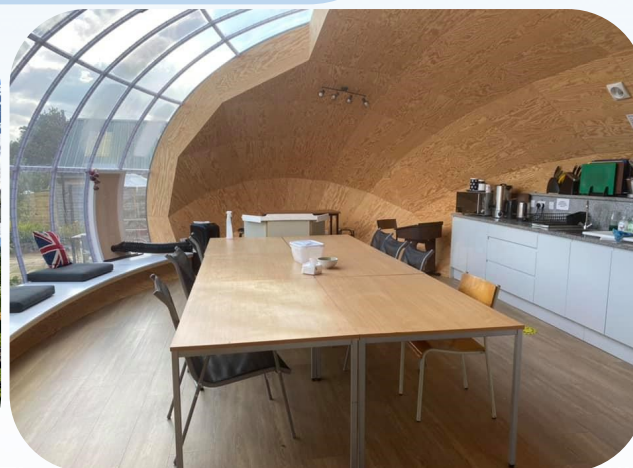
Our Facilities

Our bespoke Bubble and Pebble

'Beautiful intelligent design meets sustainable building materials', the Pebble is a stunning innovative building which has cooking, tea and coffee facilities as well as free WIFI.

The Denis Bater Bubble is a fully transparent bubble pavilion that is an architecturally designed and 100% recyclable alternative to traditionally glazed green houses and garden pavilions.

These facilities are used by the people we support for life skills and health & well-being workshops, meetings, cooking or are just a quiet space to enjoy. They are also available to hire.



Our Facilities

Sensory Room

We have our very own sensory room! This room has been created to be a multi sensory space. With the calming bubble tubes, sensory projector, visual effects, tactile fibre optic strands, a huge bean bag, padded bench, liquid floor tiles, aromatherapy diffuser, weighted blankets and cushions, music, a massaging mattress and more ... this room is the ultimate chill out, therapeutic space! This is available to be used by the people we support and can be private hired.



Accessible Site and Gardens

Our site and gardens are wheelchair friendly, with ramps installed where needed. The grounds are also suitable for our inclusive trikes (a wheelchair bike and a tandem cycle), which allow people to join in with bike rides.

The Fun 2 Go is a side by side trike, or double rider cycle, in which the users sit beside each other. One person steers, both can pedal. The two people have a good view and can communicate well with each other.

The OPair Wheelchair Bike is a trike where the wheelchair user is seated at the front of the bike, enabling them to enjoy a safe and comfortable ride, whilst the rider behind them pedals.



Cllr Patrick Kimber and MP Mel Stride visiting Made-Well

Support and Enabling Opportunities

- Farm and sheep work
- Animal care
- Sports and exercise
- Community events, activities & networking
- Construction
- Multi sensory experiences
- Café work and cooking for independence



- Horticulture
- Cooking
- Arts and crafts
- Music
- Technology
- Maintenance
- Out and about independence skills



- Life skills
- Bush craft
- Inclusive cycling
- Swimming
- Networking
- Camping at Longlands
- Made-Well holidays



We are AQA accredited!



The [Unit Award Scheme \(UAS\)](#) has been offered by AQA as a recording of achievement scheme for over 30 years. It is a pathway by which learners, no matter their age, ability, or interests can have their achievements formally recognised. UAS can help learners with progression to further study, training, employment, independent living and more active involvement in the community and society.

The scheme boosts confidence, increases engagement and improves motivation, helping people to make progress on their lifelong learning journey. Individuals are rewarded with a certificate each time they complete a unit of learning. They can build up a portfolio of certificates to evidence their skills, knowledge and experiences. The subject areas covered are extensive and diverse. Some unit examples include; making a cup of tea, designing and making a bird feeder, volunteering in the local community, making a meal, road safety, budgeting skills, music, arts & crafts, cycling, shopping in the community, swimming skills, farm work, sheep husbandry, walking on Dartmoor, animals, gardening, woodwork, confidence building and so much more.

Animal Care

We offer opportunities to help care for our farm animals, poultry and animals in our Animal Barn. There are many benefits to this, including reducing stress and anxiety levels, promoting social interaction, and helping with motor skills and strength building.

In our Animal Barn we have small animals that can be handled and petted. This is a hands on experience which is both fun and educational for young minds and adults alike.



Opportunities

Pony Therapy

We offer daily walks and grooming of our Shetland ponies Dolly, Billy, Millie and Jenneigh. Grooming is a calming experience, which can provide a mood boost. We teach individuals how to care for the ponies, which helps build self esteem, encourages empathy and can be a great social experience. These assisted therapy sessions are available to the public and can be booked with us on 01837 810584. £10 per child, £15 per adult. Children must be accompanied by an adult.

Longlands



Longlands is a woodland with cabins, fields, outbuildings, and a caravan.

Perfect for • Foraging • Bush crafts • Campfire cooking • Wildlife watching • Nature habitats • Nature-based education • Camping, nature trails • Outdoor kitchen • Green woodwork • Forest school • Nature conservation • Corporate events.

The woodland can be used by people attending Made-Well, schools, external organisations as well as the public. We attend Longlands once a week plus we offer camping there each month during the summer. Camping provides the people we support with a chance to enjoy some independence whilst in a secure environment. Spending time outside can help boost the mood as well as having physical benefits. We have fun singing camp songs, playing games, cooking over the campfire and doing some target shooting.





Swimming and Hydrotherapy

We usually go swimming once a week and to a hydrotherapy spa on occasion. Swimming alleviates pressure on joints and muscles. It builds muscle strength, and improves heart and mental health.



Opportunities

Gardening

At Made-Well we have gardens and allotments that the people we support help maintain. Gardening promotes a sense of accomplishment, boosts mental wellbeing by reducing stress and anxiety, improves motor skills and teaches about nutrition. We provide the valuable opportunity for individuals to see how the produce we grow goes from field to fork., as we then cook with it!



Trips

We regularly go on trips out and have been to a variety of places. These include the Royal Albert Memorial Museum (RAMM), beaches, National Marine Aquarium in Plymouth, RHS Rosemoor Gardens, Dingles Fairground Heritage Centre and the Winter Wonderland by train.





Café Work

We have our own community café, which is available to offer people work experience in hospitality. People are taught about nutrition and how to cook safely, carry orders to the customers and clear away tables. This is great for their self-esteem, learning how about running a business and provides interaction with the community.



Opportunities



Cooking

Made-Well has a choice of kitchens for our individuals to cook in. Cooking is a creative and social activity, which helps motor skills and boosts mental wellbeing. Our individuals are taught about nutrition and how to cook safely. They then have the chance to serve food they have prepared in our café, which is open to the general public. This is great for their self esteem and provides interaction with the community.

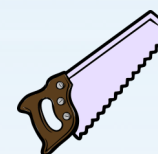


Woodwork

We have a well equipped Woodwork Studio and a skilled team. Woodwork provides opportunities for problem solving, motor skills, team work and community interaction. We take our handmade products to local markets and our individuals can join in, taking pride in selling their items.



Opportunities



Events and Markets

We run events throughout the year for the public and the people we support, such as the Music on the Green, Open Days, Hatherleigh Carnival, a Halloween Disco and the Christmas Ball. We also attend markets on a regular basis, taking our produce and handmade items to sell. The people we support enjoy getting involved, putting up posters, running stalls, helping with tombolas / raffles and putting on entertainment.





Makaton Choir

Members of our choir learn a variety of Makaton signs and perform to an audience. Makaton is a unique language programme that uses symbols, signs and speech to enable people to communicate. Using Makaton with songs transforms singing into a fun multi-sensory learning experience. It is a hugely enjoyable way to include people who need to use signing for communication.

Steering Group, Ambassadors and Meetings for all

We have a steering group and meetings for all so that the people we support have the opportunity to discuss their views on Made-Well and can help plan for the future. We believe it is vital for them to have the chance to be heard and we value their input on forward planning. To lead on this we have Ambassadors who listen to the people that attend Made-Well, help organise & run the meetings and put into action the plans made.

Outreach

Made-Well also offer a variety of enabling opportunities and experiences off site. This may include 1:1 support or group support for people wishing to participate in activities such as attending sporting events, visiting local places of interest and attending group based training. Enabling support can also include assistance with managing finances, attending appointments and with other individual needs. We can help people who may require support at home or with accessing their community.

Opportunities



Workshops

We offer creative workshops, health and well-being workshops, a ready for work club and a work experience club.



Library and Book Club

We currently attend our local library every three weeks and we hold our book club every week. The club decide on a book together and take it in turns to read chapters from it and then discuss it.

Supported Holidays



Supported holidays happen twice a year or more, giving people an opportunity to have fun, share experiences and socialise. Learn independent living skills and make friends with peers. Increase self confidence.



Our holidays and breaks allow you to participate in a holiday of your choice, to explore exciting destinations, meet new people and to build new friendships. Visiting new locations and staying away from home will help people gain skills, knowledge and life experience.



“ I liked doing the activities ... crazy golf and ‘make a bear’ and the dancing. ”

- David Dennis

“ It was absolutely exciting, the staff were wonderful, the atmosphere was very good. One hundred percent would do it next year. ”

- Tillie Jackson



How to Attend Made-Well

Arrange a free taster day

You can come any time 9am - 4pm, just let us know what suits you. During the taster day you will get a tour of our site and a chance to experience our different workshops and activities. Our Site Manager Laura will assess your support needs.

To arrange a taster day call us on 01837 810584 or email staff@made-well.co.uk



Agree a start date



Discuss transport

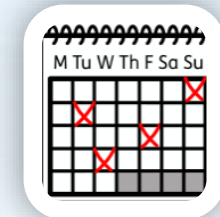
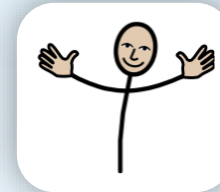


Set up funding / payment



Start at Made-Well!

We can allocate you a buddy, someone to go to when you have questions or just need a chat. We will sit with you to plan your goals and outcomes during your time at Made-Well.



Funding

Your eligibility for receiving support will be determined by an assessment which you can request from your Local Council. The assessment will include the following:



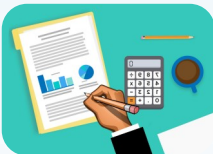
Needs assessment - this will establish what your individual care and support requirements are, whether you are entitled to any support from your Local Authority. A support plan will be put together for you with your input.



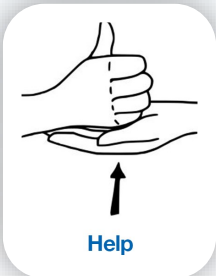
Carers assessment - these are available to all carers to assess what support may be available to them to help look after both themselves and the person that they care for.



Financial assessment - this will assess your financial situation and whether you are eligible for funding from your Local Authority to help pay for the day centre.



Personal budgets - your personal budgets to fund your care & support will be discussed. It will be your decision whether you would like to manage your own care or have help from your Local Council.



Alternatively you can make arrangement to pay privately. Please contact our office to find out our rates by calling 01837 810584.

If you have any questions please contact us.








Terms and Conditions

If there is anything you feel we should know you can ring us on [01837 810584](tel:01837 810584) email us at staff@made-well.co.uk or speak directly to any member of the enabling team.







Please see our Agreement form for our terms and conditions on fees. Sometimes there are additional costs, for instance for trips out. We will let you know in advance of any additional costs. Please note that you are responsible for providing, or buying your own, food and drink.

 Made-Well is open all year around including bank holidays. Made-Well is open to the public weekdays and weekends. You are welcome to be part of our public activities but this does not form part of our agreement with you and no responsibility for support will be taken by Made-Well.

 Made-Well closes for the Christmas period. A notice of closing times will be posted on our notice board and we will write to you. Made-Well reserves the right to close at other times if required / in an emergency and will notify you if this is necessary.

 We have anti-bullying and sexual harassment policies, which are available on our website or copies can be provided.

Please let us know if you are:

-  unwell;
-  are going on holiday;
-  if there have been any changes to your medication;
-  if there are changes to your contact details (including who we contact in case of an emergency);
-  if there are changes to your care plan; Or
-  if there are any other changes you feel we should be aware of.



What to do if you are unhappy

If you have a complaint please speak to our Site Manager Laura Feaver, either in person or by calling 01837 810584 (option 2) or emailing laura.feaver@made-well.co.uk

Alternatively you can speak to our Operations Manager Bev Gates either in person or by calling 01837 810584 (option 1) or emailing bev@made-well.co.uk



What People Say About Us



'This place is amazing my son went here a few days a week while waiting for a special needs school placement.'



'We moved to the area last September and found Made-well. How lucky we are to have such a special place to send our son to keep busy, entertained and cared for each day.

The careers/staff are fantastic patient, caring and very understanding to everyone's special requirements. My non verbal son really enjoys his days at Made-Well busying in the woods, walks by the river, caring for animals so much to see and do.

I can tell my son really enjoys his days at Made -well by the happy sounds he makes when he returns home. We would highly recommend Made-well's caring services to others. Lovely place with lovely people.'

'So lovely to see the photos of Katie riding. Katie has been coming to Made Well for 8 months now and she has never been so well looked after at any other placement. Katie loves her time here and the staff are so thoughtful, treating her with the dignity and respect she deserves. She truly loves it here and your work with us is very much appreciated.'

See our [website](#) for more!



Amidst the fields and pastures green,
A special place can there be seen,
A haven for those with learning needs,
Where they can grow and plant the seeds.

Made-Well, a centre on the farm,
A place where learning is a charm,
Where those with challenges can find,
A chance to thrive and peace of mind.

At Made-Well, the poppy stands,
For the strength and courage in each person's hands,
A sign of hope and possibility,
Guiding students towards new ability.

So here is Made-Well, on the farm,
A place of growth, learning, and calm,
Where the poppy shines so bright,
And students find their inner light.



MADE-WELL
A COMMUNITY INTEREST COMPANY
Making a difference

West Fishleigh Farm Hatherleigh Devon EX20 3QA
01837 810584 enquiries@made-well.co.uk
made-well.co.uk  [made-wellCIC](https://www.facebook.com/made-wellCIC)

