



# THE WILLOWS SERVICE USERS GUIDE 2016



## Our Statement of Purpose

- To assess client prior to admission, in relation to needs.
- To encourage independence, tailored to client's needs.
- To encourage and promote client self-respect, confidence and at all times, maintain high level of hygiene and to provide a safe and secured environment.
- To maintain well-being of client and promote freedom of choice.
- To provide all dietary needs for the client, 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 client'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 client to enhance stability and security and comfort.
- To ensure all medication is prescribed 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 client.
- All clients will have the right to access their health records.
- All clients will have ready access to use of a telephone. Privacy can be arranged upon request.
- The home is clean, cleaned by a Domestic Assistant and a high level of hygiene is maintained at all times to ensure that the home is left free from offensive odours.
- All clinical and domestic waste is removed from the home.
- All personal details of our clients are confidential and not discussed with anyone not connected with their direct care.

### **Number and size of rooms**

There are a total of 60 beds in the home – 3 Double Rooms, 47 single occupancy rooms and 7 single occupancy rooms with an en-suite facility. 7 of our single rooms have adjoining doors which can be unlocked when required. All our accommodation complies with the requirements of the Care Quality Commission (CQC).

### **Qualifications of Care Manager**

The Registered Nursing Home Manager, Kate MacWhirter is a Registered Nurse and has been in nursing for a number of years and has gained substantial experience of looking after the elderly.

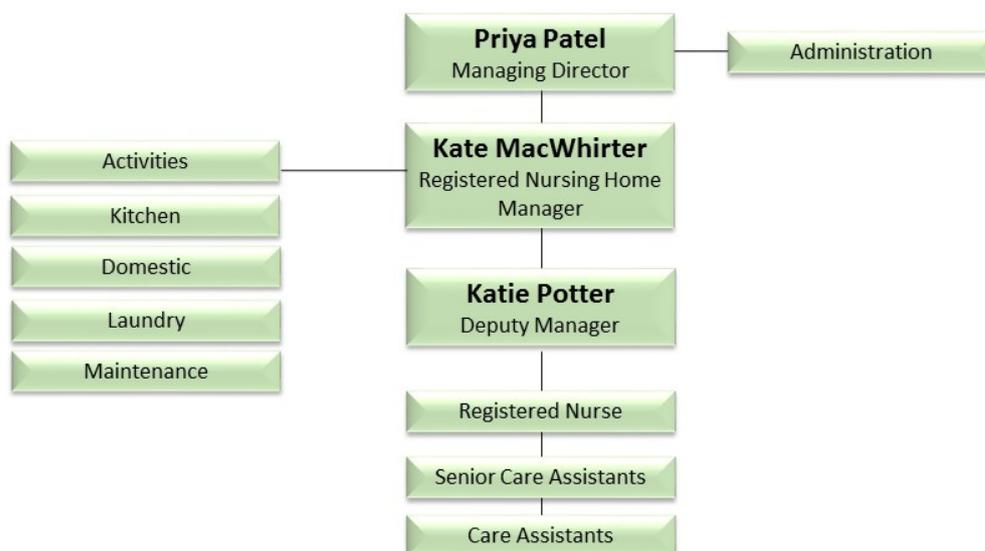
### **Qualifications of Staff**

In addition to the registered Nursing Home 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 person.

Chiropody and foot care are provided to all residents. 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

The Willows is a mixed sex home and has facilities to look after anyone over the age of 65 years, including 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 elderly people aged 65 years and over. We enable older people to continue living as independently as possible by providing care and support consistent with their incapacities and disabilities.

Several of our services users and most new ones 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 with the aim of having at least 50% of our care staff with an NVQ qualification at all times, which is well within the time scale set by the National Minimum Standards. 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 in respect of his/her health and safety are to be met. The plan is available to the residents to see if he/she wishes to do so. His/her plan is kept under on-going review and any changes made accordingly, with their consultation.

### **Service user property**

All personal possessions of clients will be treated with respect. The residents can bring any personal furnishings/furniture into the room they are to occupy. Any monies kept on request of a resident will be kept and stored in safe/secure place, and all relevant documentation completed.

The residents clothing will be washed and ironed on premises. Furthermore, they will always have a choice for alternative arrangements to suit their individual needs.

## 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 Care Manager. This gives him/her the opportunity to meet the potential service user in his/her own home.

Relatives and prospective service users are invited to visit the home. A trained nurse (in the absence of the Care Manager) shows them around including the vacant room and answers any questions that may arise. The prospective service user or husband/wife or the next of kin are invited to spend a day 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 admissions, should the need arise. In such events the Nursing Home Manager will undertake to inform the service user within 48 hours about key aspects, rules and routines of the service and to 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 in 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 staff who understand their importance to residents. Together, with an experienced therapist, arrangements for 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 in place 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 C.Q.C. Service users are also informed about planned C.Q.C 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. They are encouraged to attend any religious ceremony of their choice or a local church service.

## Visiting

We have a policy on 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 such outside contacts if desired. 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.

## 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](mailto:adultsandcommunitiescsc@leics.gov.uk)

Emergency Duty Team

Telephone: 0116 255 1606

(Evenings, weekends, Bank Holidays)

## 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. The GP's come and visit as and when required. We have a speech and language therapist who will also come to the The Willows when required.

## Privacy and dignity

The homes philosophy of care is based on a commitment to ensure that all service users are treated with respect, and that their dignity is preserved and right to privacy protected at all times. To retain their privacy, we provide help in intimate situations as directly as possible. They 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 as opening and reading post. The manager ensures all confidential information the home holds about service users is maintained.

To retain service user's dignity, we treat each of them as a special and valued individual. The choice of clothing as well as their personal appearance is considered. We also have in place a variety of activities, which enable each service user to express himself or herself as a unique individual.

## Fees

Our fees depend on the care required on an individual basis and can be discussed with the Nursing Home Manager.

## 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 about the care provided.

In the first instance, you should contact the Nursing Home 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 and this will be done within 28 days.

If however, you are not satisfied; 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](mailto: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.

## Evacuation Procedure

On hearing the Fire Alarm the Person in charge will ring the fire brigade ( Tel 9-999 ) 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 to report to Fire detection panel situated near front door, day or night.
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 the next fire doors, not a bedroom.
5. If evacuation is necessary, the residents will be evacuated into the rear car park.
6. It is the responsibility of the senior in charge to account for residents, staff and visitors.
7. Contact Nursing Home Manager/Deputy Manager/Director at any time.

## In the event of a false alarm

If fire is activated by e.g. resident's cigarette smoke, burnt toast etc. follow the Fire Procedure – in the event of a fire to stage 4.

On ensuring that it is a genuine false alarm, the Senior in charge is responsible for re-setting Fire Detection Panel.

Member of staff to re-assure residents and visitors that this has been a false alarm.

## Get in touch

If you would like to speak to our teams or send us an enquiry simply contact us using the details below or visit the website [www.3abcare.co.uk](http://www.3abcare.co.uk)

### Contacts:

Priya Patel - Director

Kate MacWhirter – RGN & Registered Nursing Home Manager

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Web: [www.3abcare.co.uk](http://www.3abcare.co.uk)

