

WELCOME TO OUR HOMES
D M CARE LTD



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Our homes understand the need for individualism, our homes have a warm friendly atmosphere and the spacious lounge offers every comfort. The lounges are bright and airy. Our homes are situated in the South of Blackpool only 5 minutes from the promenade and offer a prime location to local shops and Post Office, parks and Churches. Whatever the season a choice of activities and regular outings are organised. In-house entertainment is arranged regularly.

Although our homes are not nursing homes we endeavour to ensure that our residents receive the appropriate care required with the help and advice of local GP's and District Nurses. Our homes provide total support by specially trained staff who are carefully selected to ensure that the standards of care are not only high but are carried out in a thoughtful and friendly manner. We respect the dignity and independence of our residents at all times. Care in our homes continues 24 hours a day and there is always a skilled team of staff on duty to assist whatever the hour. Because it is an enormous decision being made when going into care either from home or hospital, there are many questions to be asked. In our homes we have staff experienced in answering all these questions in order to make this transitional period easier and less worrying. If you have any questions or would like to arrange to visit please don't hesitate to contact us at Highbury. Ring and ask for the person in charge who has many years of experience in residential care and is only too happy to help.

OUR FACILITIES AND SCOPE

Our homes can provide accommodation and care for 31 residents at The Ambassador and 28 at Highbury House, we cater for a wide variety of special needs and interests, including People with Dementia, eating disorders, Mental Health conditions, Physical Disabilities, sensory impairments, substance misuse issues, Higher Residential and Adults over 65 years.

Facilities

Rooms - All rooms are comfortably furnished and have colour television and individual nurse call systems and are en suite. Personal items are encouraged where space allows. We have 26 single rooms and one double room at Highbury house. The Ambassador has 31 single rooms. We cater for respite, long-stay and short-stay alike and accept private funding or Social Services funding Care

Our homes six Tenets of Care (The Residents' Rights)

PRIVACY - The right of a resident to be left alone and undisturbed whenever they wish or to see visitors in private.

DIGNITY - The understanding of a resident's needs and treating them with respect.

INDEPENDENCE - Allowing residents to take calculated risks, to make their own decisions and think and act for themselves.

CHOICE - Giving a resident the opportunity to select for themselves from a range of alternative options.

RIGHTS - Keeping all basic human rights available to the residents, including local and national electoral voting.

FULFILMENT - Enabling the resident to realise their own aims and objectives and assist them in achieving those goals in all aspects of daily living

Philosophy of Care

Our homes Care Home aims to provide its residents with a secure, relaxed and homely environment in which their care, well-being and comfort are of prime importance. Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere and in so doing will be sensitive to the residents' ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional or social. Residents are encouraged to participate in the development of their Care Plans in which the involvement of family and friends may be appropriate and is greatly valued. This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, social interaction with other residents and with recognition of the six tenets of our care which are the core fundamental values of the philosophy of our Home; i.e. Privacy, Dignity, Rights, Independence, Choice and Fulfilment. All care staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate legislation, regulations and the Care Quality Commission.

Care - Highly trained and experienced staff will provide 24 hour On-going staff training is continuously maintained.

Chef - Our chef will ask each day what our residents would like to eat. A choice of menu and individual requirements will be discussed on admission and this will be on-going.

Laundry - An in-house laundry service is provided for all residents.

Administration - Assistance and time needed for all personal needs and requirements will be met with the utmost discretion.

Visiting Services - e.g. Doctors, dentists, chiropodists, hairdressers (of the residents' choice), etc. all visit the Home. Also additional services will be provided at the residents' request such as homeopathy, as will visits from the local clergy.

Visitors - A private room is available for residents and their visitors, if needed.

External grounds - There are two external decked areas along with a mature, level access, private rear garden for resident use.

Social Rooms: our homes have spacious lounges and separate dining rooms, and a conservatory, at Highbury house we have a sun lounge that looks out on to Lytham road, all centrally heated. Residents are encouraged to use these public rooms, however, residents who choose to stay in their own rooms may do so.

Admission Clients interested in coming to our Home are encouraged to visit the Home and sample the atmosphere and level of service. A month's trial period is always given before taking permanent residency. Our registration enables anyone of 65 years or over to stay at our homes, provided we can meet their assessed care needs

Financial Arrangements and Accommodation Charge

We are committed to providing value for money within our comprehensive and caring service. The accommodation charge is dependent upon: Residents can either pay their accommodation charge privately or receive benefits arranged by Social Services. The current rules governing Social Service benefits can be complicated and specific advice is available from the Home Manager. Fees are paid a month in advance.

Accommodation Charges - What is included?

- **Fully trained staff in 24 hour attendance**
- **Good home cooking with provision for special diets**
- **Televisions in all bedrooms**
- **In-house Laundry Service**
- **GP/Nurse visits, both in-house and at the local surgery**
- **Nurse-call System in all rooms**
- **In-house entertainment**

Accommodation Charges - What is not included?

- **Dry cleaning**
- **Weekly in-house hairdressing**
- **Six-weekly in-house visits from a private state registered chiropodist**
- **Private phone installation and calls**
- **Toiletries**
- **Newspapers**

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents' ever changing needs.

Smoking and Alcohol

Within our homes we operate a non-smoking policy, due to health and safety reasons. However, there are external areas in the grounds where smoking is permitted. With regard to alcohol, residents will normally make their own arrangements but, as with smoking, may require supervision.

Fire Safety

The Home has a modern Fire Alarm System fitted with "Fire Exit Notices" and "Fire Emergency Instruction Notices" displayed at strategic points throughout the Home, as advised by the local "Fire Department". Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy. This includes use of the homes fire appliances, evacuation; muster points, raising the alarm, etc. Residents are informed of the emergency procedure during admission. A fire exercise is carried out weekly which ensures all staff and residents have a comprehensive understanding of their responsibilities. A full fire drill is conducted monthly, which involves "theoretical" evacuation of the Home and all the fire systems and alarms tested. All fire doors within the Home that may need to be held open for the aid of residents' mobility are fitted with 'Dorgard' sound activated door closure devices. A qualified fire extinguisher maintenance engineer checks all fire-fighting equipment annually.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the home, as they so desire. A local lay preacher is available for Home visits, as are local clergy. Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

Resident's family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

Visitors will be welcomed at all reasonable times and are asked to let the person in charge know of their arrival and departure from the home. For Security and Fire safety reasons, visitors must sign the visitors' book on each occasion. A private room is available for residents and their visitors, if needed. The resident has the right to see all visitors in private and a room will be made available if they so wish. The resident has the right to refuse to see any visitor and this right will be respected and upheld by the person in charge who will inform the visitors accordingly.

Care Plan Review

Once developed the Care Plan will be regularly reviewed to ensure that the resident is responding to everybody's mutual satisfaction. Adverse reaction to the Care Plan by the resident will result in an immediate review of the Care Plan by the Manager, senior carer as necessary. In general, the resident (or their representative) is asked to sign the care plan to agree their acceptance. Family and relatives will be encouraged to participate in the resident's daily routine as far as is practicable and are invited to monthly formal reviews, when applicable. Residents and their relatives are always welcome to chat with a member of the senior Staff if they have any concerns.

The Care Plan is reviewed at three levels:

Daily, on a shift-to-shift basis. At staff shift changeover the resident's daily care notes are handed by the out-going shift to staff on the in-coming shift and the resident's responses and activity patterns discussed as needed. Changes to the care plan may be proposed at this point.

At the end of the four week settling-in period.

Thereafter the Management on a monthly basis holds a formal review with care staff.

All amendments to the care plan will require the authorisation of the Home Manager or senior carer. Certain amendments may require the authorisation of the resident's

GP. All amendments to the Care Plan are recorded in full.

Complaints

If as a resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the complaints register, which is available from the person in charge. A full investigation will be made into the complaint and you will be advised of the results as soon as possible. If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer, then you should contact the Care Quality Commission whose address is contained in the Home's Complaints Procedure and the Contract of Residency. Also contained therein are the contact details for your local Social Services Department and Protection of Vulnerable Adults team who may also be of assistance to you.

Bereavement

In the unfortunate event of bereavement the family can expect every possible support and consolation from staff. Whereas the next of kin usually makes funeral arrangements, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Monitoring and Quality

Within the Home, there are various systems, which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do. An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, staff and services we provide and conduct regular resident meetings to obtain feedback from the care we provide.

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all residents with regard to health and safety although this is not to say we do not permit pets. The Manager will treat each case dependent upon need and circumstance and the number of pets already at the home.

Medication

If a resident wants to be self -medicating and is safe to do so then all help and advice is given. Otherwise, all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any resident may request to see a doctor in private, if they wish. Should a resident wish to self-medicate the Home asks that they put this in writing?

Fire safety

The home insists that all Care Assistants hold a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification. The home also sends staff on external training courses for such topics as Food Hygiene, Care of the Elderly, First Aid, Drugs Practice, safeguarding, etc.

How to Contact External Agencies

Whilst staying at our homes you may require the services of a solicitor, accountant, bank manager, advocate or the Citizens Advice Bureau, for example (this is not an exhaustive list). If you require contact numbers and addresses for any one of these professionals please do not hesitate to ask the Manager or any member of staff who will be only too pleased to assist you. The Home also has letter headed stationery available for any resident who requires this.

Confidentiality

We understand and acknowledge the reasons for personal confidentiality.

Information

Information about our Homes is widely available to the public. Information is accessible via the local hospitals/clinics, your general practitioner and through the advertising and marketing the Home undertakes.

MEALTIMES

Menus will be varied and favourite dishes and special diets can be catered for. Residents are encouraged to eat in the dining room but may eat in their own room if they wish to. Tea, coffee and other hot drinks are served and are available 24 hours a day and visitors are also catered for.

06:30	SOME RESIDENTS LIKE AN EARLY MORNING CUP OF TEA OR COFFEE,
7.30 AM TILL 9 AM	BREAKFAST IS SERVED, RESIDENTS CAN HAVE THIS IN THE COMFORT OF THEIR OWN ROOM OR COME TO THE DINING ROOM.
10:00	TEA AND COFFEE IS SERVED WITH BISCUITS
12:00 NOON	LUNCH IS SERVED IN THE DINING ROOM OF THE THEIR ROOM
14.00	TEA AND COFFEE SERVED WITH BISCUITS
16.00	TEA IS SERVED IN THE DINING ROOM OR IN THEIR OWN ROOM
20:00	TEA/ COFFEE OR HORLICKS SERVED WITH BISCUITS

Sample Weekly menu

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
BREAKFAST	Grapefruit, Juice Choice of Cereals, Porridge, prunes, Sausage, Bacon, Tomatoes Scrambled, Poached or Boiled eggs, Toast & Preserves Tea or Coffee						
LUNCH	Roast Beef and Yorkshire pudding Roast and Boiled Potatoes Seasonal Vegetables or Salad Cherry Pie and Ice Cream	Roast Gammon Creamed Potatoes, Pineapple Seasonal Vegetables Jam Sponge and Custard	Lamb Shepherd's Pie Seasonal Vegetables Fruit Pie and custard	Stew and Dumpling Seasonal Vegetables Rhubarb Crumble and Custard	Roast Pork & Apple Sauce Creamed and Roast Potatoes Seasonal Vegetables Syrup Sponge and Custard	Steamed or Fried Fish Chipped or Mashed Potatoes Mushy Peas Banana Split	Chicken Casserole Creamed Potato's Seasonal Vegetables Semolina and Jam
TEA	Smoked Haddock or Assorted Sandwiches Trifle Assorted Cakes Tea or Coffee	Sausage and beans Assorted Sandwiches Lemon Meringue Tea or Coffee	Fish fingers/Fish cakes Assorted Sandwiches Fruit and Cream Assorted Cakes Tea or Coffee	Egg and Chips Assorted Sandwiches Cheese Cake Assorted Cakes Tea or Coffee	Scampi and Salad Assorted Sandwiches Manchester Tart Tea or Coffee	Bacon and Tomatoes Assorted Sandwiches Jelly Mousse Assorted Cakes Tea or Coffee	Cheese and Onion pie Assorted Sandwiches Assorted Cakes Tea or Coffee
SUPPER	Assorted Sandwiches, Cakes, Cheese and Biscuits Tea, Coffee, Horlicks, Hot Chocolate, Ovaltine						

Details of Staff Numbers and Staff Training

The home employs a Manager in each home, 2 Senior Carers in each home, and 30 Care Assistants between the two homes Cooks and Domestic. The Home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references checked thoroughly along with the statutory criminal records checks. During induction all staff is trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- Rights of clients
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities

Further Information

We will endeavour to make your stay with us as happy as possible by providing the best care and ensuring that your individual needs are fully satisfied and that include serving you with your favourite meals. Visiting hours are unrestricted. However, if you the Home outside of 9.00 am to 9.00 pm please could you let the staff beforehand. Jewellery, chequebooks and money belonging to residents in a secure place in the office for safekeeping. (The management cannot for loss of money or valuables not in safekeeping). We do ask that if a resident is keeping a large amount of cash in their room. Lockable safes are available should our residents require these as are locks on bedroom doors. Staff do not expect, nor are allowed to accept, gifts and to do so

contravenes their terms and conditions of employment. During your stay should you have any questions or wish to make any personal requests please talk to a senior member of staff who will be pleased to deal with the matter on your behalf? Should you have any suggestions to make concerning our activities programme we will be delighted to hear from you? Your well-being and happiness are our priority and if there is anything at all that we can do to improve the quality and enjoyment of your stay with us please do not hesitate to let us know.

Our Homes Complaints Procedure

The Management of this Home are committed to the highest standards throughout but from time to time residents, their families or representatives, or members of staff may wish to make a complaint. The following procedure should be adopted.

Informal Complaints

These are day-to-day complaints, which can usually be resolved relatively simply.

- The person complaining should direct the complaint in the first instance to the senior care on duty.
- The senior carer will discuss the matter with the complainant and try to resolve the problem there and then. If appropriate, details of the complaint will be noted so that there is no reoccurrence of the problem.
- If it is not possible to resolve the complaint, arrangements will be made for the matter to be brought to the attention of the Manager who will investigate the complaint in more depth and again attempt to resolve the matter.
- If the matter cannot be resolved the complaint should be dealt with as a formal complaint using the procedure laid down below. As an alternative to the above, the person complaining may wish to enter the complaint in the book kept for this purpose in the office. The entries in this book are reviewed at regular intervals and in addition, at regular staff meetings.

Formal Complaint

These procedures are usually of a more serious nature that are not able to be resolved by the informal procedure given above. All formal complaints should be made in writing and addressed to the Manager who is empowered by the owner to investigate complaints on his behalf.

On receipt of a formal complaint the Manager will:

- Acknowledge the receipt of the letter of complaint promptly (within 24 hours)
- Advise the complainant in writing of the action that will be taken to investigate and resolve the complaint (within 7 days)
- Conduct an investigation into the matters surrounding the complaint and try to find a satisfactory solution.
- Inform the complainant in writing of the outcome of the above (within 28 days).
- Unless specifically requested otherwise, record the details of the complaint and the resolution of that complaint, as applicable, both in the resident's file, the Home's complaints file and, if applicable, the employee's personnel file.

Further Action

If the matter still remains unresolved, the complainant should submit the complaint in writing to the owner who will attempt to find a solution to the difficulty and bring the matter to a conclusion.

Right to take a complaint to the Care Quality Commission

After exhausting the above procedures the complainant has the right to take his/her complaint to the Officers appointed by the Care Quality Commission to investigate the complaints made against Care homes in this area. As a result of this, Social Services may also become involved along with the Protection of Vulnerable Adults department.

The addresses for the above are as follows;

Care Quality Commission (CQC) North West
Citygate
Gallowgate Tel. 03000 616161
Newcastle upon Tyne
NE1 4PA E-mail enquiries@cqc.org.uk
Protection of Vulnerable Adults
Safeguarding Adults Team Tel. 01253 476921
E-mail - safeguardingadults@Blackpool.gov.uk
Or
Social Services Direct Tel. 01253 477592
E-mail - socialservicesdirect@Blackpool.gov.uk

Exceptions

Exceptionally, where the complaint is of an urgent nature, or where it is directed at a senior member of staff, the owner should be approached directly. Staff complaints concerned with working conditions are usually dealt with through the Staff Disciplinary and Grievance procedure as laid down in the Staff Handbook.

Residents Charter

Service Availability: Services are freely provided at our homes to all who need them.
Care Provision: Care is provided to all residents and is tailored to the individual need.

Environment: It is our aim to care for you in an environment, which is welcoming, clean, comfortable and safe.

Choice

It is our aim to make you as comfortable as possible. Please understand that you have choices regarding such things as the decoration of your room, the positioning of furniture, the time you get up in the morning and go to bed at night, the food that you eat, etc. Please exercise your right to choose.

Personal consideration and respect

We will respect your privacy, dignity, Religious and cultural beliefs at all times and in all places.

Comments on Services

We will welcome your comments on our services. Feedback from residents, their families or representatives is important to us and this information will assist us greatly with our aim of striving for continuous improvement. You will also be encouraged to make comments via our Residents' Committee, which meets frequently. If at any time you feel it necessary to complain please see the Home's complaints procedure.

Resident Rights at our Homes

The Right of Fulfilment to assist residents to achieve their full potential capacity, however small, in respect of their physical, intellectual, emotional and social needs.

The Right of Dignity

To preserve the self-respect of residents by;

- **Maintaining status**
- **Affording privacy in space, belief and opinions**
- **Recognition, and use, where appropriate, of talents**
- **The practice of courtesy and respect toward residents at all times**

The Right of Autonomy

To maintain a resident's right to self-determination and freedom of choice, subject to the limitations of group living, the provision of choice, with assistance where necessary, to express wishes and preferences, including external help (e.g. Doctor, solicitor, etc.)

The Right to Individuality

To respond to the individual needs of residents, to enable them to maintain their particular identity in respect of beliefs, opinions and reasonable idiosyncrasies.

The Right to Esteem

To recognise the qualities, experiences, talents and previous higher status of residents. To get to know relatives and visitors, to then use this information to maintain the morale of individual residents.

The Right to a High Quality of Life

To expect a wide range of normal activities to be available, to enable a resident to exercise freedom of choice, and to provide opportunities to go out shopping, visiting, etc. To provide facilities for residents to follow their own particular religious or political pursuits, and to recognise the necessity for privacy, at times, to carry them out.

The Right to Freedom of Emotional Expression

To maintain the resident's right to have normal opportunities to develop personal relationships within and outside the home.

The Right to Take Risks

To allow residents to undertake activities which contain an element of risk, the criteria being the resident's competence to judge, and the risk to others.

The management and staff at D M Care Ltd are always ready with a warm welcome and a smile

