

Service User Guide



Whetstone 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
Whetstone Grange
148 Enderby Road
Whetstone
Leicester
LE8 6JJ
Tel: 0116 2477876*

The name and address of the Registered Home:

*Whetstone Grange
148 Enderby Road
Whetstone
Leicester
LE8 6JJ
Tel: 0116 2477876*

The Registered Manager: *Sharon Marsh*

This care home is formally registered with the Care Quality Commission under the Health and Social Care Act 2008 for the 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 Sharon Marsh holds a NVQ 3, and further care related training, she has worked in care for 7 years in the care sector and became manager in this care home in August 2011

The Staff

All staff completes 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.

Additional training courses that some staff has attended include;

**Health & Safety
Incontinence Management
Person centre care
Dealing with Dementia
Sudden Death
Pressure Sore Management
Bereavement
Safeguarding adults
Safe Handling of Meds
End of Life Care
Administration of Medicines**

**Hoist & Sling Training
Challenging Behaviour
Moving and Handling
Infection Control
Fire Safety
First Aid
Palliative Care
Food Hygiene
MRSA Awareness
Safety Compliance**

Services and Fee Information

Health and Personal Care

- ❖ **Twenty-four hour personal care that includes all aspects of care needs that have been identified through assessment of need, such as assistance with washing, bathing, shower, dressing, undressing**
- ❖ **Assistance to use toilet facilities**
- ❖ **Assistance with the management of incontinence**
- ❖ **Assistance with dietary and fluid intake**
- ❖ **Assistance with mobility and the use of disability equipment**
- ❖ **Administering of medication and offer of support and guidance for self administering**
- ❖ **Promotion of independence**
- ❖ **Encouragement to make choices and decisions**
- ❖ **Person centred care planning with monthly reviews**
- ❖ **Assessments of risks and acknowledging that people have the right to take risks**
- ❖ **Arrangement of DR/DN visits as requested or deemed necessary**
- ❖ **Arrangement of dental care, yearly visits by optician and chiropody visits**
- ❖ **Booking transport for out patients appointment and organise escort**
- ❖ **All resident's are allocated a key worker**
- ❖ **Offer of emotional, cultural and religious support**
- ❖ **Preserve peoples right to privacy and dignity**
- ❖ **Protection from abuse in line with safeguarding vulnerable adults**
- ❖ **Hairdressers visit every three weeks**
- ❖ **Assist with and encourage end of life care planning to ensure peoples wishes are respected**

Complaints and Protection

- ❖ **Robust complaints procedure ensuring that any complaint is dealt with without delay**
- ❖ **Advocacy services available from Age Concern**
- ❖ **Secure Premises**
- ❖ **All staff are ISA and CRB checked**

Daily Life and Activities

- ❖ Residents are encouraged to make choices and decisions about how to spend their day
- ❖ Residents are supported to live their life as they please
- ❖ Family and friends are encouraged to remain involved
- ❖ Home facilitates open visiting
- ❖ Home offers a choice of two wholesome meals at each mealtime, a cooked breakfast is on offer daily and special dietary needs are catered for
- ❖ Activities within the home include armchair aerobics, musical entertainment, monthly church service and clothes sales
- ❖ Activities offered and supported by our own staff, include various games such as bingo, reminiscing, dominoes, arts & crafts & jigsaws
- ❖ Movement and dance to music
- ❖ Special celebrations throughout the year such as Valentines Day, Easter, Mothers – Fathers Day, Halloween, Remembrance Day and Christmas
- ❖ Family and Friends are most welcome and invited to participate

Environment

- ❖ 34 rooms are for single occupancy and we have 2 double rooms with en-suite facilities
- ❖ All rooms are furnished to a high standard
- ❖ Beds are pressure relieving
- ❖ Bedding and towels are provided
- ❖ Bedrooms are cleaned daily
- ❖ Laundry is offered
- ❖ Personalisation of bedrooms is encouraged
- ❖ The homes communal areas are spacious yet homely and comprise of several lounges, conservatory, dining room, toilets and bathrooms, shower, clinic
- ❖ The use of enclosed safe garden area is encouraged in good weather.
- ❖ The home is kept clean paying particular attention to infection control and in good state of repair

Staffing

- ❖ The home operates an open management system
- ❖ Staff are trained to deliver care needs according to registered categories
- ❖ Training is ongoing
- ❖ Staff hours exceed required standards

Fees

- ❖ **Currently our fee's are between £470.00 and £550.00 per week.**
- ❖ **This increases yearly by about 4 to 5 % in line with Social Services increases.**
- ❖ **Fees are calculated according to care needs and not according to services provided**

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 6 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 34 single bedrooms all with ensuite.**
- ❖ **There are 3 lounges, 2 conservatorys 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 5 wheelchair accessible WC on the ground Floor and 3 on the First Floor**
- ❖ **There are 1 assisted bathroom on the Ground floor and 1 unassisted bathroom 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) and is 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 Chiropodist 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.**

TERMS AND CONDITIONS

- The home will accept residents of either sex.
- Acceptance of residents with a communicable infectious condition is at the discretion of the manager
- The fees include full board and lodging, 24-hour care as deemed required by needs assessments, social activities and laundry including personal laundry. Whilst every possible care is taken with laundry, ALA Care Ltd does not accept liability for loss or damage to items of clothing undergoing laundry or dry-cleaning. It is respectfully requested that all clothing is named with stitched on name labels. Failure to do this could result in clothing being placed in wrong rooms.
- Provision for hairdressing, chiropody and physiotherapy are available as required.
- **NOT COVERED BY FEES:** Dry-cleaning, optical and dental charges, telephone, personal toiletries, emergency transport costs (i.e. Hospital appointments etc) and additional staffing costs to cover accompanying client. The afore mentioned extras will be charged to the client or their representative.
- Fees will be expected monthly in advance. In the event of a resident leaving the home, one month's notice or one month's charge is required.
- On vacating a room, a three-day charge is made for refurbishing.
- Fees will be increased generally by the current rate of inflation. Sufficient notice will be given (of at least one month). Fees more than 14 days in arrears will be subject to interest at 4% above Bank Base Rate.
- Smoking will be restricted to an outside area.
- Damage to property will be charged to account of person responsible.
- Responsibility for residents' personal belongings cannot be accepted by A.L.A. Care Limited. Insuring personal belongings is the responsibility of the resident. Safe keeping of personal items can be arranged.
- In the event of temporarily vacating the Home, the resident's accommodation can be held by payment of the full fees for the first month, and thereafter at 90% of the full amount.
- Any complaints by the residents should firstly be made to A.L.A. Care Limited. Complaints not resolved in the Home should be referred to the CARE QUALITY COMMISSION, CITYGATE, GALLOWGATE, NEWCASTLE UPON TYNE, NE1 4PA, TEL 03000 616161
Alternatively it is your right to complain direct to the CARE QUALITY COMMISSION
- All residents have the right of access to their personal records.
- ALA Care Ltd operates private residential care homes registered with the local registration authority.
- Occasionally, it may become necessary to ask a resident to leave the Home, the reasons could include:
 - (a) THE RESIDENT REQUIRING SPECIALIST NURSING CARE.
 - (b) CONTRACTION OF A COMMUNICABLE DISEASE
 - (c) BEHAVIOUR PROBLEMS DISTURBING TO OTHER RESIDENTS.
 - (d) FEES IN ARREARS, IN EXCESS OF FOURTEEN DAYS.
- All residents are required to abide by the terms and conditions above.
- The acceptance of all residents is on the basis of a 4 weekly trial period.

COMPLAINTS PROCEDURE

In order to maintain a happy and homely environment, it is imperative that residents, or their relatives, inform us of any problems or grievances that they may have at the time of the problem arising.

This procedure addresses the matter of how residents and / or their relatives and representatives can make complaints about anything, that goes on in the home, both in terms of the treatment and care given by staff or the facilities, that are provided. You are assured that any complaint will be listened to, taken seriously and acted upon.

We also welcome constructive suggestions and positive comments.

1. In the first instance all complaints should be directed to Senior Staff / Manager, depending on the nature of the complaint. If the complaint is regarding Senior Staff/Manager, or cannot be resolved directly by those concerned, complaints should be referred to the Directors of A.L.A. Care Limited
2. In the further event of an unsatisfactory outcome, the matter should be referred as follows:
 - a) Social Services Funded Care – Leicestershire County Council
You can tell them about your comments or complaints by:
 - Completing the Social Care Comments/Complaints Form
<https://forms.leics.gov.uk/af3/an/default.aspx/RenderForm/?F.Name=kbiemdaxgv3>
 - Emailing: adult-social-care-tell-us@leics.gov.uk
 - Contacting any member of staff at any County Council establishment
 - Calling the Complaints Manager on 0116 305 5875
 - Writing to them at: **Corporate Complaints Manager**
Social Care Service
FREEPOST LE17795
County Hall
Glenfield
Leicester
LE3 8XR
 - b) Social Services Funded Care – Leicester City Council
You can tell them about your comments or complaints by:
 - Contacting the member of staff you normally have contact with e.g. social worker
 - Fill out Complaints form on-line on LCC website
 - Calling the Customer Service on 0116 252 7000
 - Writing to them at: **Comments, Compliments & Complaints**
Customer Services
Leicester City Council
FREEPOST LE985/33
New Walk Centre
Leicester LE1 7ZP
 - c) Privately Funded Care or unsatisfied with outcome of social services complaint - Local Government Ombudsman
You can tell them about your complaints by:
 - Telephoning the LGO Advice Team on 0300 061 0614 or 0845 602 1983 (8.30am to 5 pm Monday to Friday)
Please note that calls may be recorded for training and quality purposes.
 - Completing an online complaints form
<http://www.lgo.org.uk/adult-social-care/making-a-complaint/>

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

Service user guide