

# Peartree Care Centre

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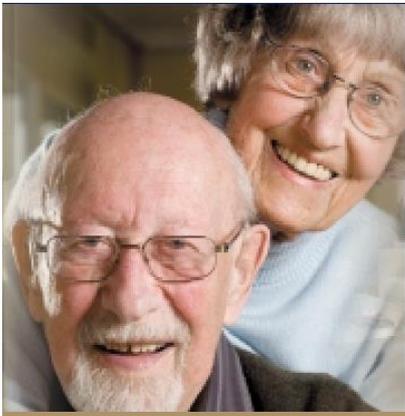
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# Information Pack

Providing Residential, Nursing and  
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Care for the Elderly



[www.excelcareholdings.com](http://www.excelcareholdings.com)



# Providing Residential Nursing and Dementia Care For the Elderly

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This information pack has been produced to meet the requirements of Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Care Home Regulations 2009

If you would like a copy of this document in Braille, on Audio or in a different language please ask the Business Manager or Clinical Manager of the Home.

# Introduction

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This section gives a brief description of Peartree Care Centre and our aims. It also sets out our commitment to provide a high quality service

## Peartree Care Centre

On behalf of the Senior Management Team and all the staff we would like to extend a warm welcome to you. The management and staff team at Peartree Care Centre are committed to providing the very best quality of care for people living here.

We hope that you find the information in this document useful and informative. It contains detailed information about our aims and objectives, our philosophy of care, facilities and services, staff and organisation, and our care arrangements. It also contains brief answers to many questions often asked by potential and new people living at Peartree Care Centre.

Additional copies are available in Reception or can be requested from the Clinical Manager, Business Manager or Receptionist.

If you require any more information or have questions about Peartree Care Centre and the service we provide, please do not hesitate to approach any member of our staff team who will be happy to give you more detailed information. Your comfort, care and wellbeing are always very important to us.

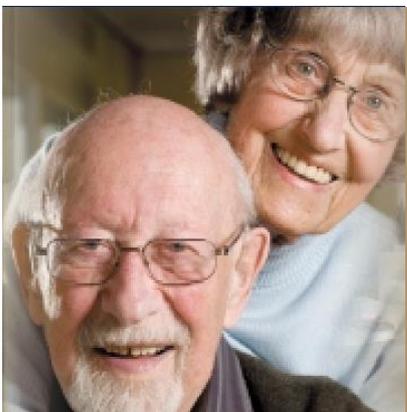
We will always remember that you are an individual and this will always be our priority when planning your care.

Throughout your stay with us, we will endeavour to ascertain your preferences and choices in all aspects of your care.

At Peartree Care Centre we aim to offer a home from home feeling with the added assurance of a safe environment. We aim to make the difference by offering care with integrity.



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## Providing Residential Nursing and Dementia Care For the Elderly

### About Our Home

Peartree Care Centre is a 70 bed purpose built care home in Sydenham in South East London.

We provide permanent care for;

- 19 frail elderly people who require residential care with dementia on the first floor
- 19 frail elderly people who require residential care and nursing care with dementia on the second floor
- 19 frail elderly people who require nursing care on the third floor
- The ground floor has 13 beds for people who require frail residential, frail nursing and palliative care

All areas of the home are accessible to accommodate wheelchair users.

Peartree Care Centre is registered with the Care Quality Commission to provide the following activities:

- ◆ Accommodation for persons who require nursing or personal care.
- ◆ Treatment of disease, disorder or injury.
- ◆ Diagnostic and screening procedures.

The home is within walking distance of local shops, a post office, banks, church, supermarkets and bakers along with pubs and restaurants in Sydenham High Street.

There are local bus services to other areas of South East London and Kent.

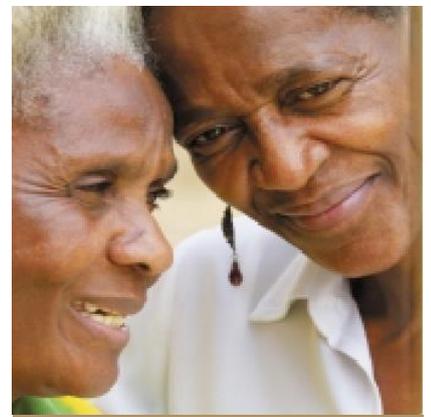
The Registered Provider of the home is Springmarsh Homes Ltd, which is part of Excelcare, a private care company that has been operating since 1989. Excelcare currently operate homes for older people and younger adults in Southeast London, Cambridgeshire, Milton Keynes and Essex.

### Our Aims

Our aims are to provide a caring and secure environment within which people are treated with respect and regard for their dignity and well being.

## Mission Statement

We are an experienced, professional care provider committed to the delivery of a quality care service to adults and older people through nursing, residential and the provision of domiciliary services

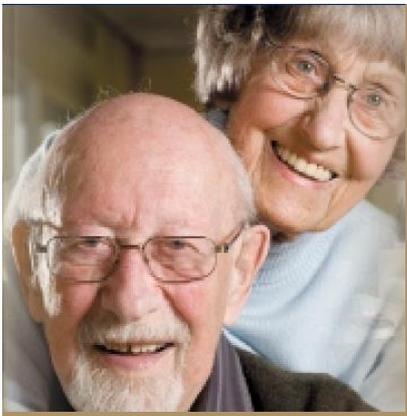


## Home Objectives

### Care

- ◆ To ensure that services are delivered within the framework of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009, and the Care Quality Commission (Registration) Regulations 2009.
- ◆ To ensure all people living at Peartree Care Centre are actively involved, where possible, in devising their own personalised, expressed and assessed needs and abilities Care Plan.
- ◆ To ensure all care plans and risk assessments are reviewed no less than once a month.
- ◆ To promote local community links.
- ◆ To meet cultural, spiritual, social and diversity needs of people living in Peartree Care Centre.
- ◆ To provide regular activities - both inside and outside of the home.
- ◆ To ensure meetings for people living at Peartree Care Centre/relatives meetings are held at least 6 times a year.
- ◆ To compile a regional newsletter for circulation every 3 months.

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## Hotel and Housekeeping

- ❖ To promote health and safety within the home with regard given to providing an environment which is clean, safe and beneficial to people in the home
- ❖ To maintain the quality of buildings and grounds on a planned basis.
- ❖ To ensure that all menus are reviewed at least four times a year and to use seasonal foods and incorporate choices of people living in Peartree Care Centre.

## Staff

- ❖ To ensure all staff receive a full and comprehensive induction programme.
- ❖ To facilitate staff training and supervision on an ongoing basis with annual personal development reviews.
- ❖ To ensure that staff adhere to the company code of conduct, policies and procedures.
- ❖ To hold staff meetings once a month.
- ❖ Maintain the dignity, privacy and respect of people in Peartree at all times.
- ❖ Assist each person to maintain their independent living skills for as long as they are able.
- ❖ Ensure that each person retains their rights as citizens.
- ❖ Offer support to the family and friends of each person living in Peartree Care Centre during the pre and post admission stages, with continuing support throughout the person's permanent care.
- ❖ Promote good care practice and maintain good working relationships with other professionals.

## Philosophy of Care

Our aim is to look after each person in a "home from home" environment creating a homely atmosphere and quality care services which meet the individual needs of each person.

We regard each person as an individual with their own rights to voice opinions, make choices, and be kept well informed about their identified needs and the way we will help meet these.

We offer at all times, sensitive and conscientious nursing and personal care from our team of competent and committed staff who have an understanding of the needs of elderly people.

We have staff members available that are willing and happy to advise and assist with personal problems. We believe in the value of having an allocated key worker. It is an important part of our philosophy to provide care with respect to privacy and dignity. Care Plans are established from an assessment of individual needs and ensure the information available guides us on how best to provide care.

We strive to maximise the autonomy of each person and maximise their independence.

We are also aware of the spiritual requirements of each person and act accordingly to ensure those needs are met.

It is an important part of our philosophy to provide quality care. Respect for the privacy and dignity of each individual being uppermost in our minds. Care plans are established from an individual assessment of needs to ensure the retention of dignity and as much independence as possible.

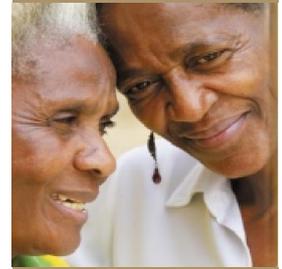
With the consent of each person living at Peartree Care Centre with capacity, we encourage the involvement of families and their participation in regular assessment and Care Planning, whilst observing the rights of all to privacy.

Above all, we will strive to create a home, where in comfort, safety and security, the people living in Peartree can be the individual that he or she has always been.

We believe life history is fundamental to care planning. It allows the staff to have an in depth understanding of the person's background and social history.

We believe that all people are individuals and therefore we individually assess each person prior to admission and on admission.

With the involvement of the person and support of the family we devise person centred care plans which assist us to ensure that all people receive the highest standard of care.



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### **GSF: Gold Standard Framework**

We believe in enabling and encouraging people in Peartree to live well in a stimulating environment that advocates freedom of choice, autonomy, dignity, respect and confidentiality within a holistic framework of care provision.

We actively advocate and integrate the Gold Standard Framework's Advance Care Planning (ACP) and End of Life Care (EoLC) as part of our philosophy of care, that provides: 'The Right Care at The Right Time and in The Right Place'.

The ethos of our End of Life/Palliative Care encompasses a holistic approach that ensures a high quality of care for all people in the home throughout their lifetime and during the End Stages of Life. We have a support network of specialists in the various sectors of medical and social care namely our GP, Community Psychiatric Nurses, Consultant Psychiatrist, palliative care nurse specialists (St Christopher's Hospice), Lewisham Social Services, Lewisham Primary Care Trust and NHS Trusts.

Overall, we strive to provide optimum care that reflects persons' needs and choices while working in partnership with relatives/carers to discuss and plan how people wish to live their lives and most importantly how they would like to receive their end of life care. We find out if they would like to be in familiar surroundings and with the staff who know them, know their likes/dislikes and staff who will provide individualised tender loving care.

### **Person of the day**

At the heart of our quality system is the concept of 'Person of the Day'. This concept provides a structured approach for all staff to get to know the people they care for better. It helps staff to understand what is important to the person and how they can help meet their wishes and needs. It gives the person who uses the service, and their family, a formal, planned opportunity to share their experience of living in the home and receiving care. Their room is deep cleaned and any changes are identified and planned for. A letter is provided to the individual, and their family if they so wish, which explains the concept and tells them their allocated date. The same date is allocated to the person who uses the service every month and is deemed 'their day'.

# Facilities and Services

## 2

This section describes:

- ◆ Our accommodation
- ◆ Meals, mealtimes and kitchen facilities
- ◆ Arrangements for personal medical care
- ◆ Arrangements for accommodating personal possessions of people living in Peartree Care Centre.

## Accommodation

Number of Lounge/Diners	4
Number of Therapy/Activity/Quiet Rooms	3
Number of Assisted Bathrooms	8
Number of Single Bedrooms (en-suite)	64

## Bedrooms

Ground Floor	Number of Rooms:	13
First Floor	Number of Rooms:	19
Second Floor	Number of Rooms:	19
Third Floor	Number of Rooms:	19

Bedroom sizes are a minimum of 18ft x 12ft

## Fees

Peartree Care Centre accepts placements from private individuals and local authorities. Individuals may, subject to a financial assessment, be entitled to local authority funding. In such cases, the individual/ family must contact the local authority for the placement.

All Fees are subject to annual reviews and changes due to change in care needs.

**On the Ground floor:** We have 13 beds for people needing Frail Nursing and Palliative Care/Continuing Care. The fees vary from £700.00 to £1200.00 per week, depending on individual needs.

**On the First and Second floors:** we have 38 Residential Dementia and Nursing Dementia beds for residents with mild, moderate to severe cognitive impairment with fees ranging from £730.00 to £1000.00 per week, based on individual needs.

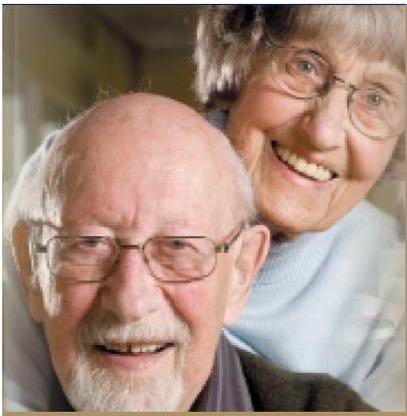
**On the Third floor:** we have 19 Nursing beds with fees between £710.00 and £1200.00 per week, based on individual needs.

The variation in fees is determined by the level of dependency and the care category of the person.

If the person has been awarded a nursing contribution, this will be deducted after a full nursing assessment has been completed and approved. All people will receive either a statement of terms and conditions in respect of the accommodation provided or a contract if they have purchased their accommodation privately.



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Contract and statement of terms and conditions will detail the following information.

- ◆ Room which will be occupied
- ◆ Care and services (including food) covered by the fee
- ◆ Fee payable and by whom
- ◆ Additional services to be paid for over and above those included in the fees
- ◆ Rights and obligations of the people living in Peartree Care Centre and registered provider and who is liable if there is a breach of contract
- ◆ Terms and conditions of occupancy, including notice period.

### Additional information

#### Garden Facilities

Enclosed, paved court yard garden with wheelchair access at the back of the home.

#### Telephone Access

If people living in Peartree Care Centre would like a telephone in their room, it is possible for the network provider to come out and fit a private line, once an agreement has been made that the person will meet installation charges and future running costs of the private telephone.

#### Security

A call bell is provided in each room. The main door can only be opened by manually entering a code from inside the building or by staff using the remote release mechanism.

All staff are aware of the importance of security and visitors are requested to sign in and out of the Visitors Book.



## Providing Residential Nursing and Dementia Care For the Elderly

### **Fire Protection**

The home is equipped with fire extinguishers, which are annually checked by the fire service and a specialist contractor who issues us with a certificate of safety.

A fire alarm system is in place and tested on a weekly basis, smoke detectors are placed around the home and also checked on a regular basis.

The fire procedure is on display throughout the home.

Senior staff are trained Fire Marshals who will take charge of the situation until the fire service arrives.

The fire procedure is on display throughout the home. All staff receives full fire training.

### **Furniture provided**

Each bedroom is provided with -

- ◆ A single bed
- ◆ An armchair
- ◆ A lockable bedside cabinet
- ◆ A wardrobe
- ◆ A chest of drawers

### **Meals**

Fresh, home cooked traditional meals are prepared daily by our chef and their team. We cater for special dietary needs and cultural preferences; meals are well balanced nutritionally and tasty. We ensure that our menus reflect the person's choices and requirements.

Our team of catering staff will provide a menu that rotates on a 4 weekly basis. This will be changed to take into consideration seasonal produce available locally.

We encourage all people to be involved in menu planning and our chef will visit people to ensure active involvement.

The home offers breakfast, lunch, an evening meal and supper with snacks and drinks provided during the day and night. Visitors are welcome to dine with people for which a small charge will be made. Notice will be required.

### **Mealtimes**

Breakfast is served between 8.00am and 9.30am

Lunch is served between 12.30pm and 1.30pm

Evening meal is served between 5pm and 6pm

Bedtime drinks with a light snack if needed is served at 8.00pm.

We have a 'Protected Meals' policy in place which is displayed throughout the home and asks visitors to avoid visiting during mealtimes unless they are dining with the people. This enables people in the Home to enjoy their meals without any interruption.

### **Kitchen Facilities**

The kitchen facilities meet the standards set out by the Environmental Health Department and are inspected at least yearly by an Environmental Health Officer.

Peartree Care Centre currently holds a '5 Star' EHO certificate issued by our inspector following an inspection held in December 2014.

The main kitchen facilities are not accessible to people living in Peartree Care Centre and visitors due to Health & Safety and Food Hygiene Regulations, however there are kitchenettes on each unit which are equipped with tea and coffee making facilities where people and visitors can help themselves to hot and cold drinks. Also within the kitchenette area there is a fridge, microwave and toaster where snacks can be prepared.



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## Laundry Services - Precautions

### Dry Cleaning Garments

Some fabrics are too delicate to be washed in water, and may therefore have a dry cleaning symbol on the label this is in order to preserve the shape, colour and integrity of a garment. We ask that you be mindful of this and ensure such items are not put into the home's laundry as the home cannot be held responsible for damage caused to such items of clothing.

### Clothes Labelling

Clothing is key to our personal identity and when a favourite shirt or blouse goes missing it can be very upsetting for all concerned.

The traditional methods of sewing in, or ironing on labels do not always prove robust enough when clothing needs daily washing. Labels can come off during the laundry process and may need to be re-done on a regular basis, which is very time consuming. Unsightly marker pen not only ruins the garment but washes off very quickly.

Within Excelcare we recommend using a clothes label called 'Attach-a-Tag' it has proved successful at reducing lost laundry it is a simple, quick and secure attachment device means that the tag will stay on the garment until it needs to be removed. The ergonomically designed shape, coupled with its discrete size means that it is barely discernible by the wearer.

We do not recommend using Attach-a-Tag for socks and stockings and tights collectively also underwear Attach a Tag sell mesh laundry bags to increase efficiency and reduce handling of these garments. The mesh bag then has a tag applied to the label for identification. The Mesh bags cost around £2.50+VAT each.

You can purchase a Dolphin applicator to attach the tags yourself; it is very easy to use and cost around £12.50+ VAT

The tags themselves costs around £11.00 +VAT for 30 tags and £15.00 +VAT for 50 tags – you can either order online; for an updated price list you can call the company direct or ask our Receptionist/Administrator to assist you with ordering these.

Updated prices for above products are available on their website:

<http://www.attachatag.com>

The details of Attach-a-Tag are:

StayPut Systems Ltd

The Glass House

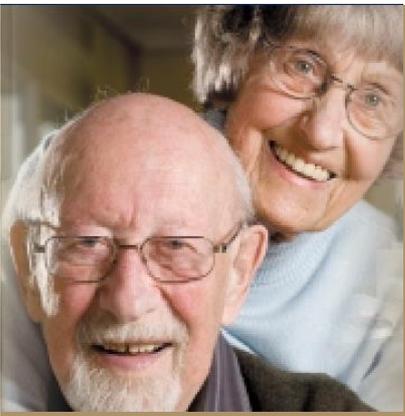
Arthur Road

Wimbledon Park

London SW19 8AE

Tel: 0203 405 2770

<http://www.attachatag.com>



## Providing Residential Nursing and Dementia Care For the Elderly

### **Personal Care**

#### **Qualified Care Staff**

Staff are always on duty to plan and supervise the care of people living in Peartree Care Centre, ensuring the highest standards at all times. GP's, District Nurses and Primary Care Team staff will visit people as needed and appropriate. People living in Peartree Care Centre, where practical, will be able to retain their own Doctor.

#### **Optician and Dentist**

Home visits will be made as requested and appropriate, although people are free to make their own appointments if preferred.

#### **Physiotherapy**

This can be arranged as necessary.

#### **Chiropodist/Podiatry**

The community Foot Health Team of chiropodist/podiatrist visits the home on a regular basis. Should a NHS assessment be required our staff will be happy to assist in arranging one. However, if people prefer to make their own private arrangements they can be visited at the home.

#### **Hairdressing**

A Hairdresser visits Peartree Care Centre once a week, details and price lists are available on request.

#### **Shopping**

Where appropriate we encourage people to go shopping on their own or with relatives and friends. Where this is difficult staff will assist people by purchasing goods on their behalf or will arrange a shopping trip.

#### **Laundry**

Laundry is undertaken within the home. All personal clothing should be clearly labelled prior to admission. There are no facilities at the home for people to do their own laundry.

#### **Routine Appointments**

The Home is not obliged to provide staff to accompany any person for routine appointments outside the Home. We will ask the next of kin to provide an escort in the first instance and can assist in booking transport if needed. Where an escort cannot be provided by family members we can provide and escort for the routine hospital appointment, however a charge will be made for this service.

## Personal Insurance and Security of Valuables

People living in Peartree Care Centre and their families are advised that when taking personal furniture, mirrors, and ornaments to the home, the company insurance limit for replacement is £500 and therefore it is advisable to consider having insurance in place should the items value exceed our insurance limit.

With personal items of jewellery, it is advised that thought be given to how items will be safeguarded from loss when in possession of the person. Although a lockable cabinet is provided in bedrooms and there is the use of the homes' safe located in the manager's office, there is always a potential risk of loss.

The insurance limit is £500, and claim for loss would require proof of valuation and of the jewellery having been entered on an inventory at the time that the person became a permanent at the home. People or their families may wish to consider having a photo taken of jewellery, or agreeing that the home do so, to assist staff should an item be lost. Personal insurance for valuable items is advised.

People need to be aware that the replacement costs of expensive hearing aids and spectacles will be limited by our insurance cover and proof of value will be needed in the event of a claim for lost items. Personal insurance for valuable items is advised.

## Personal Telephones

All bedrooms have telephone sockets in place and people are able to arrange a private direct dial telephone for their room if they wish. The cost for connection and all bills will be met by the person.

Personal mobile phones are acceptable within the home. The costs incurred will be met by the person.

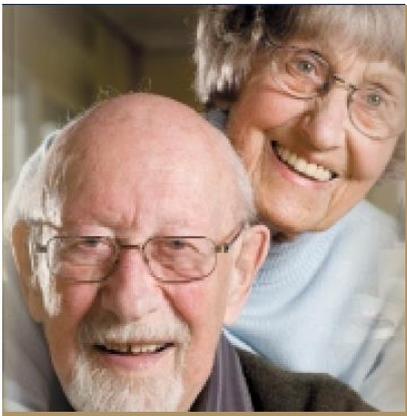
## Arrangements for Pets

Peartree Care Centre has a 'Pets policy' which can be discussed with the Clinical Manager or Business Manager.

Visitors are permitted to bring well-behaved pets into Peartree Care Centre with prior consultation and at the discretion of the Clinical Manager or Business Manager.



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### Locks and Keys

Should people living in Peartree Care Centre require further privacy, a key to the bedroom door is available, however a master key will be held by the management to use in an emergency.

### Gifts and signing Legal Documents

If a person wishes to make a will, assistance can be offered by the home in order to obtain information about services that offer a will writing service.

In order to reduce the risk of accusations of undue influence the management have drawn to the attention of staff the dangers that exist and have advised staff should not accept gifts or money from people living in Peartree Care Centre.

It is a management concern that people may place members of staff in a difficult position by asking them to accept money or to assist them with the preparation of a will or any other document purporting to bestow property.

If, however, a person is insistent on making a gift the staff member must seek advice from the Management who may arrange for them to discuss the issue with a senior officer of the registration authority. In addition staff members are instructed not to help or offer advices upon the preparation of wills, deeds or gifts and are instructed that they can not witness the signature of a person or relative on this type of documentation.

## Moving In and Security of your Personal Possessions

Once you have chosen the home that is right for you, we will, if requested by you and your family or social services, advise on your 'move in' arrangements, but not be responsible for the costs or organisation; similarly, we will advise on what personal possessions you need to bring, insurance arrangements you may want to consider and the safety checks needed for equipment.

When you arrive, the staff will help with unpacking and if you have not completed one in advance, will make an inventory of all possessions you can request a copy of the personal possessions form from the home to fill in before you arrive. The form sets out all property brought in on the day of admission.

Please ensure you include items worn on the day of admission. The form will not record items brought in, removed or replaced at a later date; it is therefore advisable that if there are any subsequent changes to personal possessions that you ask a member of staff to update the form held within your care plan and provide you with a copy.

It is important that items listed on the form are given detailed descriptions and where possible photographs taken and supplied with the form and kept on your Care Plan file.

For the sake of security it is not advisable to hold valuable jewellery or large amounts of cash in the lockable drawer in your room.

Individuals may wish to purchase a small hotel type 'safe' as extra security for their personal belongings; these can be purchased from 'supply 2 hotels' for more information please check their website - [www.supply2hotels.co.uk](http://www.supply2hotels.co.uk).

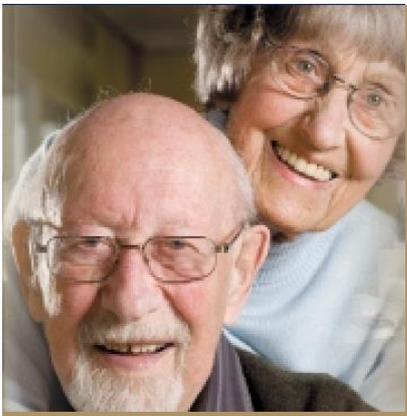
We regret that although the home has a safe we cannot store items of jewellery or large amounts of cash for people living in Peartree Care Centre.

Please note that we cannot be responsible for the loss of jewellery, cash or other valuable items. Property is brought into the home at the owner's risk and we advise you to take out your own insurance policy cover before becoming a person living in Peartree Care Centre.

# Staff and Organisation

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This section describes the Organisation of Peartree Care Centre and the Management and Staff with details of their experience and qualifications.



## Providing Residential Nursing and Dementia Care For the Elderly

### **Name and address of Registered Provider**

Springmarsh Homes Ltd.  
195 -199 Sydenham Road  
Sydenham  
London SE 26 5HL  
Tel: 0208 488 9000  
Fax: 0208 333 5399  
Email: [lucy.pawley@excelcareholdings.com](mailto:lucy.pawley@excelcareholdings.com)

### **Responsible Individual – Geraldine Finney**

Geraldine has a degree in Social Policy from the University of Southampton. She trained as a Nurse in London and has practiced as a Health Visitor for several years in Lambeth. She was a manager in the NHS for 10 years and the last 5 at Senior Level.

Geraldine owned and managed her own Care Home in the Isle of Scilly, prior to returning to London and taking up a position with Excelcare.

### **Registered Manager and Clinical Manager – Lucy Hyde-Pawley**

Lucy has been a Manager since May 2006 and joined Excelcare in May 2008. Prior to that, she gained a wide range of experience in both the NHS and the community as a Qualified Nurse in Acute and Elderly Care setting including the Continuing Care Team. Within the community, Lucy worked in Social Services for several years within the Learning Disability Team. She has BA (Hons.) degree in Health Promotion from the University of East London and has various other qualifications such as RMA, Diploma in Nursing the Acutely Ill Adult, ITEC Diploma in Aromatherapy and Massage.

### **Business Manager – Aditee Naik**

Aditee has a Masters degree in Business Administration from Sheffield Hallam University. She has been working with Excelcare since 2010. Prior to that, Aditee worked in child development and in the private banking sector.

### **Receptionists**

Our receptionists assist the Clinical Manager and Business Manager in all aspects of administration within the home.

### **Staff nurses**

Staff nurses organise the running of their shifts and the staff who are on shifts. They have a Registered Nurse qualification.

## **Team Leaders**

Team leaders have the appropriate qualification NVQ 3 or equivalent and are able to organise the management of their shifts and the staff who are on duty. They will either have an NVQ 3 qualification in Health and Social Care or equivalent and the Team Leading and Management qualification. All Team leaders will have a minimum of two years experience of working in a care home environment.

## **Senior Carers and Care Assistants**

Senior Carers and Care Assistants deliver care to people under the guidance and instruction of senior staff, taking into account individual preferences including gender, religion, diversity cultural and linguistic backgrounds whenever possible. Senior Carers have an NVQ 2/3 in care and Care Assistants are encouraged to gain this qualification.

## **Activities Coordinator**

Our Activities Coordinator provides opportunities for meaningful and purposeful activities and outings planned through a structured programme following discussions with people and families.

## **Housekeeper**

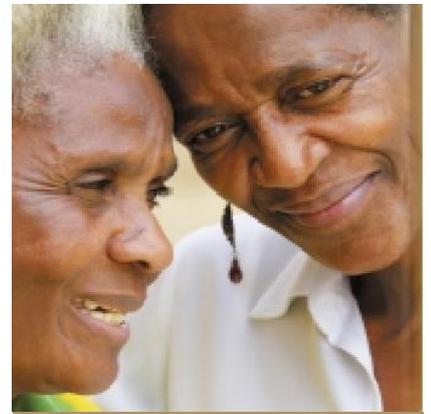
Our Housekeeper and the team of domestic and laundry staff are responsible for ensuring the highest level of cleanliness is maintained throughout the home and laundry the is undertaken with care and attention to infection control guidelines.

## **Chefs**

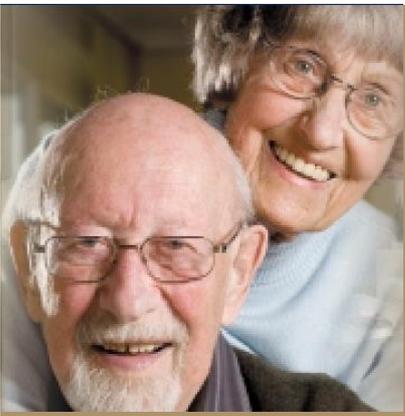
Our Chefs is responsible for the day to day running of the main kitchen ensuring that all catering needs are met and that the kitchen meets the regulation standards.

## **Maintenance Manager**

Our Maintenance Manager and his team and responsible for ensuring all out homes across the London region are well maintained and meet external regulations. The Maintenance team carries out the vast range of work required to keep our homes in tiptop condition. The team covers general repairs and maintenance of the buildings, services, grounds, facilities and equipment. The team also offers assistance in personalising a person's room with pictures and shelf hanging as an example.



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## **Staff Training**

All staff attend training courses when they first start working at Peartree Care Centre and attend refresher courses throughout their employment.

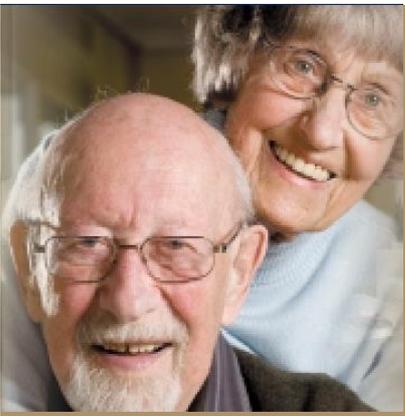
The mandatory training for all staff includes:

- ◆ PAR (Protection of Adults at Risk)
- ◆ Fire Safety
- ◆ Health and Safety
- ◆ COSHH (Control of Substances Hazardous to Health)
- ◆ Manual Handling
- ◆ Food Hygiene and Safety
- ◆ First Aid Awareness
- ◆ Dementia Awareness
- ◆ Infection Control
- ◆ Equality and Diversity
- ◆ Deprivation Of Liberty
- ◆ Mental Capacity Act
- ◆ Customer Care and Communication
- ◆ End of Life Care/ Palliative care
- ◆ Skills for Care Common Induction Standards for Social Care (this applies to staff that do not have prior care experience)

# Care Arrangements

4

This section describes the Care Services offered at Peartree Care Centre and recognition of the Rights of people living here.



# Providing Residential Nursing and Dementia Care For the Elderly

## Admission Criteria

### Procedure

Prior to agreeing to the admission of a potential person in the Home, the Clinical Manager or a suitably qualified member of staff will visit the intended person at home or in hospital, unless the person prefers to visit the Home and is able to do so. At this time, the needs of the person will be discussed. The draft care plan from Social Services will be used, in conjunction with the Excelcare pre-admission assessment and draft care plan.

The Clinical Manager, Business Manager or member of staff will ensure, as far as it is possible that both the person wishing to live in Peartree Care Centre and their family/ representative are fully informed of the scope of services and facilities available at the home within the Information Pack.

Once a date for admission and a fee rate has been agreed (if appropriate), the following Welcome Pack is given to the person living at Peartree Care Centre and or their family/representative incorporating the following;

- ◆ Information Pack
- ◆ Terms and Conditions or Contract for people living at Peartree Care Centre.
- ◆ For Local Authority funded people living at Peartree, a formal service contract between the Home and the Authority will be agreed in addition to the above.

Any contract with people shall be based on the above information and in compliance with the Care Quality Commission regulations.

Prior to admission the pre-admission assessment and Care Plan sheets will be given to the person responsible for the person's care.

Before six weeks have elapsed a placement review will take place for each person and their care plan will be reviewed. Where a person has an allocated Care Manager they will organise the placement review and arrange a date, six weeks after admission and as required thereafter. Where there is no Care Manager the key worker or named nurse will organise and arrange a multidisciplinary placement review, six weeks after admission and six monthly thereafter.

The Care Plan will be reviewed in the Home on at least a monthly basis in addition to the placement reviews. Full involvement by families or advocates is actively encouraged.

We recommend all potential people, relatives and friends visit the Home to assess our facilities and their suitability. All potential people are offered the opportunity to move in on a trial basis before they or their representatives make a decision to stay permanently.

### **Dementia Care**

Within Peartree Care Centre we have a designated living area for people who have dementia care needs. In order to ensure good practice is set within dementia care all our staff attend dementia training. We also work closely with our local GP's and other outside agencies such as CPN's, District Nurses, Memory clinics, Dieticians and the Falls Coordinator to ensure a high quality of dementia care is provided and maintained. We also run 'SONAS', which is a sensory stimulation program for people with dementia, which enhances sensory recognition and well being. Our sensory room has special equipment that stimulates the senses with light, colour and sound.

We also have a reminiscence room with an interactive 'My Life' programme which is a touch screen computer for applications such as painting.

Our indoor garden on the second floor provides an interesting and stimulating /relaxing atmosphere, with our colourful flowers, lights and the fish tank with a variety of fishes.

We have in Peartree a 'Dementia Support Group'. Regular meetings are held for people and relatives to share their experiences of dealing with Dementia.

### **Emergency Admissions**

Emergency admissions are not frequent but occasionally a crisis arises and Social Services Emergency Duty Team will arrange for an older person to be admitted to Peartree Care Centre. The home will endeavour to gather as much information as possible about the person and staff will support that person to help reduce anxiety and distress. A review will be held within 48 hours of admission.



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### **Care Planning**

A Care Plan is developed with each person and their key worker, and reflects the person's individual needs and wishes of that person. People living in Peartree Care Centre and their relatives (with the person's permission) may have a copy of their care plan.

Care Plans are regularly updated, (at least monthly) to reflect and address the changing needs of the people; which are discussed and agreed with them.

Reviews of the Care Plan will take place at monthly intervals or as a need changes.

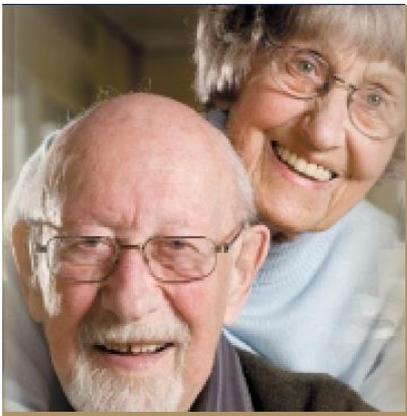
### **Needs of a Person**

The needs of a person, who is not receiving nursing care, can change either suddenly or from a gradual increase in their dependence levels.

When this occurs the home may be unable to meet the needs of the person. If this occurs, you, in conjunction with the home and the funding authority, may be required to see an alternative service.

### **Key Worker Role**

A designated member of staff will be assigned to each person to support and develop a caring relationship with the person so as to provide both guidance and counselling help as appropriate. They will also develop communication with families and external agencies. A full description of the key worker role is available if required.



## Providing Residential Nursing and Dementia Care For the Elderly

### **Medication**

Staff who have had medication training administer medicines in the home. However, should the person wish to administer their own medicines a lockable space will be provided (unless a risk assessment indicates otherwise).

### **Privacy, Dignity, Rights and Choice**

The following information summarises the commitment we have to ensure the rights of all people living in Peartree Care Centre are respected at all times.

#### **Privacy**

- ◆ Staff will knock and wait before entering a person's room.
- ◆ Staff are aware of the need to maintain confidentiality.
- ◆ When undertaking personal care procedures, these are provided in private, with a sign on the door indicating the need for privacy.

#### **Dignity**

- ◆ All communication with a person is respectful.
- ◆ People in the Home are called by their preferred name.
- ◆ Open visiting is welcome and arrangements for privacy are in place.
- ◆ Private access to a telephone is available.
- ◆ People are offered a variety of activities and entertainment.
- ◆ People are able to choose their own clothes and purchase their own clothes.
- ◆ People's preference to receive care from a male or female is respected whenever possible.

## Rights

- ◆ People are able to voice views at meetings and individually.
- ◆ People and chosen advocates are consulted when planning care
- ◆ People have a right to take risks
- ◆ Complaints are treated with sensitivity and people are encouraged to voice concerns without fear of reprisal
- ◆ People give informed consent to treatment and have a right to refuse treatment or care
- ◆ People are encouraged to bring their own furniture and possessions
- ◆ People are involved in all aspects of planning their care and treatment

## Choice

- ◆ People may choose the time they rise and go to bed, the time they get washed and dressed, the number of showers, baths they have and choose where they eat
- ◆ People have a choice of meals
- ◆ People are allowed and encouraged to choose their General Practitioner
- ◆ People are consulted when reviewing menus

## Fulfilment

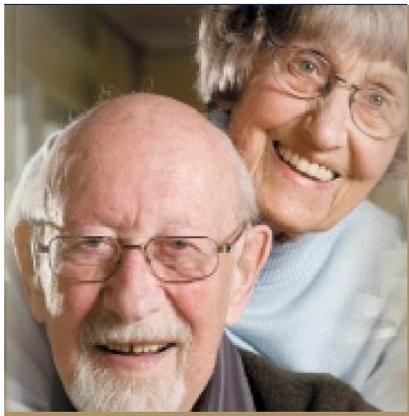
- ◆ People are encouraged to fully realise their personal aims
- ◆ People are encouraged to fully realise their full potential
- ◆ People are happy and contented with their quality of life

## Rights of the Home and its Occupants

- ◆ People must respect the property and belongings of others
- ◆ People must respect the privacy of other people at the home
- ◆ People must respect the rights of other people and allow them to continue in their beliefs and to make their own choices
- ◆ People must respect both other people and staffs' ethnic background, language, culture and faith
- ◆ People must consider other people in the home and not cause unnecessary noise, pollution or disturbance.



# Providing Residential Nursing and Dementia Care For the Elderly



## Providing Residential Nursing and Dementia Care For the Elderly

### **Data Protection Act**

In order to provide services we need to record your details which you have a right to see and check.

Information may be shared with other professional or organisations involved in your care. However, we will ensure you are fully informed at all times.

We will process and safeguard your details in accordance with the Data Protection Act. Information may be used in connection with the prevention and detection of crime.

Your permission is required to disclose personal information.

The address of the information Commissioners Office who ensures compliance with the legislation is given within our complaints section.

#### **Principles**

There are eight principles put in place by the Data Protection Act 1998 to make sure that your information is handled properly.

Data must be:

- ◆ Fairly and lawfully processed
- ◆ Processed for limited purposes
- ◆ Adequate, relevant and not excessive
- ◆ Accurate
- ◆ Not kept for longer than necessary
- ◆ Processed in line with your rights
- ◆ Secure
- ◆ Not transferred to countries without adequate protection

By law data controllers have to keep to these principles.

## Social Activities, Hobbies and Leisure Interests

### Visitors

We have an 'Open Door' policy and visitors are welcomed at any time that is convenient to the people living at Peartree Care Centre with the exception of our protected mealtimes unless they are dining with a person. Quiet rooms are available on each floor for people to use if they wish to receive their visitors in a more private setting.

We ask that visitors arriving after 8pm should telephone the home in advance for security reasons.

### Activities

We aim to provide as varied a programme as possible. This is, in addition, to one-to-one activities based on social assessments undertaken to identify interests and abilities.

Activities are as person centred as possible and people living in Peartree Care Centre are able to engage in activities that are meaningful to them.

The programme is displayed on the homes notice board. We shall discuss the programme with people living in Peartree Care Centre and relatives on an ongoing basis to ensure it remains interesting and enjoyed.

We shall encourage outside links with the community and work towards continuing to facilitate interests followed prior to admission.

### Additional Therapies

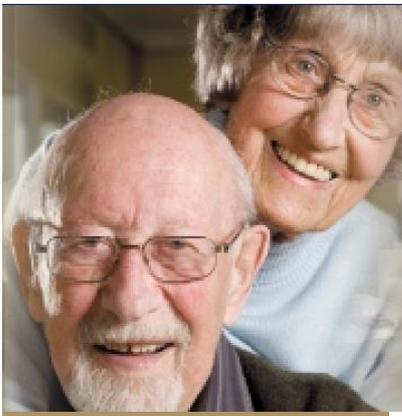
The home can provide information on additional therapies such as physiotherapy, reflexology and aromatherapy, and these services can be arranged to visit the person at Peartree Care Centre at an additional cost.

We also conduct the 'Namaste Program' which includes meaningful activities to people in Peartree Care Centre with advanced dementia or those who are unable to engage in traditional activities. We also have a 'Dementia Support Group' for enabling care in partnership with relatives. Our weekly ballet session is enjoyed by people and their relatives. Regular ballet sessions also assist in improving body posture and reducing falls.

This list is not exhaustive and continuation of any additional therapies that a person uses prior to admission would be encouraged.



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## **Spiritual Needs**

We try to meet all religious and spiritual needs and will encourage regular visits to the home by representatives from local churches or places of worship.

Individual requests will be discussed with each person on admission.

## **Advocacy**

Advocacy services are available; details of the local advocacy service are available on request.

## **Post arrangements**

The receptionists are responsible for all post that arrives in the home; they will ensure all post is delivered to the relevant person or senior person on the floor unopened on the same day that it arrives. Assistance is available if required to open and read post.

## **Meetings for People living in Peartree Care Centre and their Relatives**

Meetings are held with people living in Peartree Care Centre to discuss any issues that they may have, all issues raised are followed up with an action plan and published with the minutes of the meeting and sent to all units and are available upon request.

Relatives meetings are also held quarterly, but we have an open door policy where both people and relatives can see the Managers at anytime to discuss any issues.

Minutes from these meetings are made available to all those present at the meeting and upon request. Details of planned meetings are on display within the home.

## **People that use the Service/ Relative Satisfaction Surveys**

These are routinely sent out to people living in Peartree Care Centre and their families on a quarterly basis. These surveys are returned to the company's Quality and Compliance Team who collate the information and produce a booklet showing the results. This is then sent out to the Managers who will display the results in the front hall and include any proposed action to be taken.

## **Quality Assurance**

The home is registered and inspected by The Care Quality Commission, who carries out regular inspections.

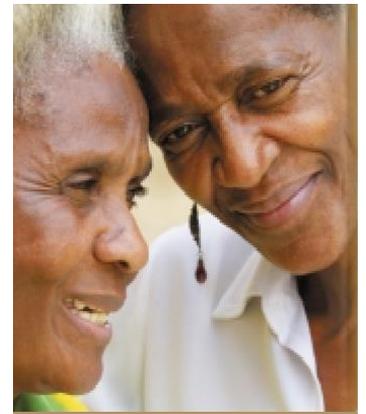
We may also be inspected by the following professional bodies:

- ◆ The Pharmacist
- ◆ Fire Service
- ◆ Health and Safety Executive
- ◆ Environmental Health
- ◆ Placement Officers/Care Managers
- ◆ County Council Contracts Monitoring
- ◆ Company personnel
- ◆ Training personnel

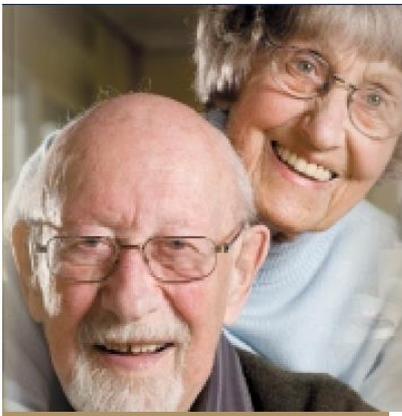
This list is not exhaustive.

- ◆ Regular audits are undertaken by Company Personnel to monitor care standards and facilities.
- ◆ Any change to our Information Pack will be notified to the Care Quality Commission within 28 days.
- ◆ Should a variation of registration be required in the future, a revised Statement of Purpose will be submitted to support the application.

Monthly audits are conducted to monitor care standards and facilities within the home. Inspections are also conducted by the Regional Management team and at six monthly intervals by the Senior Management Team based in Head Office.



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## Fire Prevention Policy

### Policy Statement

Peartree Care Centre is committed to the highest standard of fire prevention and control. Our policies have been developed to take account of the advice given to the company from the Fire Service Authority. Every effort is made to make sure all our equipment complies with current fire safety standards. All personnel are provided with fire safety instructions during the first session of their induction programme and given regular updates including fire evacuation exercises.

### Fire Procedure

- ◆ Peartree Care Centre has a Fire Safety system that complies with current fire regulations that is approved by the local Fire Service.
- ◆ The Clinical Manager, Business Manager or the nominated representative under takes a weekly check on the fire alarm system. The system is tested weekly and the test is recorded in the fire test register and kept at the care home.
- ◆ There is regular testing and maintenance of all fire extinguishers in line with current best practise. These tests are recorded in the fire register and are made available along with all test certificates during statutory inspections.
- ◆ All electrical appliances in the building are checked annually. The date of the test is noted on the appliance and entered in the fire appliance test register.
- ◆ All new purchased electrical appliances and any electrical appliances brought into the building by people living in Peartree Care Centre or next of kin must be checked by the Maintenance Department before they are brought into use.
- ◆ All personnel receive fire safety training as part of their induction and ongoing staff training and development. This is recorded in the fire safety register
- ◆ The designated fire evacuation point for each home has been agreed with the fire service and is prominently displayed throughout the building.
- ◆ All fire drill exercises are recorded in the fire register.

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## Fire Action

If you discover a fire activate the fire alarm immediately.

Attack the fire, if possible, with the equipment provided, but do not take any personal risk.

On hearing the alarm a responsible person will call the Fire Brigade immediately.

### Dial "999" (After pressing 9 to obtain an outside line)

The caller will remain calm and speak clearly and slowly to the operator and the operator will ask for the following information:

What emergency service do you require? State: **FIRE SERVICE**

Where is the fire? State: **Peartree Care Centre  
195-199 Sydenham Road, Sydenham, London, SE26 5HF**

What is the number of the telephone that you are calling from?  
State: **0208 488 9000**

What is your name? State: **My name is.....**

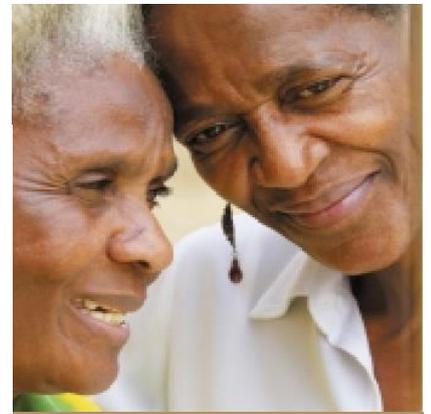
The operator or fire service may require the following information:

The type of home and the number of people in the building.  
This will include the people living in Peartree Care Centre, visitors and all staff.

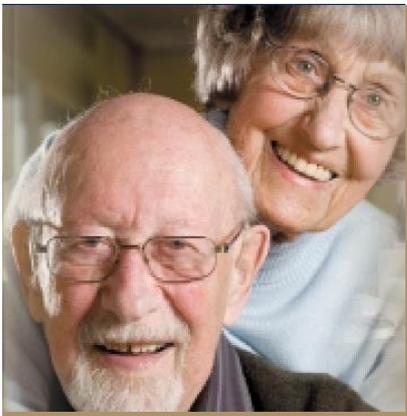
The number of bed and wheelchair dependent people in the building.

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\*All staff have been trained and drilled in the Company's Evacuation Procedure\*



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A member of staff should be detailed to contact the manager on call and advise him/her of the situation. This person will alert other appropriate managers.

A senior member of staff on duty should be detailed to meet the fire service and direct them to the fire. They will also want the senior member of staff on duty to be identified to them.

From the time of the arrival of the fire service the senior member of staff on duty should accept direction from the senior fire officer who will advise when people living in Peartree Care Centre, visitors and staff can return to their floor and rooms.

At the end of the emergency the senior fire officer will debrief all staff.

The senior member of staff on duty must require the senior fire officer to make an entry in the fire register.

## Dealing with Complaints and Compliments

It is our belief that any comments, whether these be positive or critical can help in the improvement of Quality Standards and we are always pleased to receive feedback on the service provision.

Should anyone with an involvement in the home have cause for complaint, we would be happy to investigate the matter fully, record the details and offer a detailed explanation of the incident/occurrence and advice on action that has been taken. As a company we have a direct line to our Head Office who record and monitor Compliments and Complaints. The direct telephone number is 0800 1412168.

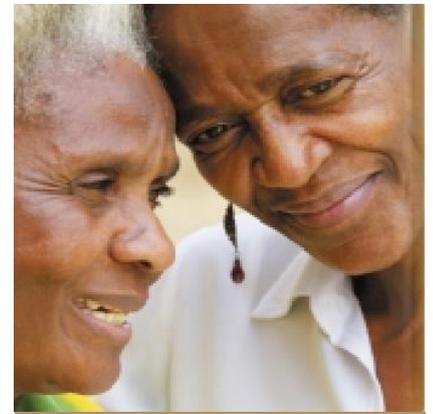
If a complaint is raised with a member of staff, the matter will be brought to the attention of the Registered Manager/Clinical Manager and Business Manager who will proceed to look into the matter in order to resolve the issue. The Manager will also take steps to minimise the risk of a recurrence of the issue.

If the Registered Manager/Clinical Manager or Business Manager is unable to resolve the issue, the matter will be referred to the Regional Manager. We provide an initial response within 7 working days and a further response in conclusion of the investigation within 28 days of receipt detailing any action to be taken.

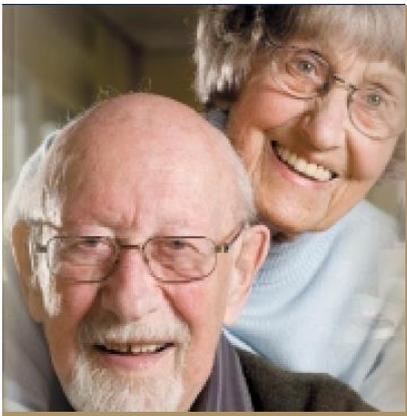
A full copy of the complaints procedure that details the second stage process is available within the home and the Registered Manager/Clinical Manager or Business Manager would be pleased to provide a personal copy on request.

In the event of the complainant not being satisfied, the person will be advised that the matter can be referred to Head of Internal Governance for Excelcare and/or Care Quality Commission and/or the Local Authority Social Service Department.

Data protection concerns should be addressed to the Information Commission Office.



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**The relevant addresses are:**

Geraldine Finney  
Regional Manager  
Excelcare Regional Office  
69 Park Avenue  
Bromley  
BR1 4EW  
Email: geraldine.finney@excelcareholdings.com  
Tel: 0208 464-0673

Bill Scott  
Head of Internal Governance  
Excelcare  
Ertosun House  
61 Widmore Road  
Bromley, Kent  
BR1 3AA  
Email: bill.scott@excelcareholdings.com  
Tel: 0208 313 5012  
Fax: 0208 313 5004

Care Quality Commission  
CQC National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Fax: 03000 616171

Contracts and Care Placements  
London Borough of Lewisham  
Town Hall,  
Catford  
London,  
SE6 4RU  
Tel: 020 8314 6000

Local Government Ombudsman  
Local Government  
P.O. Box 4771  
Coventry  
CV4 0EH  
Tel: 0300 061 0614 or 0845 602 198



[www.excelcareholdings.com](http://www.excelcareholdings.com)

