

**Welcome to**

# **Ainsdale Court**

## **Nursing Home**



Welcome to Ainsdale Court. Whether you have chosen to stay with us long term or just for a short break, we will do everything possible to make your stay an enjoyable one.

To help ease you into your stay with us, we have prepared this Service User Guide which we hope you will find useful. If there is anything that is not covered within this guide or if you would like to discuss something in more detail, please do not hesitate to speak with the manager or a member of staff who are always happy to help.

## **Aims and Objectives**

We pride ourselves with offering professional care services for the elderly with a personal touch and we are pleased to accept residents for long-term and short-term care.

When people have worked hard throughout their lives and have been committed to helping others, we believe that they deserve extra cherishing. They need a home where individuality is emphasised, with staff that have the time to give attention to the small details in order to provide person centred care and where they also have the choice of enjoying the company of like-minded fellow residents.

## **Our Vision, Mission, and Core Values**

### **Vision**

- Ainsdale Court is at the heart of the local community, valued and respected by residents, their families and friends, healthcare professionals, staff, and the community.

### **Mission**

- To be the positive choice for residents, their families and friends, healthcare professionals and staff.

### **Core Values**

- Residents and staff enjoy life at Ainsdale Court
- We treat everyone with fairness and respect
- We are open and honest in everything we do
- We encourage and embrace new ideas
- We are one family, both internally and externally

Ainsdale Court aims to provide residents with a secure, relaxed, and homely environment in which their care, well-being and comfort are of prime importance.

Care staff will strive to preserve and maintain dignity, individuality, and privacy of all residents within a warm and caring atmosphere, and in doing so will be sensitive to the residents ever changing needs. Such needs may be medical, therapeutic (physical and mental welfare), cultural, psychological, spiritual, emotional, and social. Residents are encouraged to participate in the development of their individualised

Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

The home employs a Registered Manager, Deputy Clinical Lead, Registered Nurses, Senior Health Care Assistants, Health Care Assistants, Kitchen staff, Housekeeping staff, Maintenance and Activities staff.

All our staff are selected for their qualities such as reliability, integrity, skill, friendliness, and professionalism. They are carefully screened, and references are always checked thoroughly, and an enhanced DBS check is always completed.

During induction, all our staff are trained in the following mandatory subjects:

- Safeguarding Adults at Risk
- Equality, Diversity, and Inclusion
- Health and Safety
- Fire Safety
- Food Safety
- Diet and Nutrition
- Infection Prevention and Control
- Moving and Positioning
- Mental Capacity Act and Deprivation of Liberty Safeguarding
- Communication
- Medication Awareness
- Basic Life Support

The home encourages and promotes progression and development and offers a wide range of training opportunities for those staff who would like to further their knowledge in line with the latest developments in care practices.

## **Introducing the Care Team**

### **Registered Manager – Victoria Woods (Vicki)**

The Registered Manager is responsible for the day-to-day operation of the home and insists on an open-door policy, encouraging staff, residents, families, and visitors to pop in for a chat or discuss any issues or concerns they may have and will strive to resolve these for you.

Vicki has worked in the care industry for 16 years progressing from a care assistant, to Senior, Deputy, Care Manager and Registered Manager so has experience in abundance of the health and social care sector. Vicki has gained her Level 5 Diploma in Health and Social Care Management and has previously managed specialised dementia homes, Nursing Homes, and Residential Homes.

In her spare time, she is an avid baker, loves to travel and spend time with her children, family and pet dog, Ozzy.

### **Deputy Manager/Clinical Lead – Andreea**

The Deputy Home Manager is responsible for the running of the Home (in the Home Manager's absence) as well as being a key member of the management and clinical team. Being the Clinical Lead for the home, Andreea works closely with the Nursing team, offering support in order to provide high standards of clinical practice to the residents at Ainsdale Court as well as providing direct resident care.

Andreea has worked in the care industry for over 8 years caring for vulnerable adults with dementia. She joined Ainsdale Court two years ago and led one of the units at the home before becoming our Deputy Home Manager. In Andreea's spare time she enjoys baking, playing badminton, organising family outings and spending time outdoors with her young son and her gorgeous Labrador.

### **Registered Nurses**

Registered Nurses are responsible for care provision under the guidance and instruction of the Care Home Management Team.

The Registered Nurses ensure standards are maintained in line with regulations, as well as supervising, mentoring, and training the care team.

### **Senior Health Care Assistants**

Senior Health Care Assistants are responsible for care provision under the guidance and instruction of the Registered Nurses and Management Team. The Senior Health Care Assistant's ensures that standards are maintained in line with regulations, as well as supervising and training the care team. All our Senior team will have achieved or working towards their Level 3 Diploma in Health and Social Care.

### **Health Care Assistants**

Our Health Care Assistants are responsible for delivering holistic personal care to residents under the guidance and supervision of the clinical and management team. Our care team will hold or be working towards a Level 2 diploma in Health and Social Care.

## **Administrator**

The management team are supported by an administrator who provides help and assistance with all administration and financial aspects within the home.

## **Housekeeping**

The Housekeeping team are responsible for ensuring IPC regulations are adhered to and providing the highest standards of cleanliness throughout the home.

## **Laundry Assistants**

The Laundry staff are happy to help with all aspects of laundry, including locating any items of clothing that may have been mislaid or with assistance in labelling articles of clothing etc.

## **Catering Staff**

Our chef's and kitchen team provide catering for all our residents ensuring that all specialist diets and preferences are provided for. The team also ensures compliance with all Environmental Health Regulations and Standards. This is evidenced through our 5-star rating.

All kitchen staff hold or is working towards a Level 2 certificate in food safety.

## **Maintenance**

We have a dedicated maintenance operative who ensures that our facilities are kept safe, and any faults are attended to as quickly as possible. If you have any concerns regarding the maintenance of our home, please speak with Vicki, our Registered Manager.

## **Activities Coordinator**

We have a dedicated Activities co-ordinator who provides a programme of activities designed to encourage mental wellbeing, self-esteem, and social interaction with other residents and within recognition of our core values of care which are fundamental to the philosophy of our home.

## Living in our Care Home

Ainsdale Court provides the regulated activity defined as “accommodation for persons who require Nursing and Personal Care”. We can provide care for up to 46 residents who require long term nursing care, acute complex care needs, rehabilitation, and respite care.

Ainsdale Court is a general nursing care home and is split into two households: Bluebell House and Poppy House which are both 23 bedded Nursing units.

Our Registered Nurses and Care staff are available 24 hours a day, 7 days a week. Nursing care also facilitates the social aspects of life so that you are able to enjoy and take part in activities and organised social events.

## Accommodation

Ainsdale Court has 46 single bedrooms, each including a hand basin, fitted furniture, a nursing bed, chair, and soft furnishings. You are more than welcome to bring your own furniture, pictures, soft furnishings, and home comforts in order to personalise your room.

It is advisable that items of value are not kept within the care home. We realise some items are of sentimental value so please refer to the Home Manager for information on obtaining insurance for high value personal items within the home. It is advised to cover the cost of dentures, spectacles and hearing aids with personal insurance for damage and loss.

The two households each have a large communal lounge, a smaller second lounge, dining room and 4 communal bathrooms/shower rooms. The large lounges lead onto a paved patio area, and we also have a designated smoking area.

The two households share a clinic room, and each have a Staff Nurses office.



## **Admission**

Residents interested in coming to Ainsdale Court are encouraged to visit the home and sample the atmosphere and level of service. This gives the resident time to get to know the staff and adjust to new people and surroundings.

An initial care plan will be drafted prior to admission and will be reviewed within the first week of admission. This will then be reviewed monthly with the input of the residents and their families. You can ask a review of your care plan at any time.

All our care planning is completed on an electronic care planning system called PCS. You will see staff carrying and using handheld devices – these are not mobile phones but devices where they record all aspects of our residents' care.

Residents' families and friends are encouraged to visit regularly and maintain contact by telephone when visiting is not possible. In these cases, staff will offer to assist the residents with this.

The home is a non-smoking establishment; however, a designated smoking area can be found via the patio area at the back of the property.

Residents may attend religious services either within or outside the home as they so desire. If services are outside the home, the resident should, if necessary and where possible, arrange for transport and to be accompanied with friends or family. In the event of this not being possible, care staff may accompany residents on specific occasions if pre booked with the management team, however, a small charge for this service will be applicable. Residents have the right to meet clergy of their chosen denomination at any time either privately in their rooms or at our services in communal areas.

The home offers a wide range of activities designed to encourage residents to keep mobile and their minds active, based on likes, hobbies, and interests of our residents. There will be planned outings for all residents to express an interest in. When these are planned, our Activities Coordinator will inform the residents and their families and advertise this around the home so that you are aware of what is organised.

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring their pets with them when they move, the management has a responsibility to all the residents with regards to Health and Safety. This is not to say that we do not permit pets, the Manager will however, treat each case dependent on need and the number of pets already in the home.

If a resident wants to self-medicate and is safe to do so, then all help and advice will be given. Otherwise, all medication will be managed by the staff i.e., dispensed, stored and ordered for them as instructed by the GP. A resident can request to see the GP in private if they so wish. Our allocated GP is Dr Rose from Crossroads Surgery.

## Menus

Our menus have been developed by our qualified chefs based on latest research into food for the elderly. The menus change on a seasonal rotating basis.

We offer a varied menu based on residents' likes and preferences. We will always offer an alternative to the menu should this not be to your liking.

If you have any special favourites, please let us know and our chefs will do their best to accommodate it.

We are happy to cater for special diets. If you have any requirements that you wish to discuss with the chef or Home Manager please let us know.

Residents are encouraged to eat in the dining rooms: however, you are welcome to eat in your room if you wish. Simply request room service at the time of meal service and our staff will happily oblige with this request.



We encourage visits from families and friends as often as possible. However, this is not always possible at mealtimes. Breakfast is usually served between 9am–10am. Lunch is served between 12pm-2pm. Evening meal is served between 5pm–6pm.

Drinks, snacks, and fresh fruit are available throughout the day and night. Please just ask a member of staff if you would like anything at all and they will be happy to provide a range of options for you.

Relatives are welcome to dine with residents if notice is provided to the kitchen staff, for a nominal charge.



## **Laundry**

Resident's clothing is laundered on site, and we kindly ask that all clothing is machine washable at 60 degrees, are colourfast and clearly named prior to admission. We would also ask that any new items of clothing are named and entered onto the property list.

Our laundry service includes ironing. All clothes are ironed by hand and returned to the resident's bedroom.

Unfortunately, we cannot be held responsible for items that require dry cleaning. Although we are happy to provide a laundry service, we cannot accept responsibility for any damaged items.

All towels are changed daily, and bed linen is changed at least weekly, depending on need. If you would like your bedding to be changed more frequently, please let the care staff know and they will be happy to do this for you.

## **Financial Arrangements and Fees**

We are committed to providing value for money within our comprehensive care service. The fees charged are dependent on the type of facility required and the type of care package and needs of the individual resident.

Depending on the personal financial situation, a resident can either pay the fees privately or through social services.

Our fees are reviewed, usually in April and/or October each year. Fees are agreed with the Home Manager prior to admission. Fees are stated in the Terms and Conditions of Residency.

What is included:

- Fully trained Nursing and care staff in 24-hour attendance
- Nutritious home cooking
- Provision for special diets
- Laundry service
- Weekly GP visits
- Call system
- Housekeeping service
- Furniture and soft furnishings within your bedroom
- Energy costs
- Activities and events

There will be some additional costs that you will need to cover should you require any of the following:

- Toiletries
- Personal clothing
- Newspapers/magazines
- Hairdressing
- Chiropody
- Private phone and calls or TV installation
- Dental treatment/dentures
- Replacement spectacles
- Replacement dentures
- Replacement hearing aids
- Day trips out
- Staff escort

In the interests of security, we are only able to hold small sums of personal monies in the home safe. Please see the Home Manager or Administrator for more information.

### **Making a complaint and giving compliments**

Our home is committed to providing a high-quality service and is constantly seeking ways to improve that quality. Your comments, compliments, suggestions or complaints are always welcomed, and we take pride in responding to them quickly, effectively and honestly.

Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis. Written complaints will be acknowledged upon receipt and the Home Manager will investigate all complaints before sending the complainant a letter outlining the result of the investigation within 28 days.

If the complainant is not satisfied with the outcome of their complaint, this will then be passed to the Company Director who will ensure that the complaint is reviewed and strive to reach a mutually satisfactory outcome.



## **Safeguarding Vulnerable Adults**

Ainsdale Court takes any suggestion, allegation, or proven abuse extremely seriously. Our Policies and Procedures are designed to protect those in our care. If you have any concerns in this area, you should discuss this immediately with the Home Manager. If you have contacted the Home Manager and you are still concerned that matters are not being effectively dealt with, there are other external agencies that you can contact.

Ainsdale Court is registered with the Care Quality Commission who inspects the home on a regular basis and produces a report of their findings. A copy of the latest report is available in the reception area. You can contact the CQC to report any concerns on 03000 616161. You can also contact the St Helens Safeguarding team on 01744 676767.

## **Monitoring and Quality**

Within the home there are various systems which ensure that close monitoring is maintained in all 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 families. We regularly ask for their comments on the home, the staff, and services that we provide.

We are registered and inspected by the Care Quality Commission, and we are also regulated by the following professional bodies:

- Fire Service
- Health and Safety Executive's
- Local Authority Environmental Health Officer
- Local Authority Commissioning Unit

As part of the company's commitment to ensure high standards of care, monthly compliance audits under Regulation 17 are completed to ensure standards are met.

## **Fire Safety**

The home has a fire alarm system installed that is tested weekly to ensure staff compliance and understanding. The system and a full building fire safety check is also completed annually by a Fire Risk Assessment Officer.

Visitors are welcome at all reasonable times and must ensure that they sign in and out of the visitor's book on each occasion in order to comply with fire regulations.

## **CCTV**

The home has a CCTV recording system installed in the entrance and exit points of the building, in the corridors, lounges, dining rooms, kitchen, stairs, laundry, grounds and clinic room. We have placed signs at the entrance to the building to notify everyone working, living, and visiting the home that we have CCTV in place.

The reasons as to why the system is in place is to control the access to the building and ensure the security of the building, residents, and staff at all times. It also ensures the safety of the equipment inside and outside of the building, ensures compliance with health and safety procedures and promotes learning and development of staff to improve the quality of care.

The CCTV only records visual images and not sound, and the recorder is kept securely in a locked cabinet in a locked area of the home to ensure security of the equipment and recordings.

The home does not record any personal care: with the only exception being images which may be captured whilst eating, drinking or taking part in wellbeing activities in a communal area i.e. It is important to notice that the location and positioning of the video-cameras are such that they do not cover bedrooms, bathrooms and surrounding public spaces. Images are automatically deleted from the system after 28 days.

A consent form will be issued to you upon your admission to ensure that you are happy to have CCTV in place and understand the reasons behind the installation.

However, if you wish to discuss this further or have any questions in relation to this, please do not hesitate to contact the Home Manager.

## **Leaving or Temporarily Vacating**

If a person wishes to be discharged from the home, 4 weeks' notice must be given of this intention, or 4 weeks fees paid in lieu of notice.

If a resident temporarily moves out of the home (e.g., to receive hospital treatment) the bed is retained for the absence from the home and full fees are charged.



We do hope that you enjoy your stay with us.

If you have any queries or would like to discuss anything further in relation to any of the content within this guide, please let the Home Manager know, who will happily answer all your questions.

Thank you and welcome to Ainsdale Court.