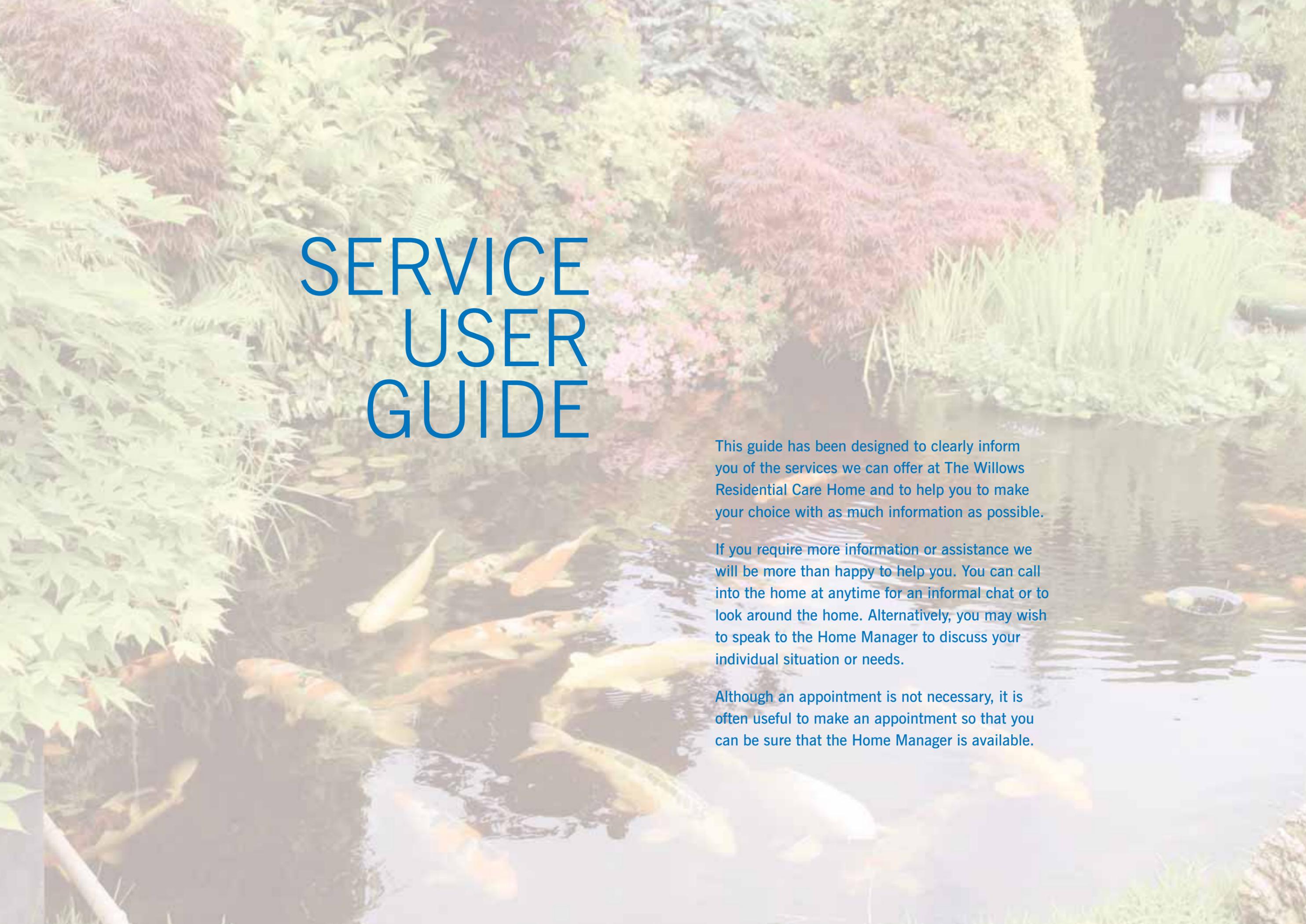




SERVICE USER GUIDE

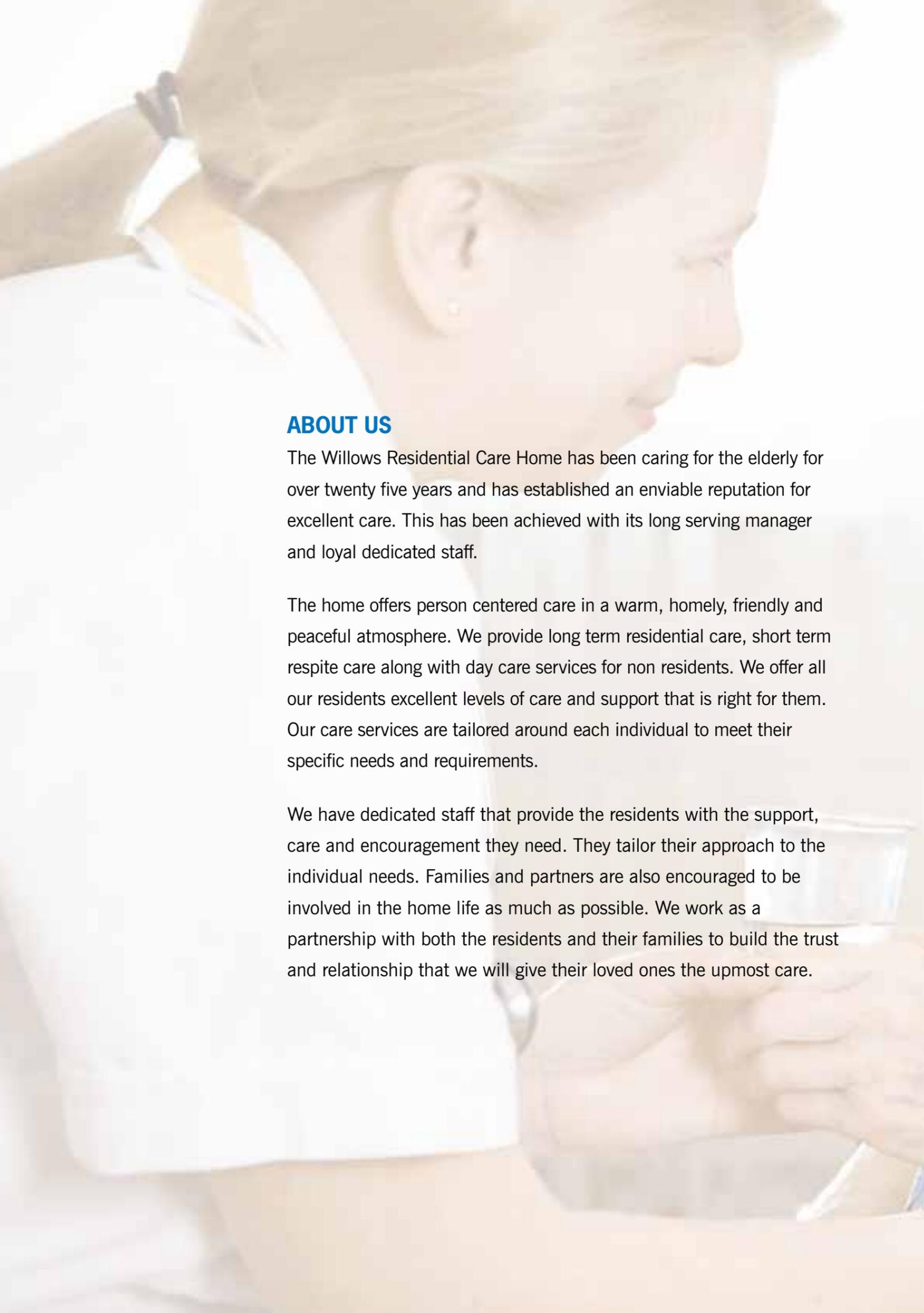


SERVICE USER GUIDE

This guide has been designed to clearly inform you of the services we can offer at The Willows Residential Care Home and to help you to make your choice with as much information as possible.

If you require more information or assistance we will be more than happy to help you. You can call into the home at anytime for an informal chat or to look around the home. Alternatively, you may wish to speak to the Home Manager to discuss your individual situation or needs.

Although an appointment is not necessary, it is often useful to make an appointment so that you can be sure that the Home Manager is available.

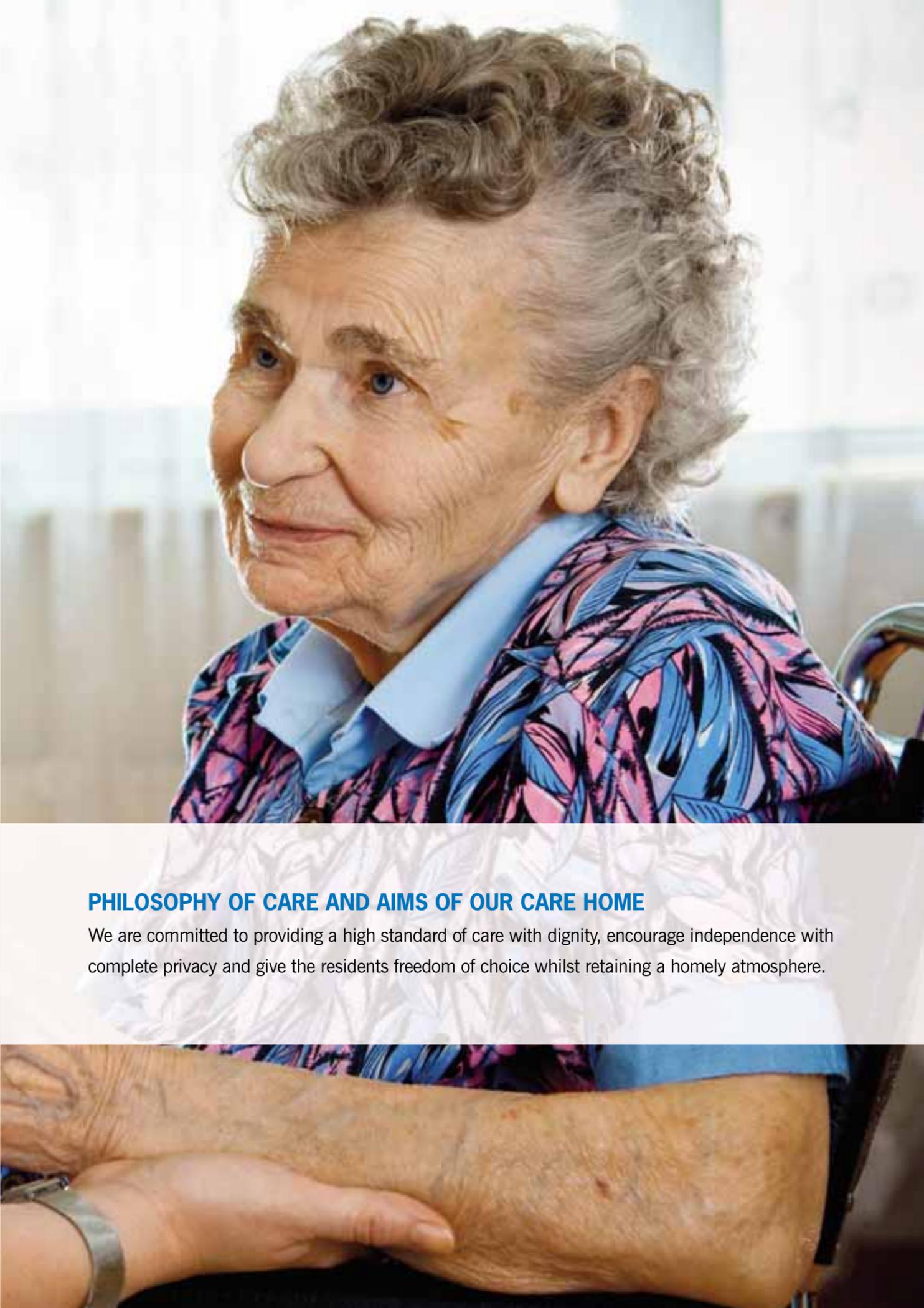


ABOUT US

The Willows Residential Care Home has been caring for the elderly for over twenty five years and has established an enviable reputation for excellent care. This has been achieved with its long serving manager and loyal dedicated staff.

The home offers person centered care in a warm, homely, friendly and peaceful atmosphere. We provide long term residential care, short term respite care along with day care services for non residents. We offer all our residents excellent levels of care and support that is right for them. Our care services are tailored around each individual to meet their specific needs and requirements.

We have dedicated staff that provide the residents with the support, care and encouragement they need. They tailor their approach to the individual needs. Families and partners are also encouraged to be involved in the home life as much as possible. We work as a partnership with both the residents and their families to build the trust and relationship that we will give their loved ones the upmost care.



PHILOSOPHY OF CARE AND AIMS OF OUR CARE HOME

We are committed to providing a high standard of care with dignity, encourage independence with complete privacy and give the residents freedom of choice whilst retaining a homely atmosphere.



PRIVACY:

Preserve every resident's right to privacy at all times by:

- respecting and keeping confidential information relating to a resident and their families
- respecting a residents preference to be alone and undisturbed
- handing over all correspondences in their original sealed state
- discussing personal matter with staff and families in private and without violating confidentiality
- provision of the facility for a resident to make or receive telephone calls in private

The Willows Residential Care Home endorses a holistic approach which is sensitive to the individualistic needs of every resident and it encompasses the following essential aspects of the person:

- Privacy
- Dignity
- Independence
- Choice
- Rights
- Fulfilment





DIGNITY:

- Treat every resident with respect, allow each resident to live in a dignified manner
- Maintain every residents autonomy by empowering each person to consider choices and make own decisions
- Know each resident, develop a good rapport and treat each resident with respect

INDEPENDENCE:

- Enable each resident to take calculated risks, to make their own decisions and think and act for themselves. Offer assistance as appropriate

CHOICE:

- Ensure every resident have options over their activities of daily living in accordance with their capabilities

RIGHTS:

- Preserve all basic human rights of each resident including consent, confidentiality, safety, equality and autonomy
- Encourage freedom of expression, participation and decision making

FULFILMENT:

- Enable the residents to realise their own aims and create opportunities for them to achieve their goals in all aspects of daily living



ACTIVITIES

There are many things to do on a daily basis, our activities co-ordinator plans activities and exercise based on our resident's personal needs, to help stimulate them physically and mentally, to help them enjoy life to the full. We place great emphasis in keeping our residents active in both body and mind.

Our Regular Care Home Activities Include:

- Bingo
- Music and movement
- Arts and crafts
- In-house entertainment
- Musical entertainment
- Games
- Religious services

DAILY LIFE & SOCIAL CONTACT

Going into a Residential Care Home can be a very difficult time for both the resident and their families therefore our aim is to ensure that 'life quality' is promoted to the highest possible level with meaningful and enjoyable activities and continued social contact.

The Willows Residential Care Home is designed to provide care for 30 residents; all bedrooms are tastefully decorated to give a relaxing feel. Bedrooms have 24-hour emergency call systems, telephone and television points. With all residents encouraged to personalise their rooms, making them a true "home from home".

As well as our superb interior facilities, The Willows Residential Care Home offers lovely gardens and comfortable seating areas, ideal for sitting out and enjoying the surrounding views, exercising, reading a book and enjoying a bit of peace and quiet.

We go to great effort to ensure all our residents live in a comfortable setting, with lovely gardens enjoyed all year round.





Our fully trained team work with both residents and their families to assess a resident's capabilities, and agree a pro-active care plan designed around all residents maintaining their independence.

CARE HOME CUISINE

At The Willows Residential Care Home, we pride ourselves in providing high quality nutritional meals, served in our formal dining room. We serve excellent traditional home cooking with a varied menu, prepared by our qualified catering staff using the finest local quality produce prepared in our five star awarded kitchen by the Environmental Health Services. We cater for special diets, and provide a range of beverages and snacks throughout the day. We regularly have themed dining evenings that are very popular.

CLOTHING & LAUNDRY SERVICES

In order to avoid clothing being mislaid, we would ask that all personal clothing is marked or labelled. This applies to all clothing brought into the home during your stay. We also have a purpose-built laundry room on the premises, catering for residents personal laundry requirements.

PERSONAL SERVICES

The services of a visiting hairdresser are available. Appointments can be made for a chiropodist, dentist or optician to visit whenever required. Delivery of personal daily/weekly newspapers and magazines can also be arranged.

MEDICAL SERVICES

Residents have a choice of doctors, dentists and opticians, as well as local GP's visiting the home whenever necessary.

Residents wishing to administer their own medication are able to do so.



We also offer a more unique service for carers who are in need of a break.

RESPITE CARE

If you are a carer, there will be times when you need a break but find it difficult to plan one into your busy life. Contact us to discuss how you can book your holiday in the knowledge that your loved one will be well cared for, giving you the peace of mind to enjoy your well deserved break. Our minimum stay is one week.

VISITOR MEALS

In line with the preferences of the resident, close relatives and friends are invited to take meals with the resident if they are visiting for extended periods of time.

VISITING TIMES

Visiting times are flexible 7 days a week. Relatives, friends, and other visitors are encouraged to spend quality time at the home and engage in day to day activities in line with their preferences and those of the residents.

Visiting times can be extended across the 24 hour period under certain circumstances with the agreement of the Home Manager and with the consent of the resident as appropriate.

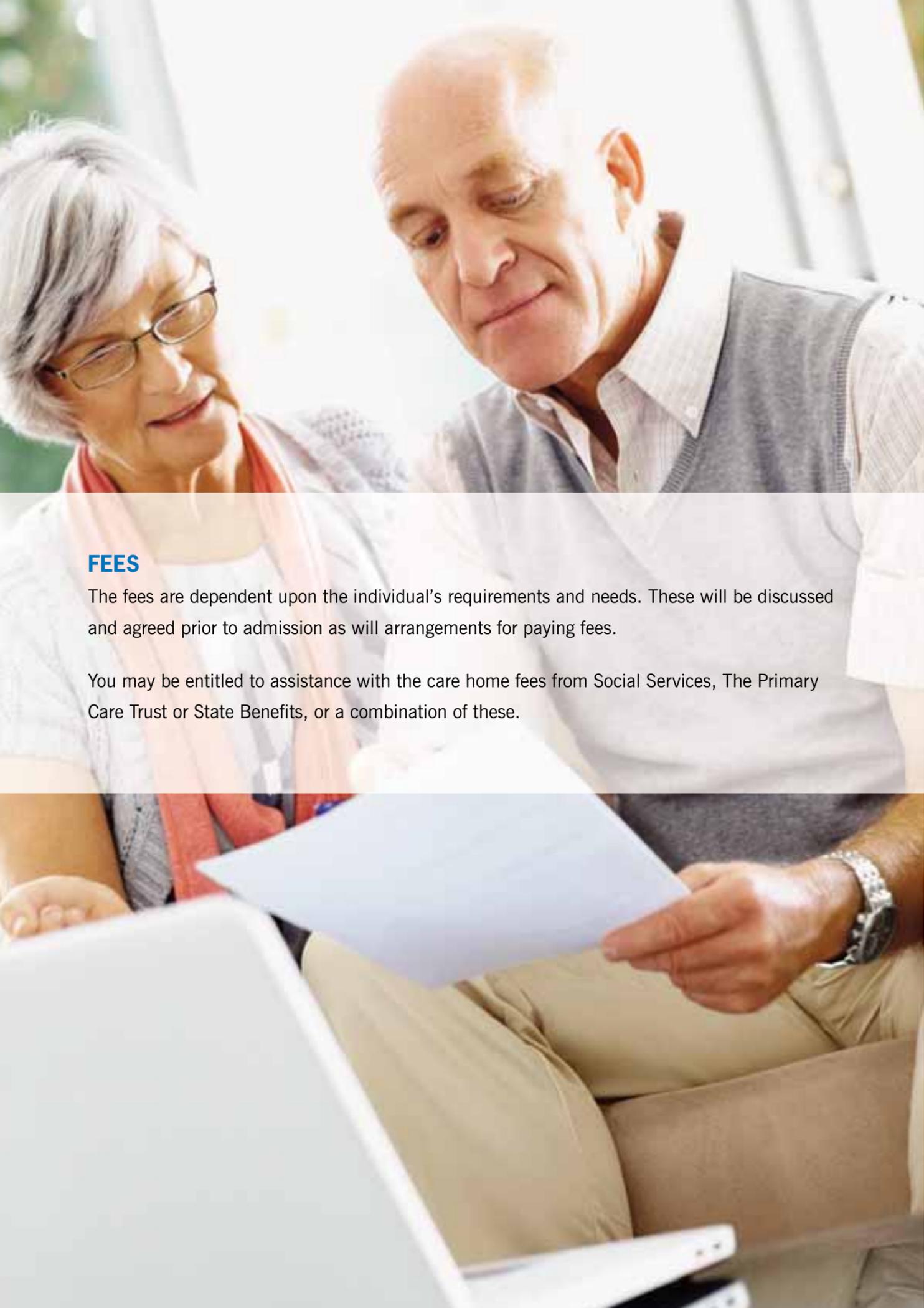
All visitors are required to sign in and out using the visitors' book at the entrance.



ADMINISTRATION

The Willows Residential Care Home caters for residents over the age of 65 years requiring personal care. We do not provide nursing care directly, although the district nursing service may be called upon. We provide services to both male and female residents. Most rooms are for single occupancy, some with en-suite facilities. There are two double rooms available for two people who choose to share. There is no upper age limit for admission.

All residents are allocated a key worker who will spend more time getting to know the individual requirements. This is in addition to the usual carers on duty.



FEES

The fees are dependent upon the individual's requirements and needs. These will be discussed and agreed prior to admission as will arrangements for paying fees.

You may be entitled to assistance with the care home fees from Social Services, The Primary Care Trust or State Benefits, or a combination of these.



CHARGING FOR ADDITIONAL SERVICES

The home is able to provide a number of optional services/items which are not covered by the weekly fee. The items/services which are typically available but not included in the weekly fee are:

- Hairdressing
- Private chiropody
- Newspapers
- Private therapy
- Clothing
- Confectionary
- Dry Cleaning
- Private phone installation
- Private phone calls

INSURANCE

The Company has a limited insurance policy covering residents' personal effects. The nominated insurance company will consider claims on merit. The Company strongly advises that you take out insurance cover for all personal assets whether in the home or not.

PERSONALISED CARE & SUPPORT

The Willows Residential Care Home is an independent care home. We are able to provide an individual service to each of our residents, allowing us to give plenty of personal attention to all residents around the clock. We are always looking for ways in which to improve The Willows, constantly listening to the feedback from our residents, their families and our own staff, making The Willows a truly superb care home in which to reside in.

We will:

- reduce any risks associated with the care, treatment and support we provide you by assessing your needs and plan and deliver your care, treatment and support so that you are safe and your welfare is protected
- reduce the risks of poor nutrition and hydration
- co-operate and share information with others involved in your care, treatment and support
- work together to respond to emergency situations

ADMISSION

Prior to admission, each new resident is encouraged to spend the day at the home to satisfy themselves that the ambience is to their liking.

Our Home Manager would also like to discuss the personal preferences of each prospective resident and whatever care and other needs they may have. This is essential to confirm that we are able to provide the correct environment for each individual.

CARE PLANNING

We prepare a personal care plan for each resident, which is regularly reviewed to make sure their needs are met. Residents, and where appropriate their families are involved as far as is practical in the decisions regarding their care.

GENERAL PRACTITIONERS

GP's from local practices visit the care home on a regular basis or by appointment. Residents may choose to retain their own family GP, alternatively we can make the necessary introduction to a new practice.

PRIVACY & RESPECT

- We will treat you with respect, privacy and as an individual at all times
- We will address you by the name you wish to be addressed by
- We will always knock before entering your room
- We will treat you in a civilised manner at all times

TRIAL VISITS

Moving, especially when you are older is such a big decision to make. We therefore are happy to offer you a trial visit. Whichever your preference we will work with you to meet your expectations. The Home Manager will be happy to discuss this further.

SAFEGUARDING & SAFETY

Our prime concern is your safety and well being. It is necessary to highlight some basic health & safety requirements for the benefits of our residents, visitor and staff.

- We will take every action we can to prevent abuse from happening in our service
- We will respond appropriately when it is suspected that abuse has occurred
- We will ensure that Government and local guidance about safeguarding people from abuse is accessible to all staff and put into practice
- We will handle medicines safely and appropriately and ensure that medicines are prescribed and taken by people safely
- We will manage, maintain and use medical equipment safely and ensure that all equipment is suitable, available, maintained and used correctly thereby making certain that you and staff are protected
- We will make sure that the home is suitable for carrying out the regulated activity and that the premises and grounds are adequately maintained and comply with all legal requirements and operational standards

FIRE

We ask that all visitors and residents, where able, make themselves familiar with the home's procedure in the event of a fire. This includes locating the nearest exit point and being aware of the designated rendezvous point.

INFECTION CONTROL

To support good infection control, we ask that all visitors to the home make use the alcohol gel dispensers that are available at the entrance/exits of the care home upon both arrival and departure.



MOVING & HANDLING

Our staff are trained to ensure that residents are moved in such a manner as to minimise the risk of injury to both the resident and members of staff involved. We therefore ask that the relatives and visitors do not attempt to lift or mobilise residents who are unable to do so for themselves, but that they request assistance from a member of staff.

FURNITURE & OTHER PERSONAL ITEMS

Whilst it is important that residents are able to personalise their rooms, we must ask that any items of furniture that you wish to bring into the home are discussed with the Home Manager.

GIFTS

Care home staff are not permitted to receive hospitality or gifts (including gifts of money) from residents or their families at any time.



PORTABLE ELECTRICAL APPLIANCES

All portable electrical appliances including TVs brought into the home must be either less than one year old or have a current portable appliance certificate. This is available from a local electrician. All such items must be discussed with the Home Manager so the risk can be assessed.

TELEVISION LICENSING

Television in your bedroom can be covered by the company communal license. Your details will be needed for the TV Licensing Authority who charge a nominal fee. Alternatively you may be entitled to concessionary license if you are over 75 years of age, again we will need your details for the Authority.

PRESCRIBED ITEMS

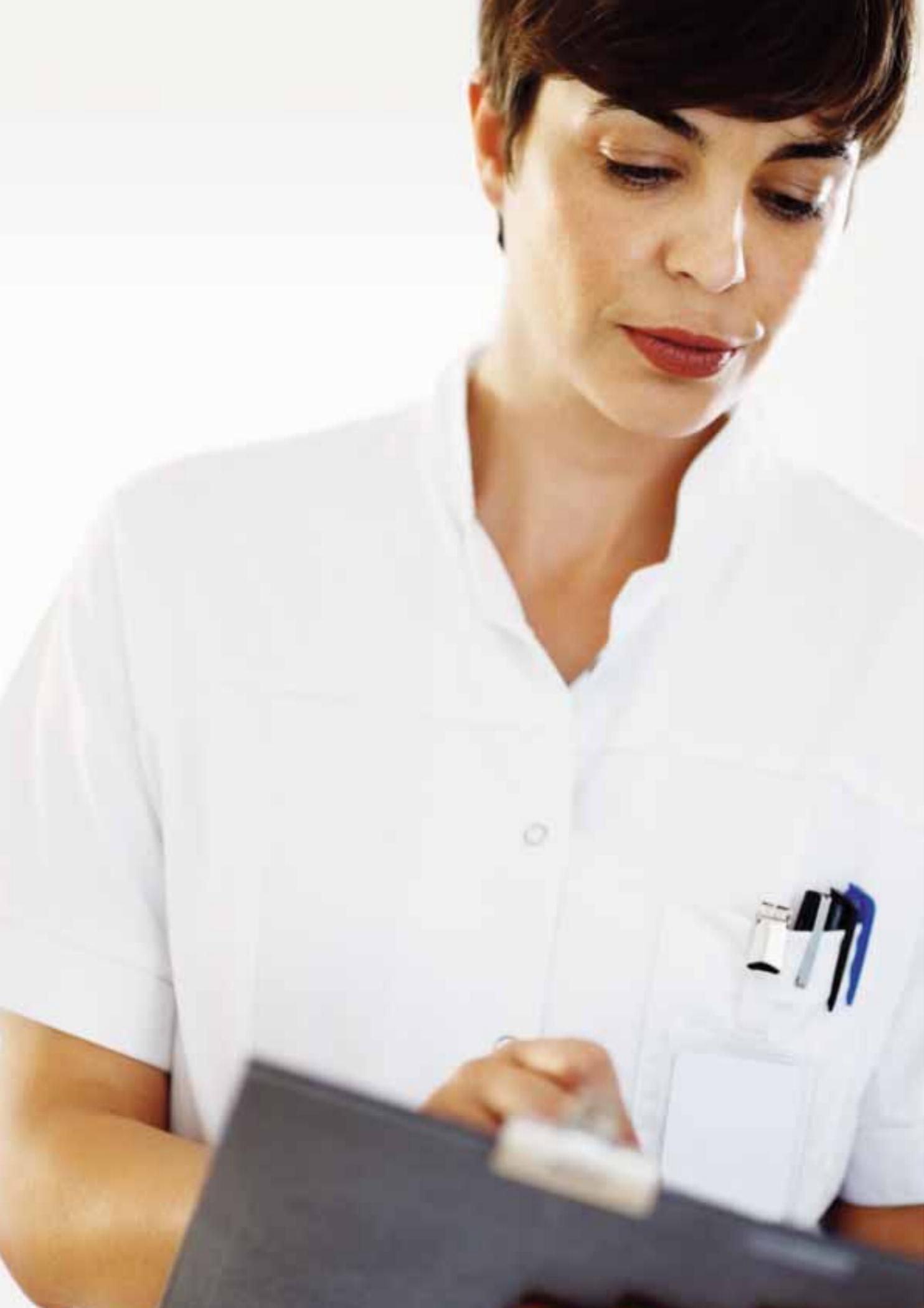
Residents medication is ordered, stored and administered by the care home staff. It is therefore essential that the families and visitors do not give residents additional medication items, or leave such items in the residents' rooms.

SMOKING

Smoking is only permitted in designated areas as advised by the Home Manager. We ask visitors not to leave residents to smoke unsupervised or provide them with smoking materials until they have discussed the matter with a senior member of staff.

SECURITY AWARENESS

The Willows Residential Care Home has a key pad entry system. Whilst it is appropriate to give the code to regular visitors, if it becomes widely known, it becomes meaningless as a security measure. Entry codes will be changed from time to time to maintain security, but we ask that regular visitors assist by not giving the code to strangers or less frequent visitors of the home. We also ask if anyone sees anything or anybody suspicious they alert the staff immediately.



STAFFING & MANAGEMENT

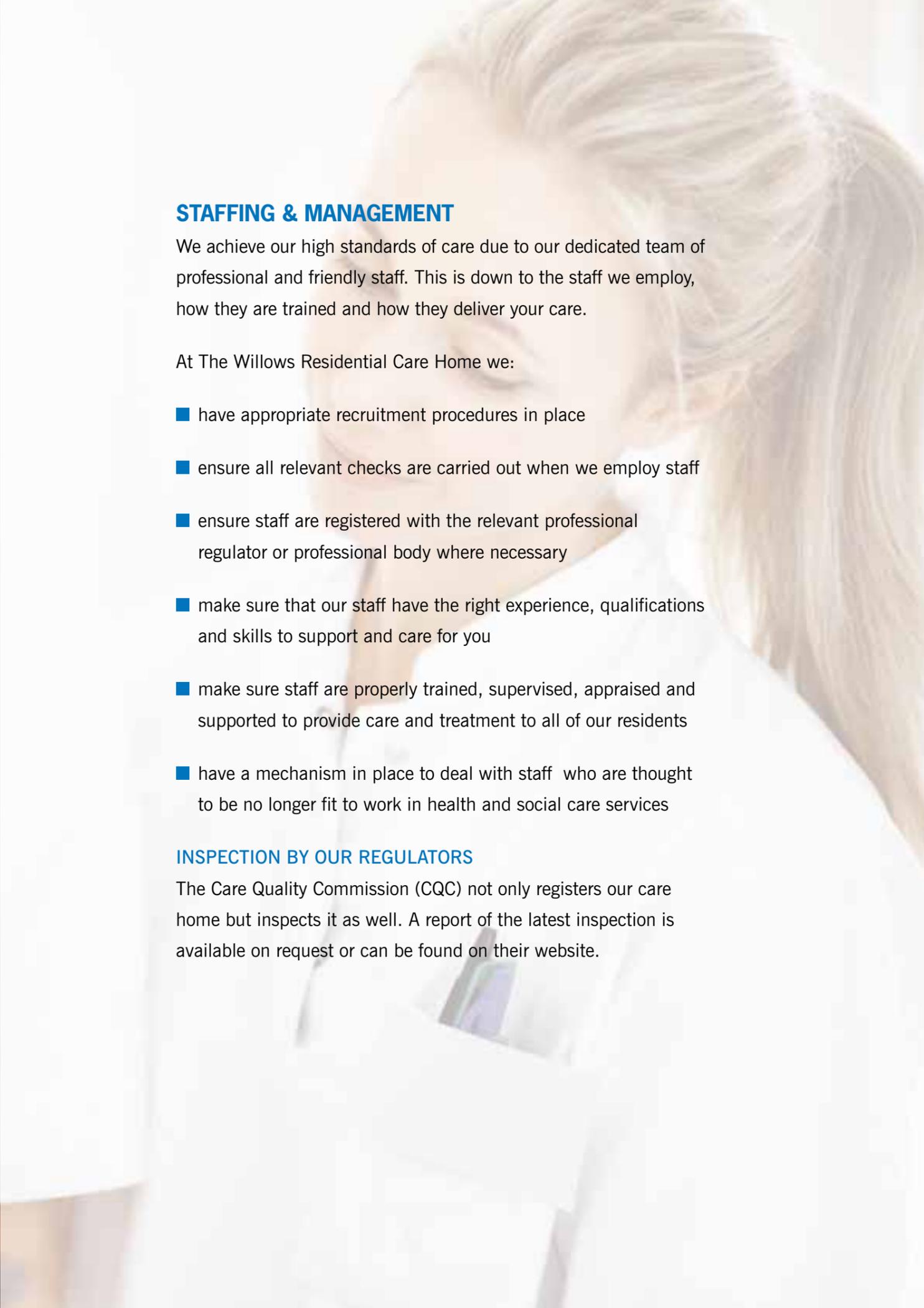
We achieve our high standards of care due to our dedicated team of professional and friendly staff. This is down to the staff we employ, how they are trained and how they deliver your care.

At The Willows Residential Care Home we:

- have appropriate recruitment procedures in place
- ensure all relevant checks are carried out when we employ staff
- ensure staff are registered with the relevant professional regulator or professional body where necessary
- make sure that our staff have the right experience, qualifications and skills to support and care for you
- make sure staff are properly trained, supervised, appraised and supported to provide care and treatment to all of our residents
- have a mechanism in place to deal with staff who are thought to be no longer fit to work in health and social care services

INSPECTION BY OUR REGULATORS

The Care Quality Commission (CQC) not only registers our care home but inspects it as well. A report of the latest inspection is available on request or can be found on their website.



HOW TO MAKE A COMPLAINT

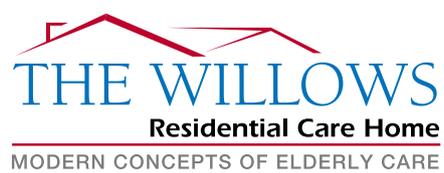
We aim to deal quickly and effectively with any complaint from a resident, relative or visitor.

The procedure is as follows:

1. A complaint should be raised initially with the person in charge. It will be recorded, in writing, on a complaints form. If the complaint cannot be resolved at that time, then the complainant should ask that the matter be passed to the Home Manager
2. If the Home Manager is not able to come to a satisfactory resolution, the complaint will be referred to the Company Director for immediate attention
3. The complainant will receive an initial response within 48 hours
4. The home is registered and regulated by the Care Quality Commission

Complaints may be forwarded to:

The Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA



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Tel: 01778 440 773