

Service User Guide



Parkhouse Grange

ALA Care Ltd

The company of A.L.A. Care Ltd was established in 1990, bringing together Residential Care Homes of quality and distinction under one banner, built to very high standards and specifications, all homes are extensively decorated throughout.

Our aims are to provide safe, comfortable and stimulating environments for our residents, with all the comforts of their own home.

A.L.A. Care Ltd commissioned the design and build of their first purpose built home, to bring together all the latest developments in care. A third of an acre site was chosen in Whetstone, Leicester, for a 38 bed home. The Councillor Collin Grundy Lord Mayor of Leicester opened WHETSTONE GRANGE on the 12th OCT. 1991, and over the following years it had gained a reputation in quality care.

With the experience gained at Whetstone Grange the company went on to develop their second home PARKHOUSE GRANGE. This time a more rural, one and a half acre location was chosen in EARL SHILTON. The setting of this home creates a more tranquil environment.

Parkhouse Grange was built by a Leicester based company, bringing together a quality building featuring very attractive architectural designs.

Councillor D.J. Wood, Mayor of Hinckley & Bosworth Borough Council on The 10th Aug. 1996, conducted the opening ceremony.

In 2001 A.L.A. Care Ltd undertook its most ambitious project, Leicestershire's first Care Home and separate Day Care Centre, to be built to the governments new National Care Standards.

Enderby Grange was built in the Enderby / Narborough area of Leicester, near every imaginable Amenity and a short distance from Fosse Park, Leicester's premier shopping area. Enderby Grange is built in the private 4-acre development of Sparsis Gardens, which also contains a 35 place Day Care Centre and 5 luxury detached houses.

All homes are registered as Private Residential Care Homes, it is our intention to look after and provide care for our residents to the same extent as a loving relative would have provided at home.

**The Care Homes benefit from the frequent weekly supervision of the two company directors,
ANDREW SPARSIS and ARTEMIS SPARSIS.**

REGISTRATION DETAILS

**The name and address of the
Registered Provider:**

*ALA Care Ltd
Enderby Grange
Sparsis Gardens
Enderby
Leicester
LE19 2BQ
Tel: 0116 2752555*

**The name and address of the
Registered Home:**

*Parkhouse Grange
47 Park Road
Earl Shilton
Leicestershire
LE9 7EP
Tel: 01455 851222*

The Registered Manager: *Regina Summerfield*

**This care home is formally registered with the Care Quality
Commission under the Health and Social Care Act 2008 for
following Activities:**

- **Accommodation for persons who require nursing or personal care**
- **Treatment of disease, disorder or injury**

The home provides care for persons of both sexes over the age of 65

Philosophy Of The Home

- ❖ **Our chief endeavor is to provide an environment where our residents can have peace of mind, relaxed and secure in the knowledge that their individuality, dignity and privacy are respected and assured.**
- ❖ **Our aim is to encourage residents to maintain their independents by allowing them to undertake normal activities for which they are individually capable.**
- ❖ **We aim to provide a safe, comfortable and stimulating environment for our residents with all the comforts of their own home.**

Our Objectives

- ❖ **To carry out assessments of need that will be used to develop individual care plans with the objective of meeting the aims of the Home for each Resident.**
- ❖ **To provide equipment and competent staff to enable the aims and objectives to become a reality for each resident**
- ❖ **To deliver care sensitively and flexibly which reflects residents' individual needs and choices.**
- ❖ **To respect and retain privacy, dignity and independence as far as possible, irrespective of the residents' physical or mental infirmity.**
- ❖ **To consult as fully as possible, with residents, relatives and key stakeholders in order to ensure that the stated aims and objectives are maintained.**

Staffing

Care staffing levels are based on Social Services recommendations. In addition to above we have dedicated cleaning, kitchen and maintenance staff. Between the hours of 9pm and 8am, there are 2 waking night staff on duty, with at least one additional staff member being on call and available to assist with any emergency within 10 minutes.

NB The Person in charge in the Manager's absence is over and above these figures

Qualifications

The registered Manager

Mrs Regina Summerfield holds an NVQ 3, NVQ 4 and a D32/33 Assessors award .She has worked for 16 years in the care sector and 10 of these as a manager in this care home.

The Staff

All staff complete the Skills for Care and Company Induction programme within six weeks of their appointment.

Our aim is for 50% of the Care Staff Team to achieve NVQ Level 3.

Example of additional training courses that some staff have attended include;

**Health & Safety
Incontinence Management
Person centred care
Moving and Handling
Dealing with Dementia
Infection Control
Fire Safety
First Aid
Administration of medicines
Pressure Sore Management
Palliative Care
Safeguarding Adults
Food Hygiene
Dignity in care
Equality and Diversity**

**Hoist & Sling Training
Challenging Behaviour**

Admission

Prior to admission a trained member of staff from the home will carry out an "Assessment of Needs". A prospective resident will only be accepted if the manager feels confident that the home can adequately meet those needs.

The prospective resident is encouraged to visit the home, at least once prior to admission, and then to stay for a trial period of up to 4 weeks, before reaching a final decision to stay. If the home feels that during this period, the perspective resident is unsuitable, or that their care needs cannot be met, the home reserves the right to terminate their placement.

It is our policy to avoid unplanned admissions where possible. However, there may be occasions when an emergency arises for an individual, and subject to availability we wish to be able to act flexibly in order to meet that need.

Emergency admissions will only be accepted on the condition that sufficient information is given to the Manager so that they can determine that the prospective resident's needs, can be broadly met within the facilities and services on offer at the home. The manager undertakes to inform the resident, within 48 hours about key aspects of the home, and to complete a full assessment of need within 5 working days

Discharge

Should a discharge become necessary all relevant information about the resident is to be passed on to their new home to ensure continuing care.

The resident is prepared and supported to minimise distress where applicable.

The residents discharge details are entered on the CMS management system and relevant persons informed of discharge e.g. GP etc.

Arrangements for residents to engage in social activities, hobbies and leisure interests

Residents where able will be encouraged to continue with their individual interests outside the home.

Residents' interests are recorded, and opportunities will be given for stimulation through leisure and recreational activities both inside and outside the home. These will be planned in accordance with reference to the combined needs of residents, their preferences and capacities.

An updated Activities programme is produced regularly and advertised on the Resident's Notice board.

Arrangements made for service users to attend religious services of their choice

It is the right of every Resident to continue to attend a place of worship of his or her particular faith, and staff will ensure that assistance is given where needed. For those unable to attend services outside the home ministers of religion will be invited to the Home.

The Home will facilitate the observance by individual Residents of those religious festivals that are appropriate to their faith.

Arrangements made for contact between residents and their relatives, friends and representatives

Our Policy is that visitors are always welcome at the home. As such, we keep an 'open house', and encourage relatives, friends and voluntary persons to call at any reasonable time.

Whilst there are no restrictions on visiting hours, in the event of a fire, it is essential that the senior member of staff on duty know how many people are in the building. All visitors without exception are therefore respectfully requested to sign in and out in the visitor's book.

Arrangements made for dealing with reviews of the resident's care plan

The care plan is drawn up with the involvement of the resident and/or their relatives where this is possible, and we will then ask the resident or their relative to agree and sign the document.

The residents' care plan is reviewed at least once a month, (or more frequently if the needs of the resident change significantly) and updated to reflect changing needs and current objectives for health and personal care.

Our Building and Gardens

- ❖ **The home is constructed on 2 Floors with access by Staircases and a Lift**
- ❖ **The home provides 12 single bedrooms all with en suite WC and 28 without WC en suite.**
- ❖ **There are 5 lounges and a dining room.**
- ❖ **A Nurse Call system is installed throughout the home**
- ❖ **The home is equipped with a Fire Alarm System and emergency lighting.**
- ❖ **The home is wheelchair accessible throughout. There are 4 wheelchair accessible WC on the ground Floor and 3 on the First Floor**
- ❖ **There are 1 assisted and 1 unassisted bathrooms on the Ground floor and 1 assisted and 2 unassisted bathrooms on the First floor; there is also a shower facility on the Ground floor.**
- ❖ **The Home's kitchen is located on the Ground Floor and the menu is available to the residents or their representatives. The residents are offered daily menu choices.**
- ❖ **Drink and snack facilities are available in the Dining room.**
- ❖ **The central laundry is located on the Ground Floor and residents' washing will be collected from their bedrooms and returned to them. It is the responsibility of the residents' representative to name labels all clothing.**
- ❖ **The gardens (includes enclosed garden area with summerhouse) are some 1.5 acres in extent and are accessible to residents**

Equipment

- ❖ **The home is provided with an electric hoist and other moving and handling equipment to assist in the transfer of residents according to assessed needs. The home has a 'sit on' weighing machine.**
- ❖ **The home is provided with pressure relieving equipment, which is used according to the individually assessed needs of the residents and additional equipment is provided through the District Nurse as and when required.**

Services

- ❖ **The home employs the services of a Physiotherapist, Occupational Therapist, Optician and Dentist should the assessment indicate a need. Any costs involved is the responsibility of the resident or their representative.**
- ❖ **A hairdresser visits the home on a 3 weekly basis. The cost of Perms and Colouring are not included in the fee and will be invoiced separately.**
- ❖ **A chiropodist visits the home on a regular basis. The cost of this service is not included in the fee and will be invoiced separately.**

Additional Information available in the Home
(located in the information station in Reception)

Latest CQC Inspection Report
(previous inspection reports available upon request)

Essential Standards – Health and Social Care Act 2008

Policies and Procedures

Menu's

Health and Safety Risk assessments

Statement of Purpose

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