

MADELEY MANOR CARE HOME LTD

Heighley Castle Way

Madeley

Nr. Crewe

Cheshire

CW3 9HJ

Tele: 01782 750610 Fax: 01782 751545

SERVICE USER GUIDE

Statement of Purpose

The home has prepared a Statement of Purpose, which provides information about the Care Home and has been compiled in accordance with the requirements of the Care Standards Act 2000. It includes the following:

Introduction

Ownership

Management

Matron\Manager

The Organisations staff and reporting structure

Registration

Accommodation

Philosophy of Care and Delivery of Care

Social and lifestyle wishes

Privacy and Dignity

Fire Precautions

Complaints Procedure

Terms and Conditions of Residence

A copy of a contract for self-funding residents is attached at Appendix B.

Parking

The car park adjoining the Home is allocated for the use of visitors who are requested not to block the access to the entrance for ambulances and deliveries.

Disabled Access

The Home and all areas within it are accessible for wheelchairs. A vertical shaft passenger lift allows easy access to all floors. The grounds have extensive pathways suitable for wheelchairs.

Residents Rooms

Residents may use their rooms at any time. Personal effects are encouraged to make the room feel homely.

Lounges

These are available for use by all residents and their visitors. Occasionally they may be used for activities and functions but only for residents and families.

Catering

Meals are served in the dining room and arrangements may be made for them to be served in residents rooms. Staff will assist with any special dietary or other needs. The menu is designed to provide a balanced diet and a choice of meals is always available. Refreshments are provided from the trolley throughout the Home between meals. Meal times are as follows:

| | |
|--------------|------------------------|
| Breakfast | 8.00 a.m. – 9.30 p.m. |
| Lunch | 12.30 a.m. – 2.00 p.m. |
| Evening Meal | 5.00 p.m. – 6.30 p.m. |

Valuables

Please do not leave cash and valuables in bedrooms without first securing them in the locked facility provided alternatively they may be left with the General Manager for deposit in the safe. The Homes insurers provide limited cover for some possessions, subject to an insurance excess payable by residents, and residents are urged to insure valuables themselves.

Nurse Call

A nurse call point is situated in all bedrooms and residents areas to summon assistance at any time.

Laundry

The Home has an in-house laundry capable of handling machine washable clothing suitable for tumble-drying. All items brought into the Home should be clearly labelled.

Manual Handling

There is a serious risk of back or other injury when moving residents. Staff receive regular training in the moving and handling of residents and they are encouraged not to lift which may require the use of a hoist as the only safe alternative. Visitors are

advised not to try to handle residents since this could lead to injury to them or the resident.

Policies and Procedures

The Home has these in place to support in the safe operation of the home in accordance with best practice. The Policy and Procedure manuals cover a range of situations, practices and operations within the Home.

Accidents

The Home will take reasonable steps to prevent accidents, falls and injuries but inevitably these will result from time to time. Residents are encouraged to lead a full normal life and there will be some risk attached to all activities of daily living. Many of the associated risks will be assessed and precautions taken to reduce the risks to an acceptable level. Where accidents do occur, they should be reported to the nurse in charge, recorded on an accident form and stored in a secure place as per the Data Protection Act.

Furniture and Personal Possessions

The Home encourages residents to bring possessions with them to personalise their room. Any larger items of furniture must be fire resistant and not hinder the safe transfer and movement of residents around the room. Any electrical equipment must be tested under Portable Appliance Testing regulations and only when proved safe can this equipment be used within the Home.

Telephone and Other Communication

Where a telephone is not already installed, residents may choose to install their own telephone line subject to British Telecoms terms and conditions. Any member of staff will assist any resident to communicate by letter. If a resident wants to make a telephone call in private then arrangements can be made for them to use the office telephone, this facility will carry no extra charge unless it is an overseas telephone number.

Newspapers and Magazines

Residents may order their own newspapers or magazines, which are chargeable at cost.

Hairdressing

A visiting hairdresser will cut, blow dry and perm hair. A nominal charge will be made. An example of current charges:-

| | |
|------------|--------|
| Perm | £20.00 |
| Set | 7.00 |
| Trim | 6.00 |
| Set & Trim | 10.50 |

Medical Practitioner

All residents have the right to retain the services of their own G.P. if possible, however if the Home falls outside their G.P.'s catchment area then arrangements will be made to provide medical care from the local G.P.

Chiropody

A N.H.S. chiropodist visits the Home regularly to attend to the needs of residents, this facility carries no charge.

Smoking

For the safety and comfort of all occupants of the Home, smoking is only permitted in designated smoking areas.

Alcohol

The Matron\Manager may agree to residents keeping alcohol in their rooms where alcohol is used responsibly, does not conflict with medications not contrary to medical advice or medication and does not impact adversely on other residents or staff.

Wheelchairs

These may be named discreetly to avoid confusion. Periodically they may be checked by maintenance staff and repaired as necessary. Footplates should be used to prevent injury to the resident.

Pets

Pets are generally unsuited to living in a care home and can present a health and safety hazard. They can also prove to be a problem if the resident is ill and unable to care for them. However, residents wishing to bring a pet with them should consult with the Matron\Manager who will consider each case on its merits. Visitors are generally welcome to bring small domestic animals.

Inspection Report

A copy of the most recent inspection report is available in the Homes reception area but if you do require your own copy then this can be provided or alternatively this document can be obtained on the internet.

Complaints Procedure

A copy of the complaints procedure is attached as Appendix A.

Registration

The address and telephone number of the National Care Standards Commission is:-

C.S.C.I
Birmingham Area Office
1st Floor
Ladywood House
45-56 Stephenson Street
Ladywood House
Birmingham
B2 4UZ

Tele: 0121 600 5720