

JenCare Homes Limited-Asmall Hall Care Home

Service User Guide

Welcome to Asmall Hall Care Home.

Summary of Purpose of the Home

Asmall Hall Care Home is owned by, JenCare Homes Limited. Mr. and Mrs. Chapman are the registered service providers of the home. Mr. Chapman's 15 years of business expertise complements Mrs. Chapman's nursing and management qualifications and experience, as Matron.

Asmall Hall Care Home opened in 1991, to enable the elderly within our society to continue living as independently as possible by receiving care and support consistent with their incapacities and disabilities. We value each and every individual, who comes to live at Asmall Hall Care Home. We welcome applications from people from all walks of life and with many different needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experience. All residents are assured that they will be treated with the respect and dignity according to their individual needs and wishes.

Brief Description of the Home

Asmall Hall is a registered Nursing and Residential Care Home, and aims to provide high-standard accommodation and Care. The home is a 17th century building, parts of the home are purpose built although in keeping with the existing building joined together by corridors and standing in grounds of landscaped gardens and woods, some of which has a fishpond and enclosed garden areas. Most rooms are single, the majority having en-suite facilities. The home has four separate lounges, one in the Dementia Unit, three in the General Side and three dining rooms. Again these are separate, one in the Dementia Unit and two in the General Side. The home has 54 registered bedrooms for residents, of which 51 are for single occupation. All rooms have at least 10 square metres of usable space. A small visitor's lounge and chapel/prayer room is available. Varying types of bathing and showering facilities are available in seven bathrooms and two shower rooms. Handrails are provided along the corridors.

For the benefit of all residents and staff, all of the home including bedrooms, bathrooms and communal areas are designated as non-smoking. Residents who may wish to smoke can do so in the designated area in the grounds of the building.

Each of our individual residents has an agreed plan of Care which provides the basis on which Asmall Hall's Care service is delivered. Each person's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements and similar matters. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behavior and actions. The care plan also contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of GP and other therapeutic services provided. The plan also includes details of resident's social interests and activities and how they are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives will also be documented. Residents and relatives are offered the opportunity to complete a "Pen Picture" of their lives previous to their stay at Asmall Hall, if they wish to do so. This information may assist staff to relate more appropriately in the delivery of individualized and professional care.

The Home's Management and Staff

In addition to the registered Matron/Manager, who has over 25 years experience as a Registered General Nurse, NEBS Certificate of Management, NVQ4 Registered Manager's Award, Mentorship and including over 14 years experience as a Matron, the home employs a Unit Manager who is a Registered General Nurse with EMB 998 –teaching and assessing certificate, NEBS Certificate of Management, NVQ4 Registered Manager Award and that of the D32/D33, A1 N.V.Q. assessor's award, a Mentorship award and has been trained in Dementia Care Mapping.

- The registered nurses of the home are either registered in General Health Care or Mental Health Care.
- Senior Carers are NVQ 3 qualified.
- A high percentage of General Health Care staff is either NVQ 2 qualified or is working towards that award but all attend ongoing training as required by the management.
- Kitchen staff have the Basic Food Hygiene certificate or above.
- Four Activity co-coordinators.
- Three Domestic staff, some also working towards N.V.Q. qualifications in their areas.

We also employ three cooks, four kitchen assistants, one full time, two part-time laundry workers, four domestic staff, a part-time maintenance person, one full time gardener, a Human resources Officer, a housekeeper, an office administrator and a general assistant. All ancillary staff receives training in the home's philosophy and values. The home is fully committed to staff learning and development.

User Surveys and Views of the Home

We are committed to maintaining and improving the quality of our service. We have comprehensive quality policies and procedures in action, which are constantly under review and revision. An important part of our approach to quality assurance is to obtain the views of all stakeholders, particularly those of residents, relatives and their representatives. We do this by holding Residents Meetings, Relative Support Group Meetings and sending out surveys to visiting professionals.

Number of Places Provided

Nursing and Personal care places are provided for 37 Elderly, which includes 5 places for young physically disabled and 19 places for the Elderly Mentally Infirm (EMI).

All of the 54 bedrooms except one is ten square metres or above as per the National Minimum Care Standards, 51 of those rooms are single and 3 are companion rooms for those Service Users who wish to share making a total of 56 registered beds.

Service Users Accommodated

The home provides care and accommodation for people with medical problems such as Stroke, Parkinson's disease, Epilepsy, Dementia, Diabetes Mellitus, care of the terminally ill and for people with mobility problems. We also cater for people with specific disabilities such as dementia, and people requiring personal care without the need for trained nurse input. We cater for residents who may require nursing care for which the home provides registered nurses. The home can accommodate both men and women and specifically provides non-smoking accommodation.

The Range of Needs Met

The home aims to provide services for residents aged 65 years and over, who require residential or nursing care. We are also registered to care for 5 young physically disabled. We also have a separate 19-bed Dementia Unit all with ground floor rooms and ramps to assist with wheelchair residents. A lift and stair lift are also available to give access to the first floor.

Payment of Fees

Our accounts are issued on a monthly basis and we prefer our fees to be paid by standing order, see attached price list for further details.

Provision of Care.

The home admission policy is to provide information on the categories of residents it provides care for: -

1. People who are arranging their care independently i.e. Paying of their own fees or by referrals taken from Social Services departments Care Management Arrangements and financed by a local authority at the rates they determine plus the required top up fee by a third party agreement.
2. 'Nursing' residents who may require short term or long term nursing care for which the home provides registered nurses.
3. Care for the terminally ill.
4. For people for short term care e.g. respite or holiday relief.
5. People with specific disabilities such as dementia.
6. People with needs of mobility problems and is accessible for non-independent wheelchair users.
7. For people requiring personal care without the need for trained nurse input.

The home has a range of therapeutic activities such as movement to music, gardening club etc. Please consult the nurse in charge if you wish to be involved or partake in any of these activities.

Fire Precautions and Emergency Procedures

As a fire safety precaution all visitors are requested to sign in and out of the building in the visitors book provided in the front porch.

The home is fitted with smoke detectors, fire alarm system and fire extinguishers are provided. Staff receive regular training and fire drills.

On discovering a fire the following procedure needs to be carried out by all visitors.

1. Operate the nearest fire alarm immediately
2. Leave the building without delay
3. Proceed to the assembly point at the front car park, but please do not leave the area until all persons in the visitor's book have been accounted for.

On hearing the fire alarm

1. Leave the building at the nearest exit
2. Proceed to the assembly point at the front car park, but please do not leave the area until all persons in the visitor's book have been accounted for.

THE LIFT MUST NOT BE USED

Fire procedures are posted through out the home, which displays information and action to be taken in the event of a fire.

COMMENTS, COMPLAINTS AND SUGGESTIONS

1. This home is committed to providing high-quality services and to constantly seeking ways to improve that quality.
2. Your comments, compliments, suggestions or complaints are always welcome at this home and we take pride in responding to them quickly, effectively and honestly.
3. All comments, compliments, suggestions or complaints should be made to the home manager. The home manager responsible for complaints and quality is: Mrs. T. Farrington.
4. Complaints will be treated seriously and dealt with as soon as possible.
5. Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
6. Written complaints will be responded to by an acknowledgement letter within two days. The home will then investigate the complaint and send the complainant a letter outlining the result within 28 days the complainant will be informed.
7. If the complaint cannot satisfactorily be resolved within the home it will be referred on to the Commission for Social Care Inspection.
8. Service users may complain directly to the Commission for Social Care Inspection at any time. Their contact details are:
Commission for Social Care Inspection
West Regional Contact Team
3rd Floor, Unit 1, Tustin Court, Port Way, Preston PR2 2YQ
9. We view complaints as an opportunity to identify anything that is going wrong in our organization and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.

A copy of the most recent inspection report and a copy of the statement of purpose for the home are available on request.

Basic Weekly Fees (From 14th April 2008)

Nursing Rates	£605.50
Higher Residential	£487.00
Higher Residential (Dementia Care)	£508.00
Lower Residential	£441.00
Young Disabled (Nursing)	£648.50
Young Disabled (Residential)	£645.50
Mulberry Unit	£626.50

Asmall Hall Care Home Asmall Lane, Scarisbrick, Ormskirk, Lancashire L40 8JL

Tel: 01695 579548, Mulberry Unit (Dementia Care) 01695 577780, Fax: 01695 579978,

Email: asmallmatron@aol.com and Web site: www.asmallhallcarehome.co.uk

The Commission for Social Care Inspection, 3rd Floor, Unit 1 Tustin Court, Port Way, Preston PR2 2YQ Tel: 01772 730 100.

Lancashire County Council: Social Services Directorate, PO Box 162 East Cliff County Offices, Preston PR1 3EA. Tel: 01772 264222.

West Lancashire Primary Care Trust, Trust Headquarters: Ormskirk & District General Hospital, Wigan Road, Ormskirk, Lancashire, L39 2JW. Tel: 01695 598084.

This Document is under regular review and comments would be welcome from Service Users and others.

Date: 9th September 2008 Review Date: September 2009