



**THE WILLOWS
SERVICE USERS GUIDE
2019**

Statement of Purpose

- To assess resident prior to admission, in relation to needs.
- To encourage independence, tailored to resident's needs.
- To encourage and promote resident's self-respect, confidence and at all times, maintain high level of hygiene and to provide a safe and secured environment.
- To maintain the well-being of resident and promote freedom of choice, wherever possible.
- To provide all dietary needs for the resident, offering choice of meals, ensuring diet is nutritional, and accommodate as much as possible, times to suit client.
- To maintain ongoing assessment programme to monitor resident's well-being. To refer and seek advice as and when necessary from qualified personnel in their particular speciality e.g. G.P, Physiotherapist, District Nurse, Dentist, Optician, Dietician etc.
- To provide 24 hour supervision/care by qualified staff.
- To have good communications channels with resident's and family to enhance stability and security and comfort.
- To ensure all medication is administered correctly by trained staff member. Individuals wishing to maintain independence by self-administering medication will be allowed to do so, but at the same time, on-going assessment to be made to maintain level of safety, well-being of client.

At The Willows, we ensure:

- All members of staff employed will treat every client with respect, privacy and dignity at all times.
- For religious and cultural beliefs/preferences, we will accommodate/make arrangements with any religious organisations as may be requested.
- All rooms are equipped with adequate furniture, bedding, curtains and floor coverings, and equipment suitable to the needs of each resident.

- All residents will have the right to access their health records.
- All residents will have ready access to use of telephone. Privacy can be arranged upon request.
- The home is clean, cleaned by our in-house Domestic Team to a high level of standard and hygiene is maintained at all times to ensure that the home is left free from offensive odours.
- All clinical and domestic waste to be removed from the home.
- All personal details of our residents are confidential and not discussed with anyone not connected with their direct care.

The Willows Care Home – About us

Number and size of rooms

The Home is a registered 60 bedded Care Home, with 2 Double Rooms, 47 single occupancy rooms and 7 single occupancy rooms with an en-suite facility. All our accommodation complies with the requirements of the Care Quality Commission (CQC).

Qualifications of Care Manager

The Home Manager, Yvonne Manton is a Registered Nurse and has been in nursing for 32 of years and has gained substantial experience of looking after the elderly.

Qualifications of Staff

In addition to the registered Care Manager the home employs a Deputy Manager. They are complimented by a number of registered nurses as well as care assistants, activity co-ordinators, cooks, catering assistants, domestic staff, laundry persons and a maintenance team.

Chiropody and foot care are provided to all residents, by an independent Chiropodist. All staff are trained in their respective duties and provide services according to the Home's philosophy and values.

The residents will be cared for by qualified staff that are committed to on-going training to enhance/improve high quality level of care. The Manager will ensure that the home is adequately staffed at all times by staff that are deemed responsible and competent in this role. The company invests heavily into the training of all of its staff.

Organisational Structure

Age, sex and needs of Service Users

We complete an assessment to determine that we can meet an individual's need. We do not discriminate on age, gender, sexuality or ethnicity. We offer facilities for married couples or partners, who because of their physical incapacity, requires help with daily living.

The Willows is registered to provide care to long and short stay for differing needs, physical, mental health or support and encouragement. We enable people to continue living as independently as possible by providing care and support consistent with their incapacities and disabilities.

Several of our residents, require higher levels of care and support than we had originally planned. We have responded to these changes by improving our material and staffing provisions, without losing sight of our original aim. The home firmly believes that it should only accept a new service user if a needs assessment shows that the home can adequately meet those needs.

Provision of nursing care

The Willows is a registered nursing care provider, providing Nursing Care 24 hours a day. This is carried out by highly trained nurses who are fully committed to their own learning and development needs. Other staff are working towards their NVQ's. A registered nurse directs the care on each shift, with the help of the Senior Care Assistants.

Review of care plans

The Registered Nurses, after consultation with the residents and their relatives, prepares a written plan as to how the resident needs are to be met, in respect of his/her health and safety. The plan is available for the residents to see if he/she wishes to do so. The Care plans are kept under on-going review and any changes made accordingly, with consultation with the residents/realtives. We invite both resident and family members to go through the care plans with a member of our trained care team on an annual basis, where they can make recommendations to enhance the care we provide to their loved one. However, this can also be reviewed on a request basis.

Service user property

All personal possessions of clients will be treated with respect. The residents can bring personal items into the home such as pictures, paintings to personalise their room they are to occupy. Any money kept personally by the Resident, is at their own risk, and the Home does not take any responsibility for this money kept on their persons.

The residents clothing will be washed and ironed on premises. Furthermore, they will always have a choice for alternative arrangements to suit their individual's needs. We request that all clothes are clearly labelled before entering the home.

Criteria for admission to care home

Admissions to the home are mostly planned. All potential service users have a pre-admission assessment carried out routinely by the Home manager. This gives him/her the opportunity to meet the potential service user in his/her own home or where they are currently residing. Relatives and prospective service users are invited to visit the home. A knowledgeable member of staff shows them around the home, including the vacant room and answers any questions that may arise. The prospective resident's next of kin are invited to spend time at the home to enable them to make a decision to stay on a more permanent basis.

At The Willows, facilities are also in place to accept emergency admission, should the need arise. In such events the Home manager will inform the service user within 48 hours, about key aspects, rules and routines of the service and meet all the admission criteria within 5 working days.

Availability of social and leisure activities

Our aim is to provide a safe, manageable and comfortable environment which provides stimulation, offering a choice and encouragement to residents pursue their lives to their maximum, physical, emotional and social capacity. We provide access to a wide range of social activities. We also support our residents in developing an interest on activities not currently available.

Our activity co-ordinators consider the needs, and wishes of each service user. Hobbies and interests are actively encouraged and personally supervised by staffs who understand their importance to residents. Together, with an experienced therapist, arrangements of a variety of social activities and local outings using appropriate transport are organised.

Consulting service users about the operation of the care home

The home has an effective quality assurance system with the aim of seeking the views of residents. Through this system the home is able to measure its success in meeting the aims, objectives and statement of purpose. Feedback and thoughts are actively sought from service users through daily individual discussions as well as through satisfaction questionnaires.

An informed audit of services provided will take place regularly and the results will be available to residents and their representatives as well as other interested parties including the CQC. Service users are also informed about planned CQC inspections and their views are made available in inspection reports.

Religious needs

There is a regular visiting priest/chaplain and visits can be arranged at the request of the residents. Residents are encouraged to attend any religious ceremony of their choice or a local church service.

Therapeutic care

Some of the therapeutic techniques used in the home include physiotherapy, chiropody; special dietary needs e.g. diabetics and tissue viability. Each therapeutic specialist nurse monitors that particular aspect of care and treatment closely and works in close collaboration with the staff to ensure service users specific needs are addressed and maintained to a high standard. We can also call upon the Community Psychiatric Nurses (CPN's) where advice is needed for any of our dementia clients. Our Home GP's come and visit at least once a week, as well as when required. We also have a speech and language therapist who will also come to the Home when required. We have a variety of champions within the home to enhance our service we offer. Some of the Champions we have are Dignity Champion, Tissue Viability Champion, Infection Control Champion, we will continue to add more as they become available.

Visiting

We have a policy of maintaining close community contact at the home. We believe having regular contact with the family, friends and the wider community outside the home is a crucial part of living a fulfilled and healthy life. We provide ample opportunity for our residents to develop and maintain outside contacts if desired. We do respect that residents have a right to the Dining experience, therefore we have protected mealtimes. We can make arrangements for relatives to either join their

loved ones for a meal (at a small charge) or provide meals in the resident's rooms if you are unable to visit at any other time. At all other times we operate an open visiting policy in the home, and relations and friends are actively encouraged to visit the service user and contribute to their care.

Privacy and dignity

The homes philosophy of care is one which ensure that all residents are treated with respect, and that their dignity is preserved at all times. Their right to privacy is always observed. To retain Residents privacy we provide help in intimate situations as directly as possible.

Residents are also helped to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining. There is a range of locations around the home for service users to be alone or in a quieter environment. The manager ensures all confidential information the home holds about service users is maintained.

To retain resident's dignity we treat each of them as a special and valued individual. We operate a "Resident of the day" where resident's rooms are deep cleaned, maintenance go in to ensure that all safety checks are made. They will have breakfast with the activity organiser whenever possible, and their pictures are put on the wall on that day. Residents are given choices in respect of their daily clothing as well as their personal appearance kept to a high standard. We also have in place a variety of activities, which enable each service user to express himself or herself as a unique individual.

Safeguarding vulnerable adults

Adult abuse is when a person over 18 who is unable to protect themselves is ill-treated or neglected. A vulnerable adult is someone whose independence and well-being is at risk due to abuse or neglect.

How to report abuse: It is important that you tell someone you trust what is happening. It can be a friend, a family member, a neighbour, a doctor or a care worker.

You can also speak to someone you don't know by contacting the Leicestershire Adult Social Care.

Telephone: 0116 305 0004

(Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm)

Email: adultsandcommunitiescsc@leics.gov.uk

Emergency Duty Team

Telephone: 0116 255 1606

(Evenings, weekends, Bank Holidays)

Fees

Our fees dependent on the care required and calculated on an individual basis after an assessment has taken place. The fees can be discussed with the Home Manager at any time.

Complaints

During your stay at The Willows we hope that you and your family and friends will find that they will be satisfied with the standards of care you receive. The home is constantly securing ways to improve the quality of services that we provide.

We have a complaints policy in place which is readily available to the service user or their relations/friends who may be not be satisfied with the care we are providing.

In the first instance, you should contact the Manager, or Deputy Manager. Complaints will normally be resolved at this stage. A letter will be sent within 48 hours to inform you that the complaint is being dealt with. Details of a complaint will be recorded and investigated in order to respond within 28 days.

If however, you are not satisfied with our response; your next step would be to contact the Managing Director. If you still remain unsatisfied you can contact either the Adult Social Care Helpdesk or the CQC. Their details can be found below.

Leicestershire County Council
Adult Social Care
County Hall
Glenfield
Leicester
LE3 8RA
Telephone: 0116 305 0004
(Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm)
Email: adultsandcommunitiescsc@leics.gov.uk

Care Quality Commission
National Correspondence,
Citygate,
Gallowgate,
Newcastle Upon Tyne,
NE1 4PA.
Tel: 03000 616161

WE ARE CONFIDENT THAT A SATISFACTORY OUTCOME WILL BE
REACHED PROMPTLY AND SENSITIVELY.

Fire and emergency procedures

- Please always sign in and out of the Visitors book in reception for every visit.
- Fire and emergency instructions are please in full view above the Visitors book.
- Once you have entered the Home you are required to enter your Registration details on the tablet on the wall in the foyer area. This will ensure you do not receive a parking ticket whilst on site.

On hearing the Fire Alarm a Trained Fire Warden will organise a team to investigate the area in which supposedly contains the Fire. On confirmation of a Fire, a member of staff will be instructed to call the fire brigade (999) and give full name and address of establishment, and where the fire is situated:-

The Willows Care Home
14-16 The Lant
Shepshed
Loughborough
LE12 9PD
Tel. No. 01509 650559

1. All Staff and relatives to report to Fire detection panel situated near front door, day or night. Relatives will be escorted to our evacuation point.
2. Fire Detection panel shows in which zone the fire will be located.
3. Go to zone (if safe to do so) close immediate fire doors.
4. Without endangering any member of staff, commence mobile evacuation first to near safe zone, usually behind 2 fire doors.
5. If evacuation is necessary, the residents will be evacuated into the rear car park.
6. It is the responsibility of the Fire Wardens on shift to account for residents, staff and visitors.
7. Contact Manager/Deputy Manager/Director at any time.

In the event of a false alarm

If the fire alarm is activated by e.g. resident's cigarette smoke, burnt toast etc. the Fire procedure is to be followed until confirmation of a False alarm is communicated. On ensuring that it is a genuine false alarm, Senior in charge is responsible for re-setting Fire Detection Panel.

A member of staff will re-assure residents and visitors that this has been a false alarm.

If you would like to speak to our team or send us an enquiry simply contact us using the details below or visit the website www.3abcare.co.uk

Contact Us:

Priya Patel – **Managing Director**

Yvonne Manton – **RMN & Home Manager**

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