

Residents' Care Guide

Linear Park – Compassionate Understanding Care

This guide is designed to provide a better and more detailed understanding of what services and facilities can be provided at Linear Park.

We aim to give our residents the best quality of life in a clean, comfortable, safe and welcoming environment. We treat everybody with respect and are sensitive to individual needs and abilities. We have a particular specialism in dementia care and our home is uniquely designed to support the needs of those coping with dementia.

Staff

Our Manager - Dawn Smith - has overall responsibility for the home and is happy to discuss any aspect of care in more detail. Dawn places great emphasis on team work and fosters collaboration between staff to ensure everyone is aware of the needs of residents. Fully qualified in dementia care, Dawn has been instrumental in driving through improvements and upgrades to the home that greatly benefit residents coping with dementia.

Andrew and Shirley Murray are the Directors of the Company and are responsible for the administration of the home.

Senior Care staff look after the day-to-day needs of our residents and take charge of the home in the absence of our Manager. They are responsible for our friendly team of care staff who provide resident care under their supervision.

Along with laundry staff, our care staff are also responsible for keeping all areas of the home clean and tidy and presented to a high standard.

Catering staff ensure all our residents' catering needs are met as well as keeping our kitchen to regulation standards. Residents can also expect to meet our team of part time maintenance personnel who carry out general repairs and maintenance.

Admission

We recommend that family and loved ones visit the home and if appropriate, stay with us overnight to get a feel for the Linear Park way of life. We believe this unique opportunity really is the best way to help you make what is a very important decision.

Potential residents should always visit the home prior to admission in order for our Manager or a senior member of staff to conduct an assessment. Residents are encouraged to move into Linear Park initially on a trial basis to review our facilities for themselves before they or their representative make the final decision to stay. Once this has taken place and all parties agree that Linear Park can meet your needs, an admission date is set and an individual care plan and contract developed.

Facilities

Linear Park is located at Newton Le Willows off Bradlegh Road at the rear of Newton Community Hospital. We are a short drive from Warrington and St Helens and are close to shops, churches, pubs and main bus routes.

Linear Park is a purpose built single-storey building situated in its own landscaped gardens with paths that allow easy access to outside sitting areas. Each resident has their own comfortably furnished private room with TV point and nurse call point. Our ensuite rooms have a mini-bar fridge, kettle and telephone. Residents may bring in as many personal possessions as can be safely accommodated. As all existing furnishings can be removed, a resident may completely furnish their own room if they so wish (subject to adherence with fire regulations).

The building has been designed to allow our residents privacy; bedrooms are not overlooked and the grounds have plenty of space for peace and quiet.

Linear Park is a non-smoking home. However there is an allocated smoking area at the rear of the building and smoking is only allowed in this designated area.

Services

Laundry

All laundry is carried out on our premises. Where possible, we ask that clothing is machine washable above 60 degrees, is colour fast, clearly named and entered on the property list. Unfortunately, we are unable to undertake dry cleaning on the premises.

Activities

At Linear Park we encourage our residents to continue to pursue their leisure interests and if possible develop new ones. We provide an interesting and varied activity programme and this is displayed in the dining area. Some form of activity takes place every day with trips and visits offered at additional cost.

Spiritual needs

We try to meet all religious and spiritual needs and have relationships with local clergy. Individual requests should be discussed with the home Manager.

Catering

A menu plan has been implemented on a four weekly rota. However, alternatives are always available and we do cater for individual likes, dislikes and individual dietary requirements. Residents' meals are normally served in our attractive dining room; however, if a resident wishes to eat alone, meals can be taken in their room.

Meal times

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|------------------------|------------------------------------|
| <i>Breakfast</i> | <i>8.30 am - 10.00am (approx.)</i> |
| <i>Morning drink</i> | <i>11am - 11.15am</i> |
| <i>Lunch</i> | <i>12.30pm - 1.30pm (approx.)</i> |
| <i>Afternoon drink</i> | <i>3pm - 3.15pm</i> |
| <i>Evening Meal</i> | <i>4.45pm - 5.30pm</i> |
| <i>Supper</i> | <i>9pm</i> |

Please note, hot and cold drinks are available throughout the day along with a wide variety of snacks. Relatives are welcome to dine with our residents for a small charge and with notice given to our catering staff.

Doctor's service

If your own GP is unable to maintain his service, a local GP is allocated .

Non-inclusive Services

The following services are available at additional cost.

Hairdresser

Our Hairdresser visits on a weekly basis, usually Wednesday. Price lists are available on request.

Optician

A mobile optician visits Linear Park at regular intervals.

Dentist

A mobile Dental service can be arranged as required.

Chiropody

NHS Chiropodists visit Linear Park although private chiropody can be arranged for frequent visits.

Newspapers

Linear Park provides daily newspapers, but residents may prefer to purchase their own papers and magazines.

Visits to places of interest

As part of our activity programme, we sometimes arrange visits out to various attractions and places of interest.

Hospital Escorts

We are able to accompany residents to hospital appointments in most instances (as dictated by staff availability). Please ask for details of our charging process.

Communications

We can provide a letter writing service for those who wish to keep in touch with loved ones and have internet for emails and a fax machine. Our staff are able to help with form filling, completing voting papers or planning shopping needs. Please ask for details.

Please note:

- i. Good practice prevents us from assisting residents to draw up a will, or acting as an executor. However, we are able to call upon the service of a local solicitor who can advise in this matter.*

- ii. *A schedule of current charges for all additional services is available from the Manager. Our pricing is transparent and reflects cost plus reasonable administration.*
- iii. *We will always notify residents of any changes in pricing by updating the schedule and displaying this on the resident's notice board in the dining room.*

- iv. *We are unable to offer discounts on published prices.*

Visitors

Linear Park operates an open visiting policy. Relatives and friends may visit at any reasonable time. A pay telephone is provided for our residents' use. Those residents in an en-suite room may have their own telephone and all local calls are free.

We actively encourage relatives and friends to make comments or suggestions and welcome their attendance at our resident meetings and social gatherings. Please look out for relevant dates and times in the dining room area. Feedback questionnaires are circulated from time to time.

Fire, Health and Safety

A fire plan of Linear Park can be found in the entrance foyer. Our home is inspected by officers of the Mersey Fire Brigade. A fire risk assessment has been completed by the home and approved of by the Fire Authority. We would ask that all visitors to Linear Park complete our visitor's book on their arrival and departure from the home.

If any resident or visitor has any health and safety issues they wish to bring to our attention, they are encouraged to discuss them with staff.

Any accident occurring within Linear Park will be documented, followed up, analysed and action taken (if appropriate). Our risk assessments are designed to help staff measure risks and prevent or reduce them.

Complaints

It is our policy to manage Linear Park in the most professional and caring manner possible. However, if you are not happy about any aspect of life at Linear Park, please tell us and let us put things right.

We will take all complaints very seriously. In the first instance, please speak to the most senior member of staff on duty who will try to resolve the matter. The Manager is always made aware of every complaint and we have a clear policy in place to ensure problems are sorted out as quickly as possible. Residents have a copy of this policy in their wardrobe and another copy is available in the foyer.

We actively encourage feedback on the service we provide by holding resident meetings and sending out questionnaires to residents and relatives. If you feel your complaint cannot be resolved through our standard procedure, you have the right to inform the Inspection Unit. They are legally obliged to pursue certain issues on your behalf:

Care Quality Commission National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

www.cqc.org.uk

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Financial Matters

We ask that items of great value are not kept in the home and advise residents to take out extra insurance for any items exceeding our insurance policy thresholds. Linear Park has the following minimum liability insurance cover (this should not be confused with contents or personal property insurance):

Public Liability Insurance; £ 5,000,000

Employee Liability; £10, 000,000

Please speak to our home Manager for further information.

Fees

Our fees are reviewed every year in April.

Fees should be paid weekly either by cheque or standing order (our preferred method). We are unable to accept cash. It is important to note that where a placement at Linear Park is part funded by the Local Authority, there will be a need for a third-party top up to be funded by the relatives of the resident.

Transparency of Fees

Fees are linked to individual person-centred care and therefore can vary from resident to resident. The type of room occupied by the resident is also taken into consideration when calculating the fee level. Although fees are reviewed each April, any changes in residents' needs can impact fees. If we decide that an increase in the amount payable for care is needed, we will provide written notice. The amount charged for care is detailed in the contract.

Inspection

It is a requirement under law that all registered care homes are inspected at least once a year and reports of these inspections produced. The inspection may be carried out unannounced. Our latest inspection report can be found in the foyer of the home. The National Care Commission is responsible for inspecting Linear Park but we are also inspected by the following bodies:

The Pharmacist

Fire Service

Health and Safety Executive

Environmental Health

Company personnel

Quality Assurance

We are a member of the National Care Homes Association. In April 2008 we were awarded Level 5 in the Residential Domiciliary Benchmarking Independent Quality Survey.

Resident / Relative satisfaction surveys are undertaken annually, the results are to be found in the entrance hall along with the inspection reports.

How we maintain our standards

Every aspect of running and managing Linear Park is set out in a comprehensive set of policy documents. These policies ensure that we meet the statutory requirements for running a care home and preserving health and safety standards. They cover all aspects of staffing, managing, and caring for residents. All our policies are regularly reviewed to ensure they are kept up to date. Our master files are kept in the Managers office and can be consulted at any time.

Our Quality systems

We try to embody quality in everything we do. We define quality as delivering a service of care appropriate to each individual resident's need. We have a comprehensive self-assessment system which requires all of our policies and working practices to be audited annually to ensure we maintain the standards we set ourselves. Any non-conforming areas are corrected and reviewed for action to avoid future repeats. We publish the results of our self-assessments and the actions we have taken on the communal notice board.

We hope that this information has been of some help to you, should you feel you require any further information please feel free to contact our home Manager.

THIS GUIDE WAS LAST CHECKED FOR ACCURACY in May 2013 and is monitored every six months - AM