

Welcome to The Willows Care Home Shepshed



The Willows Care Home

A WELCOME GUIDE FOR FAMILY AND FRIENDS



**Trust
Respect
Integrity**

AIMS AND OBJECTIVES

The Willows Care Home

- To provide a welcoming and safe environment for your loved one.
- To provide physical and emotional support for your loved one.
- To promote each resident's physical, mental and emotional health, and safeguard individual's rights.
- To deliver the best possible care and support to your loved one.

Meet the Team



A-Z of Facilities and Services

Activities

Our Activities Coordinator will sit down with your loved one to find his/her interests and dislikes and will tailor activities plan to suit. We endeavour to encourage any hobbies and activities that your loved one already have. Entertainment appealing to all tastes is provided.

Monthly meetings are held with the residents to discuss any suggestions, complaints, etc. There is a comprehensive programme of activities. Live music is provided regularly including Christmas, Easter, and other memorable occasions. We have a large screen in the main lounge where films of the residents' choice are shown 'cinema style'.

Alcohol

Some residents enjoy drinking alcohol from time to time, the Home provides wine and beer at mealtimes. The Home also provides alcohol on special occasions by taking into consideration the residents medication.

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Appointments with Health Professionals (GPs, Podiatrists, etc.)

All our residents are registered with our local GP at Forest House Surgery on a temporary or permanent basis as soon as they arrive to the Home, depending on the length of their stay. A doctor visits the residents weekly, specifically for residents who need medical attention.

The local optician, podiatrist, and chiroprapist visit the Home regularly and other specialists can be accessed through the GP. However, a fee may be charged by the specialist.



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Bedrooms

We encourage each resident to make their room as homely as possible and to bring their favourite items to the Home.

Please ensure all items brought into the Home are named.

Communal Areas

Our main lounge is where most of the residents like to spend their time and socialise. There is a conservatory in the dining room area for residents to enjoy. There is one small lounge on each floor if your loved one prefer to be in a quieter environment.



A-Z of Facilities and Services

Care Plan Reviews

To ensure that we continue to meet your loved one's needs and to continue to work in collaboration with you, we hold yearly review meetings which take place with one of our nurses. We will invite you to the Home to review your loved one's care plan.

Concerns/questions regarding your loved one's care

The best person to speak to would be one of the nurses. The nurses can attend phone calls between their medication rounds, please call from 11am to 12pm, from 2pm to 4pm, and from 6pm to 7pm. You can also call the night nurse between 11pm and 5am.

If you would like to speak to the Home Manager, please call the Home from Monday to Thursday from 6am to 4pm.

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Complaints Procedure

Complaints by a service user or someone acting on his/her behalf, on any aspect of life in the Home will be dealt with quickly by the Home Manager or the Senior Nurse on duty (when the Manager is not available).

Please submit your complaint either verbally or in writing to the Home Manager or Senior Nurse at the time. The Home provides assurance that all complaints will be responded to within a maximum of 28 working days.

Fire Procedures

The Home has fire procedures and risk assessments required to ensure the safety of everyone. Our staff are required to undertake annual fire safety training and have Fire Wardens on shift. We ask that all visitors are mindful of fire safety and smoking policy. We carry out regular maintenance checks and fire drills. If you suspect a fire, please report this immediately to any member of staff.

The fire alarm is tested every Monday at 10:30am.

Please find the fire drill procedure attached to the wall in the foyer in main door.

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Gifts and Belongings

Please help your loved one by naming all her/his belongings before coming into the Home, especially clothing. One member of staff will do an inventory of all the items your loved one brings to the Home and will take pictures of these. Please note the Home is not responsible for any valuables coming into the Home, in which case we encourage you to avoid bringing jewellery, watches, money, bank cards, etc.

Our Maintenance team will install any electrical equipment including TVs for your loved one if needed.

Hairdresser

Our local hairdresser Beth visits the Home on every Monday. If your loved one would like his/her hair done, please let us know and we will add your loved one to the list. There is a small extra charge for this service.



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Hospital Appointments

If your loved one has a medical appointment, we encourage the next of kin or a family member to attend whenever possible. If this is not possible, a fee will be chargeable for an escort to accompany your loved one. Transport is booked by the Home in most cases. A documentation bag will be sent with your loved one, including medication charts, Respect Forms, and ID sheet.

Should your loved one need to spend some time in hospital, the hospital will liaise directly with you if your loved one stays overnight in hospital.



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Incidents and Accidents

We have a policy for recording any incidents and accidents that involve any of the residents we care for and we will inform you as soon if this happens. Please let us know the best contact number to call you.

Named Nurse/Named Senior/Named Carer

Your loved one will be allocated a named nurse, senior carer, and carer on admission to the Home. They will assist her/him to settle and to develop a plan of care.



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Laundry

We have a fully operational laundry service in the Home. We ask that you mark your loved one's clothing clearly prior to admission, preferably with sewn-in labels. We encourage the use of machine washable material.

Meeting the costs of care

Please speak to the Management team who will advise you with all financial matters.



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Menus and meals

On admission, a member of staff will ask and record your loved one's likes and dislikes. This will then be shared with kitchen staff. If a specialist diet is required, the nursing staff will inform any dietary requirements to the kitchen staff.

We offer a varied menu with meat and vegetarian options every day of the week. The menu was designed to contribute to the health of the residents and includes fresh fruits, vegetables, meat, dairy and dairy alternatives, starchy foods, and foods high in fibre. A member of staff will ask your loved one for their preferred choice in the menu. Fruits, snacks, biscuits, hot and cold beverages are available at any time of the day. Meals can be taken in the dining room, lounge or your loved one's own room.

We also love to celebrate birthdays, our kitchen staff bake homemade cakes at your loved one's choice.



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Newsletter

We produce a monthly newsletter. It includes information and details about current and future events in the Home. A member of staff will ask your loved one (or to the next of kin) for consent to include photographs of your loved one in the Newsletter.

Newspaper/magazine delivery

We can arrange for delivery of newspapers or magazines. Please ask a staff member. A charge is applied for these.



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Pets

Visitors are welcome to bring well-behaved pets on a lead into the Home.



Policies and Procedures

We have developed policies and procedures to inform everyone who lives, visits and works at The Willows Care Home. These are available on request from the home Manager who will be pleased to clarify any information to you and your loved one.

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Security

For the security of all residents, we have a controlled entry system via main entrance and garden. Please press the call bell and a member of staff will open the door for you and will ask your name and reason for your visit.

All visitors and staff are asked to sign in when entering or leaving the building. The visitors sign-in book is in the foyer when entering the building.

If you use the home car park, please type your car registration number on the iPad type screen in the reception as soon as you arrive to avoid getting a parking ticket.



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Social Media Groups

To keep you updated, share celebrations and events, we have opened a Facebook and Instagram groups for you to join. These groups are for residents' relatives only. We will only share photographs of your loved one only if we have consent given by your loved one or by you (if he/she lacks mental capacity).

The group links are the following:

Facebook: **The Willows Care Home Shepshed**

Instagram: **thewillowsshepshed**



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Smoking

The Willows Care Home is a no smoking home. Visitors may smoke in the garden or in the smoking area in the car park. We ask that you dispose of cigarette ends safely and responsibly. If our loved one smokes, he/she will be assisted to smoke in the garden. Lighters or matches are not allowed in the bedrooms.



Visiting

Please book your visit with the Manager (or Administrators). There are no restrictions on length of time for your stay, however, we have protected mealtimes for our residents. If you would like to visit your loved one during mealtimes, please let the Manager know so that arrangements can be made.



Please arrive at the time of your prebooked visit. Residents might not be ready for you if you arrive early.



Please sign the Visitors Book in the entrance foyer and type in your car registration number on our iPad in Reception.



Please wear a mask in communal areas including reception, corridors, offices. If you are exempt, we can provide you with a visor.



Please use the call bell in your loved one's room if there's anything you need, and a member of staff will assist you. Please avoid walking around the Home. Staff will assist you as soon as they are free.