



Ward Green Lodge

Off Vernon Road, High Ridge, Ward Green, Barnsley, S70 5HL

Telephone: 01226 786908 – E-mail: ward.green@brittohealthcare.co.uk

Service Users Guide (Resident Information)



Compassionate Care in Luxurious Setting.



WELCOME

Ward Green Lodge Care Home is a modern purpose built home for older people providing residential care and specialist dementia care.

Whether you are a resident, relative, friend or stakeholder, everyone gets a great reception and compassionate care.

Ward Green Lodge is part Britto Healthcare and is situated in Ward Green, Barnsley, South Yorkshire.

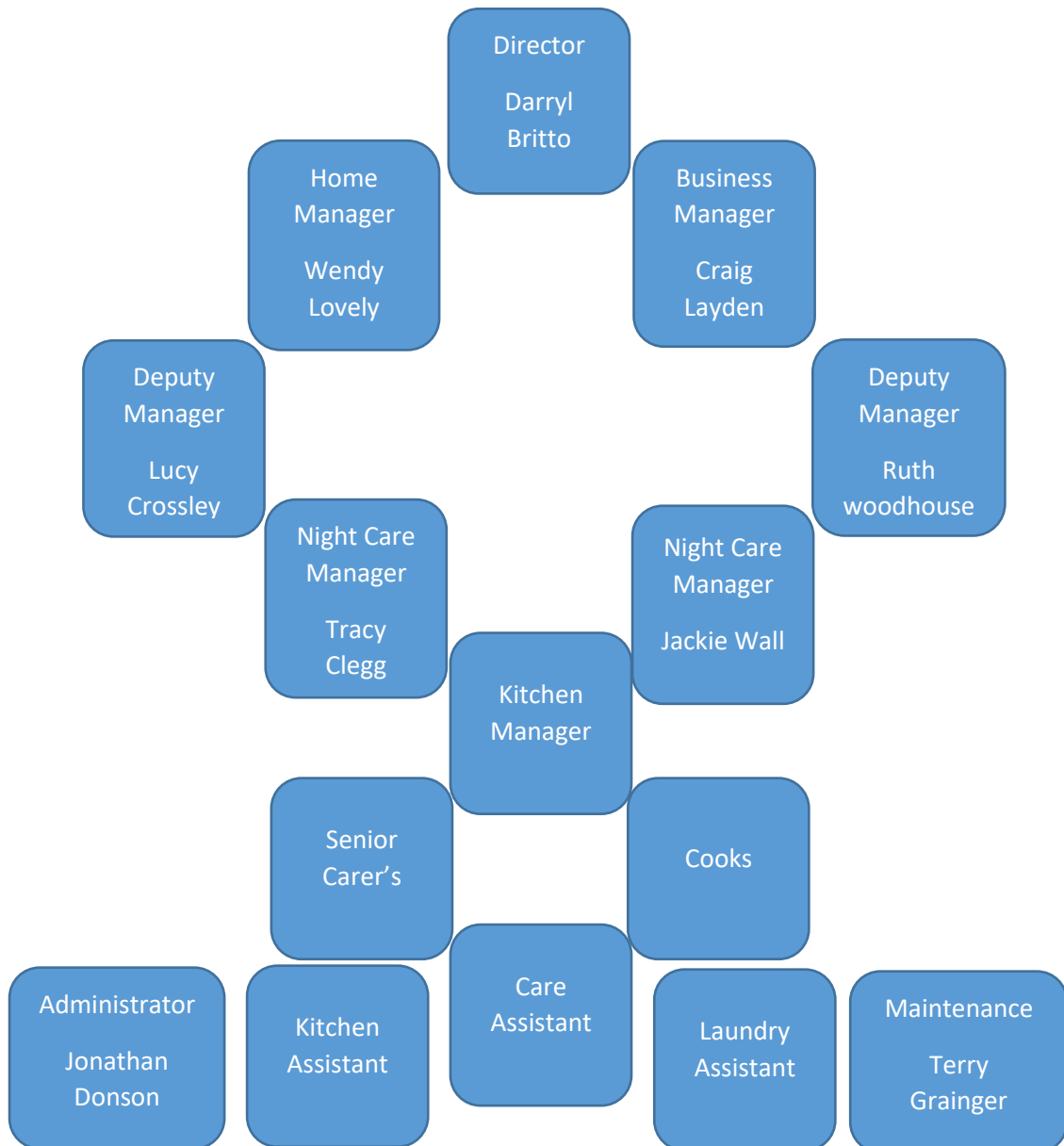
We aim to deliver the highest quality of care with access to a variety of services and facilities to meet your individual needs. We are committed to creating a culture of transparency, positive and healthy environment for residents, staff, families, friend and stakeholders. Well cared for and happy residents usually means a positive environment and happy staff, who in turn ensure that things run more smoothly.

We view a person as just that: foremost a person, a unique individual with a rich history, experience, skills and knowledge, preferences, desires and personality.

We respond to our residents and focus on what they can do, building on their strengths and finding ways to compensate for the losses brought about their health.



ORGANISATIONAL STRUCTURE





QUALIFICATIONS & EXPERIENCE OF PROVIDER AND MANAGERS

REGISTERED PROVIDER

Ward Green Lodge
14 Thornhill Road
Edgerton
Huddersfield
HD3 3DD

Name: Dr Darryl Britto
Job Title: Managing Director
Qualifications: MBBS MRCPsych, CHSM
Experience: Darryl has over 26 years' experience in the assessment, care and treatment of mental health problems in the adult population.

REGISTERED MANAGER

Name: Wendy Lovely
Qualifications: Level 5 Diploma in leadership
Experience: Wendy has over 24 years' experience in care and

BUSINESS & COMPLIANCE MANAGER

Name: Craig Layden
Qualification: Level 5 Diploma in Leadership
Experience: Craig has 18 years' experience in the care sector

NUMBER, QUALIFICATIONS AND EXPERIENCE OF STAFF

ALL STAFF WILL HAVE UNDERTAKEN IN-HOUSE INDUCTION & MANDATORY TRAINING APPROPRIATE TO THEIR ROLE AND THEY ARE CLOSELY SCREENED & POVA & CRIMINAL RECORD BUREAU CHECKS ARE UNDERTAKEN.

GRADE	POSITIONS	QUALIFICATIONS	EXPERIENCE
Deputy Manager	1	NVQ Level 3 or 4	Has at least 3 years' experience within the care home setting. Has or is working towards NVQ Level 4 & Management qualification
Night Care Manager	2	NVQ Level 3 or 4	Has at least 3 years' experience within the care home setting. Has or is working towards NVQ Level 4 & Management qualification
Senior Care Days	4	NVQ Level 3	Has obtained NVQ Level 2. Has at least 1 year experience in working in a care home setting
Senior Care Nights	2	NVQ Level 3	Has obtained NVQ Level 2. Has at least 1 year experience in working in a care home setting
Care Assistant Days	20	Working towards NVQ Level 2 or 3	Range from having many years' experience to being new to working in care. Training undertaken varies, dependant on amount of time in position, all in experienced care staff have received thorough induction and are closely supervised by mentors.
Care Assistant Nights	6	Working towards NVQ Level 2 or 3	Range from having many years' experience to being new to working in care. Training undertaken varies, dependant on amount of time in position, all in experienced care staff have received thorough induction and are closely supervised by mentors.
Kitchen Manager	1	NVQ Catering Food Hygiene COSHH Training	Has experience in Kitchen Management. Has to have experience in catering for similar numbers and for people with special dietary requirements/needs.
Chef / Cook	1	NVQ Catering Food Hygiene COSHH Training	Has to have experience in catering for similar numbers and for people with special dietary requirements/needs.
Kitchen Assistant	2	Food Hygiene COSHH Training Infection Control	Has experience of using and maintaining essential catering. Has basic knowledge of safe food preparation.
Domestic Assistant	4	COSHH Training Infection control Moving and handling	Experienced in the use and maintenance of essential cleaning equipment and knowledge of cleaning procedures and schedules.
Laundry Assistant	2	COSHH Training Infection Control	Experienced in the use and maintenance of essential cleaning equipment and knowledge of laundry and cleaning procedures.
Receptionist	1	Customer Care	Experience in meeting and greeting customers and basic office skills.
Maintenance	1	Health & Safety	All round good knowledge of DIY and Gardening and maintenance, has basic knowledge and understanding of Health & Safety.



GENERAL INFORMATION (A-Z)

ACCOMMODATION

The home is registered to provide 66 beds (64 rooms – 2 double rooms) for residential care for the elderly and people with dementia for both male and female residents on or around pensionable age. There is no upper age limit.

Accommodation is provided over two floors. Residents have access to all floors and the garden area by the means of a passenger lift. If nursing care is required this will be provided by local District Nursing services.

All bedrooms are tastefully decorated with luxury fittings and furniture and have en-suite facilities which include a wet room shower. Standard room facilities include a flat screen TV, DVD player, mini-fridge, access to sky's Freeview, telephone and internet facilities. An aide call system is installed and lamps are touch operated. Should a married couple be admitted to the home they will be given the option of choosing the double room (if vacant) or to have two rooms, one room as a bedroom and one room as a private sitting room.

Some rooms have patio doors with direct access to the garden area. There are four lounges/dining areas, there is a quiet lounge on all four units for personal time.

Meals can be taking in our dining rooms or a residents own room if they choose. There are two assisted bathrooms on each unit. Residents can freely access the enclosed sensory gardens. There are ample parking facilities for visitors.

To ensure the residents safety a key coded access facility ensures that access into the home is restricted and that residents with dementia cannot leave the building unsupervised.



ADMISSION CRITERIA

Prior to admission potential residents will be assessed to establish their individual needs. Prospective new residents should be compatible with those already living in the home and care will be taken at the assessment stage to ensure that the home can meet the range of needs of prospective resident.

Prospective residents are encouraged to visit the home and spend time with staff and other residents to assess the facilities and to decide if Ward Green is for them. If a suitable room is available for occupation residents are encouraged to choose their own room. Respite and short break stays are offered if available.

CARE PLAN REVIEWS

Residents are allocated a care plan co-ordinator who will devise an individual person care profile on our care management system. The contents will contain confidential information about residents that staff within the home use to understand and plan for health, personal and social care needs.

Only the residents or family / representative (with permission) and authorised personnel have access to the profile. The information is treated with the strictest confidence.

Care plan reviews will be undertaken on a regular basis and residents are encouraged to participate in this process. Residents have the right to read their personal care profile at any time they wish.



COMPLAINTS PROCEDURE

Ward Green Lodge welcomes comments and concerns from residents, relatives and other people or organisations. They give us the opportunity to monitor and improve the services we provide, to investigate and to get things right next time. We treat comments and concerns seriously, and it is important that you know and understand the complaint process.

The complaints procedure is available to all residents and relatives and is also on public display.

Anyone who makes any form of complaint will be informed of the complaints procedure and is offered a copy.

Complaints are dealt with in a professional, caring and understanding manner. If someone is wanting to make a complaint, then this is how it is managed within our home:

- Complaints should be made directly to a senior person in charge who will discuss your complaint in confidence and attempt to ensure that you are satisfied. Should you then be satisfied, the person-in-charge will report to the Home Manager, documenting the nature of the complaint, the action taken and your satisfaction with the outcome on a complaints form.
- Should you not be satisfied after speaking to the person-in-charge, request a meeting with the Home Manager. Alternatively write directly to the Home Manager with your complaint. A written complaint is more formal and needs to be handled accordingly in conjunction with the Business & Compliance Manager and the full policy.
- All complaints that are referred to the Home Manager will be acknowledged in writing within 72 hrs, and an investigation will be made into the complaint, the length of time this will take will vary, depending on the nature of the complaint and you may be invited to a meeting to discuss the details of the complaint in private with the Home Manager.



- The Home Manager, in conjunction with the Business & Compliance Manager, will decide the outcome, based on the investigation and confirm this to the complainant in writing within 28 days.
- If you remain concerned that your complaint has not been dealt with satisfactorily, you can take the matter up with the company's Managing Director.
- If you continue to remain concerned about the complaint, you can raise the matter with the relevant agency at the following addresses:

Ward Green Lodge Care Home
High Ridge
Ward Green
Barnsley
S70 5HL

If you are funded by the local
authority contact Barnsley
Council: 01226 770770

If you are privately funded
Contact local government
Onbudsmen: 03000610614

CONSULTATION ARRANGEMENTS

The home holds “your choice” meetings with residents every month where they are encouraged to put forward ideas to influence and change the service. Details of scheduled dates for meetings are displayed on the notice boards.

Customer satisfaction questionnaires are distributed to residents and their families several times a year. Questionnaires, when returned are analysed and used as a tool to help continually improve the service. The ethos of the home is to welcome comments and suggestions from residents, their families and friends.



CONTACT WITH RELATIVES, FAMILY AND FRIENDS

We hope that residents and their families will treat the home as their own and we have an “open Visiting policy”, this means that it is possible to visit residents at any time of the day or night.

On our dementia care units we operate a “protected” meal time system to enable residents to eat with minimal of disruption and would ask that visiting at meal time is avoided.

It is however advisable to check with the person in charge, prior to arranging an “out of hours visit” that the resident is awake and prepared to receive visitors. Facilities are available for residents to meet with visitors in private.

Residents who wish to make or receive telephone calls are able to access our deck phones or have the choice to have their own line fitted through BT in their own rooms, this is payable by the resident.

A facsimile machine is available for residents to send or receive documents and an e-mail is available. The key worker will provide assistance if required with letter writing. All personal mail will be delivered to the resident the day we receive this, residents that lack the capacity to act on or understand their mail a separate box is located in the Deputy Managers office and will be handed out to the named contact on their next visit, Hospital appointment letter will be opened by Managers so that the appointment can be confirmed and transport can be sought.



EMERGENCY ADMISSIONS

Emergency admissions will be accepted provided that there is a suitable bed available and on an initial short term basis to allow a full assessment to be undertaken.

Emergency admissions are accepted only on agreement with the Home Manager or Business & Compliance Manager.

Staff at the Home will undertake an in-house assessment within 24hrs of admission, following which a decision will be made as to whether or not the placement is appropriate.

FINANCIAL ARRANGEMENTS AND FEES

We are committed to providing value for money. Depending on a person's financial situation, a resident can either pay the fees privately or receive assistance from social services. The rules are complicated and further advice can be obtained from the Home Manager or Business & Compliance Manager.

Our private fees are competitively priced. There is a third party top up applicable for those funded by the local authority. Fees charged depend on the type of care required.



FEES – WHAT IS INCLUDED

- Trained staff in 24hrs attendance
- Good Home Cooking
- Provision for special diets
- Laundry Service
- Call system
- Heating & Lighting
- Private En suite room
- Flat screen TV, Sky, DVD Player
- Mini Fridge
- Access to telephone and internet facilities
- Escort for Emergency hospital visits

FEES – WHAT IS NOT INCLUDED

- Dry Cleaning
- Toiletries
- Hairdressing
- Chiropody
- Beauty Therapy
- Individual newspapers / magazines
- Private phone installation and calls
- Escorts to outside appoints (non-emergency/routine appointments)



MEALS

The home has a weekly menu that offers a well-balanced and nutritious diet with several choice options. We offer a variety of foods and cater for special diets, including diabetic, soft diets, vegetarian option etc.

Most residents will join fellow residents to eat their meals in the main dining areas of the home others may prefer to eat in their rooms.

Meal times are generally set around the following times, as this can vary slightly as there is a degree of flexibility needed around timing in order that residents are able to feel relaxed and not rushed:

- Breakfast from 9am onwards
- Lunch from 12:30pm to 13.30pm
- Evening 16.30pm onwards
- Supper 8pm to 11pm

Residents also have access to snack type foods (via staff) at any time of the day or night, should they require it. Tea, coffee and other hot drinks are served and available 24hrs a day.

Menus are reviewed every month at residents “your choice” meetings and changes made accordingly.



FIRE AND EMERGENCY ARRANGEMENTS

The home has modern fire detection and alarm system installed, which includes automatic smoke / heat detectors, emergency lighting, alarm bells and a fire call points. All parts of the fire detection and alarm system are serviced and tested by our in-house maintenance person and external contractors.

The home is equipped with firefighting equipment which includes a variety of extinguishers that staff have been trained to use. The home is divided into zones to facilitate safe and easy evacuation procedures.

Staff receive initial fire training as part of their induction to the home and therefore attend a minimum of twice yearly lectures on the correct action to be taken in the event of fire; this will include at least one fire drill in which evacuation techniques are practised.

Emergency exits are clearly signed; signs incorporate both written and pictorial (running man) descriptions. Written procedures are prominently displayed around the home describing action to be taken in the event of fire.

The Home Manager and The Business & Compliance Manager has an emergency procedure file in the office.



MEDICATION

The first priority is the resident's wishes. Residents are free to choose whether or not to keep and take medicines themselves. Self-administration of medicines preserve independence.

On admission, a resident is assessed as to their ability and wish to self-medicate. If this is preferred, a self-medication risk assessment is completed and the level of support and resulting responsibility is written in the residents care plan.

If a resident chooses to self-medicate and has been assessed to be safe to do so, a locked storage area is provided for them in their own room. Self-administration of medicines is not an "all or nothing situation". There are situations that the resident is keen to look after some medicines and not others.

If a resident choose not to or unable to self-administer there medication, trained senior care staff will, with the consent of the resident/representative, administer prescribed medication, in accordance with the prescribers directions.

RELIGIOUS SERVICES

The home will seek to accommodate the wishes of those residents who are able to attend services outside of the home. The home has a comprehensive policy appertaining to religious and cultural believes.

Arrangements are also made, wherever possible, for visiting clergy to attend the home to ensure that those who can no longer attend at their normal place of worship can continue to follow their faith.



SMOKING & ALCOHOL

The home has a no smoking policy. There is a designated smoking area outside the home.

Alcohol is provided for special celebrations and parties, otherwise residents make their own arrangements.

SOCIAL ACTIVITIES, HOBBIES AND LEISURE

The home operates a varied activity programme for residents. It is agreed at residents "your choice" meetings and published on a monthly basis and displayed in the reception area of the home. A record is also kept of activities undertaken on a daily basis and a record of residents who attended.

The home is an integral part of the local community. The community is encouraged to participate and contribute to activities in the home. Residents are encouraged to pursue their interest with in the local community.

The home will endeavour to arrange outings providing sufficient support that can be obtained by families and friends to accompany our residents. A nominal charge will apply.

SPECIFIC THERAPEUTIC TECHNIQUES

The home can make arrangements for residents to have availability to a range of therapies e.g. hairdressing, chiropody and beauty therapy. In such cases The Home Manager will ensure that the therapist is appropriately qualified.



VACATING THE HOME

If a resident wishes to be discharged from the home then **FOUR weeks' notice** must be given of this intension in writing as per the terms of the individual resident contract.