

Westport Care Centre

Ferrolake Ltd
Westport Care Centre
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London
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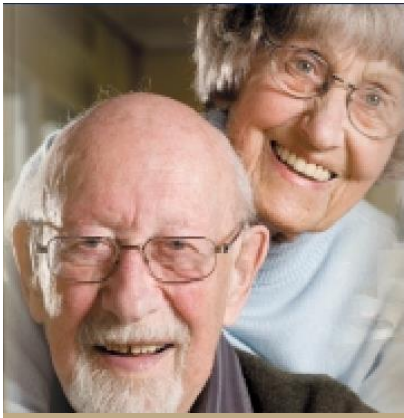
Premier Care in your area

Information Pack

Providing Residential and Dementia
Care for the Elderly

www.excelcareholdings.com





Providing Residential 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 Home Manager.

Introduction

1

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



Welcome to Westport 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 Westport Care Centre are committed to providing the very best quality of care for the 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 Westport Care Centre.

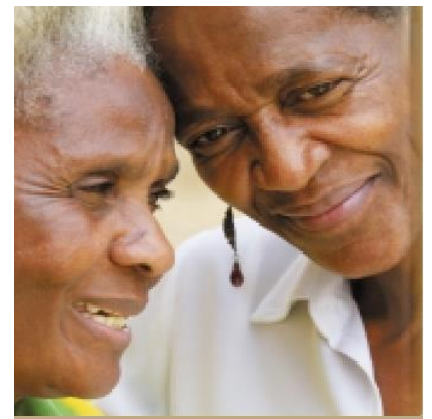
Additional copies are available in Reception or can be requested from the Home Manager, Administrator or Team Leader.

If you require any more information or have questions about Westport 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 Westport 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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About Our Home

Westport Care Centre is a 42 bed residential care home in Limehouse, East London situated over four floors. All areas of the home are accessible to wheelchair users.

Westport 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 the local shops, a post office, banks, church, supermarkets and bakers along with pubs and restaurants.

The Registered Provider of the home is Ferrolake 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 Service Users are treated with respect and regard for their dignity and wellbeing.

Mission Statement

The company is 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

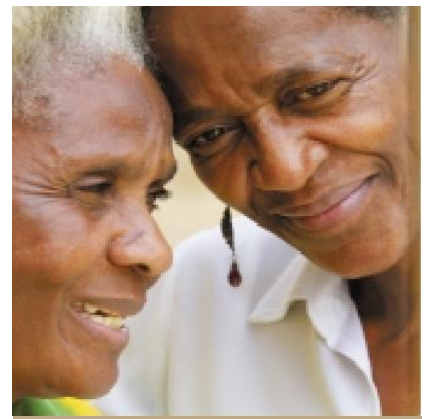
Home Objectives

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 in Westport Care Centre are actively involved, where possible, in devising their own personalised, 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 Westport Care Centre.
- ❖ To provide regular activities - both inside and outside of the home.
- ❖ To ensure people that use the service /relatives meetings are held at least 6 times a year.
- ❖ To compile a regional newsletter for circulation every 3 months.

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 the people using the service.
- ❖ 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 to people living in Brook House Care Centre.



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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 every other month for each category of staff.
- ❖ Maintain the dignity, privacy and respect of the people at all times.
- ❖ Assist each person to maintain their independent living skills for as long as they are able.
- ❖ Ensure that each person retain their rights as citizens.
- ❖ Offer support to the family and friends of each person living in Westport Care Centre, during the pre and post admission stages, with continuing support throughout the persons 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 personal care from our team of competent and committed staff who have an understanding of the needs of elderly people.

We have staff available who are willing and happy to advise and assist with personal problems. 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 the individual 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 in Westport 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 personal privacy.



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Above all, we will strive to create a home, where in comfort, safety and security, the people living in Westport Care Centre can be the individual that they have always been.

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

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

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.

Facilities and Services

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This section describes:

- ◆ Our Accommodation
- ◆ Meals, Mealtimes and Kitchen Facilities
- ◆ Arrangements for Personal Medical Care
- ◆ Arrangements for Accommodating the People living at Westport Care Centre Personal Possessions.

Accommodation

Number of Lounges/Diners	2
Number of Therapy/Activity/Quiet Rooms	1
Number of Smoking Rooms	1
Number of Assisted Bathrooms	1
Number of Toilets (not en-suite)	5
Number of Lifts	1
Number of Single Bedrooms	38
Number of Double Bedrooms (en-suite)	3

Bedrooms

Blue Close	Number of Rooms: 5
Yellow Crescent	Number of Rooms: 13
Daisy Close	Number of Rooms: 10
Green Lane	Number of Rooms: 13

Fees

Westport Care Centre accepts placements from private individuals and local authorities.

Fees for local authorities is £545.00 per week, fees are subject to an annual review.

Fees for private individuals are determined by the level of dependency and needs of the person, which will be discussed with the individual during a financial assessment.

All people that live in Westport Care Centre 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.

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 person living in Westport Care Centre
- ◆ Rights and obligations of the care provider company.
- ◆ Liability of either party in the event of a breach of contract
- ◆ Terms of placement and notice period of either party.



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Additional information

Garden Facilities

Enclosed garden with raised bedding areas and wheelchair access at the front of the home.

Telephone Access

Should anyone wish to install a private telephone in their room, the home will assist coordinate the installation through BT, once an agreement has been made the person will meet the installation charge and future running costs including replacements and repairs.

Security

- ◆ A call bell is provided in each room
- ◆ Only staff can open the main door by remote release mechanism
- ◆ Visitors are required to sign in and out of the visitors book to ensure security and health and safety measures are in place in the event of a fire.
- ◆ All staff are aware of the importance of security and fire precautions and are required to sign in and out of work.

Fire Protection

The home is equipped with fire extinguishers, which are annually checked by an approved external contractor.

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.

All staff receives extensive fire training.

Furniture provided

Each bedroom is provided with -

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



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Meals

We ensure that our menus reflect peoples' choices and requirements which is why we have commissioned Apetito to supply our meals. They cater for a wide range of meals including gluten free, vegetarian, Caribbean, Asian, Kosher, Halal, pureed in addition to a wide choice of meals in the standard menu. The Care Quality Commission insist that a meal service offers an extensive choice of dishes and diet options to promote a pleasant and dignified dining experience. Apetito have over 50 years' experience in providing quality food. People living in our home enjoyed a tasting afternoon, and have chosen what they would like to eat. 3 different meal options and 2 desserts at lunch and a hot supper are offered each day. Cake is served every afternoon with tea or coffee.

Visitors are welcome to dine when they visit. A small charge will be made. Notice is needed.

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

We have a 'Protected Meals' policy in place which is displayed throughout the home and we ask visitors to avoid visiting during mealtimes unless they are dining with the person that they are visiting. This enables our people to enjoy their meals without any interruption. If people wish to have their meals outside these hours that too can be arranged.

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.

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

The main kitchen facilities are not accessible to our people 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 living in the home and visitors can help themselves to hot and cold drinks. Also within the kitchenette area there is a fridge and toaster and microwave oven 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 £2.10+VAT each.

You can purchase a Dolphin applicator to attach the tags yourself; it is very easy to use and cost around £10.00+ VAT

The tags themselves costs around £8.50 +VAT for 30 tags and £12.00 +VAT for 50 tags – you can either order online; call the company direct or ask our Receptionist/Administrator to assist you with ordering these.

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>

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Personal Care

Qualified Care Staff

Staff are always on duty to plan and supervise the care of people living in Westport Care Centre, ensuring the highest standards at all times. GP's, District Nurses and Primary Care Team staff will visit the people as needed and appropriate. People living in Westport 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

A NHS Chiropodist/Podiatrist visits the home when requested. Private Chiropodist/Podiatrist is available if requested and a charge will be made for this service which will be billed to the individual person.

Hairdressing

A Hairdresser visits Westport Care Centre on a regular basis, details and price lists are available on request.

Shopping

Where appropriate we encourage people living in Westport Care Centre to go shopping on their own or with relatives and friends. Where this is difficult staff will assist the person 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 of the home. We will ask the next of kin to provide an escort in the first instance and can assist by booking transport if needed. Where an escort cannot be provided by family members we can provide an escort. However, a charge will be made for this service.



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Personal Insurance and Security of Valuables

People living in Westport 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 living here. 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 resident 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

Should a person living in Westport Care Centre wish to have a private telephone installed in their room, the home will assist coordinate the installation through BT on condition that all costs involved in the installation and future running costs are accepted by the person.

Personal mobile phones are acceptable within the home for people living in Westport Care Centre. The costs incurred will be met by that person.

Arrangements for Pets

Westport Care Centre has a pet's policy which can be discussed with the Home Manager.

Visitors are permitted to bring well-behaved pets into Westport Care Centre with prior consultation and at the discretion of the Home Manager.

Locks and Keys

Should people living in Westport 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

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. People may bequeath to employees gifts that could later be disputed by the person/next of kin/significant other or other beneficiaries. This could cause embarrassment both to the member of staff concerned and to the care home. Consequently it is company policy for staff to politely decline any gift.

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 anyone.

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 are instructed not to help or offer advice upon the preparation of wills, deeds or gifts and are instructed that they cannot witness the signature of a person or relative on this type of documentation.

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.



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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.

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 Westport Care Centre.

Staff and Organisation

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





Registered Provider, Responsible Individual and Home Manager

Name and address of Registered Provider

Ferrolake Ltd
Ertosun House
61 Widmore Road
Bromley
Kent
BR1 3AA
Tel: 0208 313 5000

Responsible Individual – Geraldine Finney

Geraldine is a Registered General Nurse who holds a Bachelors Degree and spent 28 years in the NHS. Geraldine has previous home management experience, and has been regional Manager within the company for 8 years.

Home Manager – Denise Marks

Denise has been a Home Manager for the past 11 years. Her qualifications include a NVQ Level 4, RMA and a Diploma in Dementia. Denise has spent 13 years working for Social Services and 8 years with the NHS.

Home Deputy Manager – Mary Onaeko

Mary has been working in the caring profession for the last 21 years and has been in post as Deputy Manager for 2 years. Mary has a NVQ Level 3 and is the Homes Dementia Champion.

Home Administrator- Kay Khatun

Our Administrator is responsible for all aspects of administration within the home.

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Team Leaders

Team Leaders organise the management of their shifts and the staff who are on duty. They will either have an NVQ in Health and Social Care or be working towards it and have a minimum of two year's 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 in care and care assistants are encouraged to gain this qualification.

Housekeeper

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

Kitchen Assistant

Our Kitchen Assistant 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. Now that we have Apetito, no chef is needed.

Maintenance

Our Maintenance Manager and his team are responsible for ensuring all our homes across the London region are well maintained and met 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 offer 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 Westport Care Centre and attend refresher courses throughout their employment.

The mandatory training for all staff includes:

- ◆ SOVA (Safeguarding of Vulnerable Adults)
- ◆ Fire Awareness
- ◆ Health and Safety
- ◆ COSHH (Control of Substances Hazardous to Health)
- ◆ Manual Handling
- ◆ Food Hygiene and Safety
- ◆ First Aid
- ◆ Dementia
- ◆ Infection Control
- ◆ Mental Capacity Act
- ◆ Equality and Diversity
- ◆ Customer Care
- ◆ Deprivation of Liberty

Care Arrangements

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





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Admission Criteria

Procedure

Prior to agreeing to the admission the Home Manager, Deputy 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 care 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.

Staff undertaking pre admission assessment will ensure that the person being assessed as to suitability and their family are made aware of the scope of the registered service and facilities.

Once a date for admission and fee rate has been agreed (if Appropriate to the circumstances), a home's welcome pack will be provided to the person who is to be admitted to the homes and / or their family; it will contain the following information;

- ◆ Information Pack
- ◆ Terms and Conditions or Contract for private people living Westport Care Centre
- ◆ For people funded by a Local Authority in addition to the above, there will be a formal service contract between the care home provider company and the Authority.

Any contract with the people living in Westport Care Centre 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 persons care.

Before six weeks have elapsed a placement review will take place for each person and their care plan will be reviewed. The Manager or Team Leader 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 a monthly basis as a minimum in addition to the placement reviews. Full involvement by families or advocates is actively encouraged.

We recommend all people wishing to live Westport Care Centre, their relatives and friends visit the home to assess our facilities and their suitability. All 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 Westport Care Centre we have a designated living area for people living with dementia. In order to ensure good practice is set within dementia care the manager has a Diploma in Dementia Care and all staff attend dementia training. We also work closely with our local GP's and other outside agencies such as CPN's, District Nurses, Dieticians and the Falls Coordinator to ensure a high quality of dementia care is provided and maintained.

Emergency Admissions

Emergency admissions are infrequent but on occasions a crisis arises and Social Services Emergency Duty Team will then arrange for a person meeting our registered term, to be admitted. The home Management team will endeavour to gather as much personal information relevant to the persons care needs as possible at the time; staff will support that person to help reduce anxiety and distress. A review will be held within 48 hours of admission of admission to which all involved agencies and family will be invited.

Care Planning

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

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

All care plans are electronic with a paper version kept in the office area.



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Role of Staff

At Westport we do not have a key worker system in place as we believe that all our staff should be actively involved with all everyone in our care.

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 Westport Care Centre are respected at all times.

Privacy

- ◆ Staff will knock and wait before entering a room of a person
- ◆ Staff are aware of the need to maintain confidentiality.
- ◆ When undertaking personal care procedures, these are provided in private.

Dignity

- ◆ All communication with a person is respectful.
- ◆ People 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

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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 in 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.

Data Protection Act

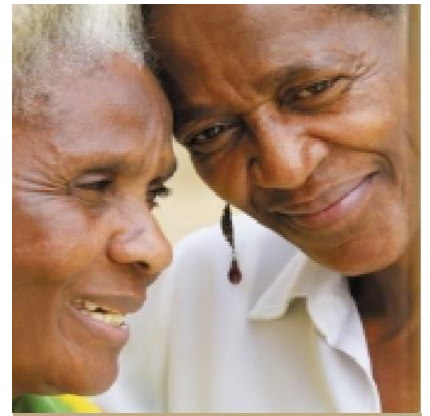
In order to provide services we need to record your details which you have a right to see and check.

Information may be shared with other organisations we work with to provide services to you.

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.



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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 in Westport Care Centre with the exception of our protected mealtimes unless they are dining with a person. A Quiet room is available on the first 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 Westport Care Centre are able to carry out activities that are meaningful to them.

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

Resident of the Day

At the heart of our quality system is the concept of 'Resident 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. The chef, administrator, housekeeper and Care Manager visit the person, their room is deep cleaned and any changes 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'. An invitation should also be sent to the relevant professionals for their input e.g. district nurses, T.V.N, G.P and dieticians as applicable.

Additional Therapies

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

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

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.

Post arrangements

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



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Meetings for People living in Westport Care Centre and Their Relatives

Meetings are held with people living in Westport Care Centre to discuss any issues/ideas that they may have. Minutes from these meeting are available upon request.

Relatives meetings are also held to discuss any issues/ideas. Minutes from these meetings are available upon request. Details of forthcoming meetings are on display within the home.

People that use the Service /Relative Satisfaction Surveys

These are routinely sent out to people living at Westport 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 produces a booklet showing the results. This is then sent out to the Home Manager who will display the results in the reception and include any proposed action to be taken.

Quality Assurance

The home is registered and inspected by The Care Quality Commission, who carry 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.

Should at a future date there be a variation in the registration terms of the home, our Information packs will be amended.

Any changes in our Information pack is required to be notified within 28 days of the change to the Care Quality Commission. People living in the home and their relatives will also be informed as soon as possible of the changes and the significance this may have for them.

Monthly audits to monitor care standards and facilities within the home by the homes Management team: in addition inspections are conducted by the Regional Management team and at six monthly intervals by the Senior Management team

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Fire Prevention Policy

Policy Statement

Westport 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

- ◆ Westport Care Centre has a Fire Safety system that complies with current fire regulations that is approved by the local Fire Service.
- ◆ The Home 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 Westport Care Centre or next of kin/significant other 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 safe to do so, with the equipment provided, but do not take any personal risk.

Upon hearing the alarm we advise that people who use our service remain in their room with the door closed as this will stop the fire entering the room for up to 1 hour, which will enable the staff to initiate the evacuation procedure* and receive advice from the Fire Service.

If able to, relatives and visitors, without putting anyone at risk, should make their way to the nearest fire escape (signage around the home) and take the fire escape to the fire assembly point location as detailed on the Fire Action notices displayed around the building.

Do not attempt to use the Lift.
On the sound of 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: **Westport Care Centre, 14-26 Westport Street, London, E1 0RA**

What is the number of the telephone that you are calling from? State: **020 7790 1222**

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 Westport Care Centre, visitors and all staff.

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

All staff have been trained and drilled in the Companies Evacuation Procedure.

Staff should immediately start moving people, visitors and staff horizontally away from the site of the fire. There must be at least two doors between these people and the site of the fire. This gives you a minimum of 60 minutes fire resistance. A member of staff should be detailed to contact the Manager on call and advise them of the situation. This person will alert other appropriate Manager's.

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.

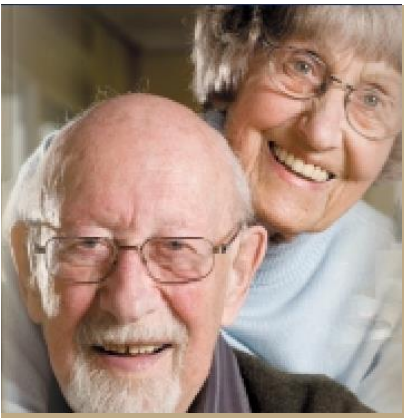
From the time of the arrival of the fire service the senior member of staff on duty should accept direction from the senior fire officer who will advise when the people living at Westport Care Centre, visitors and staff can return to their floor and rooms.

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

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



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Information Pack
Revised February 2015

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 advise 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 Home Manager who will proceed to look into the matter in order to resolve the issue. The Home Manager will also take steps to minimise the risk of a recurrence of the issue.

If the Home Manager is unable to resolve the issue, the matter will be referred to the Regional Director. We provide an initial response within 3 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 full process is available within the home and the Home 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 and/or the Local Primary Care Team and/or the Local Government Ombudsman.

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

The relevant addresses are:

Geraldine Finney

Regional Director
London Regional Office
69 Park Avenue
Bromley
Kent
BR1 4EW
Email: geraldine.finney@excelcareholdings.com
Tel: 0208 464 0673, Fax: 020 8460 3896

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

London Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161, Fax: 03000 616172

Contracts and Care Placements

London Borough of Tower Hamlets
The Town Hall
Mulberry Place
5 Clove Crescent
London
E14 2BG
Tel: 020 7364 5000

Local Government Ombudsman

Local Government
P.O. Box 4771
Coventry
CV4 0EH
Tel: 0300 061 0614 or 0845 602 1938

Information Commission Office (Data Protection)

Wycliffe House
Water Lane
Wilmslow
SK9 5AF
Tel: 01625 545740



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