



Abbotsbury

CARE CENTRE

Welcome to Abbotsbury

Michaela O'Donohue - General Manager

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BLOOMcare
www.bloomcare.co.uk



We felt we had failed our mum after looking after her ourselves for so long. The care, compassion and collaborative approach of this team is beyond compare. We still feel involved in decision making and contributing, yet not guilty as we are leaving her in such safe, loving hands. Thank you!



Welcome to Abbotsbury

Whether you have chosen to stay with us permanently or just for a short break, we will do everything to make your stay an enjoyable one.

To help you settle 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 in the Service User Guide, or that you would like to discuss in more detail, please do not hesitate to speak to the manager or a member of staff.

Michaela O'Donohue - General Manager

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Aims and Objectives

Here at Abbotsbury, we pride ourselves in offering a highly professional care service for the elderly, with a personal touch. We are pleased to accept residents for long term, short term, convalescence and holiday respite.

When people have worked throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff that have time to give attention to small details and where they have the choice of enjoying the company of like-minded fellow residents:

DIGNITY	The understanding of a residents needs and treating them with respect.
INDEPENDENCE	Allowing a resident to take calculated risks, to make their own decisions and think and act for themselves.
CHOICE	Giving a resident the opportunity to select for themselves from a range of alternative options.
FULFILMENT	Enabling the resident to realise their own aims and helping them to achieve these goals in all aspects of daily living.
PRIVACY	The right of a resident to be left alone and undisturbed whenever they wish.
RIGHTS	Keeping all basic human rights available to the residents.



“

Lovely small home. Staff are friendly and caring. Have been to see other homes in the area and this is by far one of the nicest homes I've visited. No smells, clean, airy. Highly recommended.

.....

Home is really lovely. Staff have been amazing to my mother who has dementia. They really understand her needs and her diagnosis. They have helped alleviate my worries. Thank you.

”



Philosophy of care

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

All our staff will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and will be sensitive to the resident's ever-changing needs.

Such needs may be medical/therapeutic (for 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.

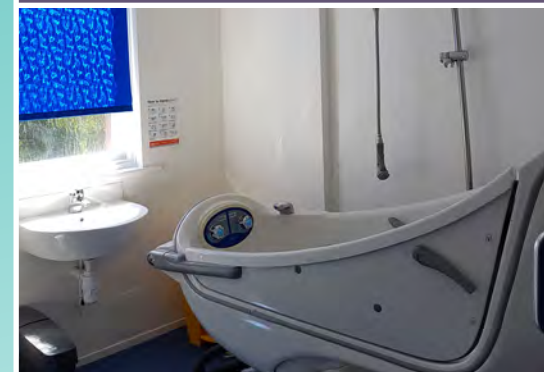
We have developed programmes of activities designed to encourage mental alertness, self esteem, and social interaction with other residents which recognise the following core values of care which are fundamental to the philosophy of our Home:

All care staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the Care Quality Commission.

“

This place treated my Mum-in-law with such exceptional kindness, care and love, I find it hard to express how impressed I am.

”





Introducing your care team

The home employs a General Manager, a Deputy manager, Senior Care Assistants, Care Assistants, Kitchen Staff, Maintenance and Housekeeping staff. The staff are selected for their qualities, in line with Bloomcare's Core values.

They are carefully screened and references are always checked thoroughly. Gaps in employment are discussed and DBS and POVA checks obtained. During induction all staff are trained and mentored in-house by experienced qualified senior staff in the following critical subjects:

- 🌀 Care Code of Conduct
- 🌀 POVA/Abuse/Safeguarding Adults
- 🌀 Confidentiality
- 🌀 The Rights of Clients
- 🌀 Healthy and Safety
- 🌀 Food Hygiene and Safety
- 🌀 Personal Care Tasks
- 🌀 Care Assistants Responsibilities
- 🌀 Moving and Handling

We insist that all Care Staff hold a minimum of NVQ level 2 in Care. All new members of staff train to achieve this important qualification or equivalent. The home also participates in external training courses such as Care of the Elderly, First Aid, and Medication Practice, Leaderships and Development.

Management

Abbotsbury has a General Manager who is registered with the Care Quality Commission (CQC) and a Deputy Manager who is responsible for the running of the home in the General Manager's absence. These ensure that our high standards of care meet Bloomcare expectations as well as those of external regulatory bodies.

Senior Care & Care Staff

Their role is to deliver personal care to residents under the guidance of the management team. Minimum NVQ level 2 or working towards achieving it.

Catering Team

Our chefs and kitchen team provide catering for our residents ensuring that the kitchen complies with Environmental Health Regulations. They are able to provide special diets if required. Please discuss any dietary needs with the care home manager prior to admission.

Housekeeping Team

We have one Housekeeper who leads the domestic and laundry team. They are either qualified to a minimum of a NVQ level 2 or working towards achieving it. The domestic team are responsible for ensuring all areas of the care home are clean and tidy.

Facilities Team

We have a dedicated maintenance manager plus additional resources for larger projects. All our care homes have a contract in place for grounds and property maintenance. This ensures that our facilities are safe and faults are attended to as quickly as possible. If you have any concerns regarding the maintenance of our home please speak with the care home manager.

- 🌀 Assisting the resident's arrival into the home, wherever possible
- 🌀 Meeting and keeping in touch with relatives
- 🌀 Arranging visits and activities as required
- 🌀 Being a friend and confidante
- 🌀 Writing the personal elements of the care plan and taking part in care plan reviews.

Taking part in care plan reviews and having a special relationship that builds up between the key worker and the resident enables us to make sure that the resident always receives the care that is needed.

Our Services

Abbotsbury provides the regulated activity defined as “accommodation for persons who require personal care”, “treatment of disease, disorder or injury” and “diagnostic and screening procedures”. We can provide care for up to 21 residents. We provide care for a range of needs. The following describes the different types of care available at this care home.

Short stay of respite care

We can provide short stay care for convalescence or respite. This is often used immediately after an operation or to give carers a break or at times when carers are unavailable.

Please discuss availability and booking terms with the Home Manager.

Our care also includes the social aspects of life so that you are able to enjoy a ‘home from home’ and take part in activities and social events we organise, as your medical condition allows. We actively encourage external services which support our residents such as Occupational Therapists, Continence Advisors, Falls Team, Physiotherapists, Podiatrist, Dementia Team, Speech and Language Therapists, Dieticians, Dentists and Audiologists and Opticians.

Accommodation

Abbotsbury provides a happy and relaxed lifestyle in the heart of Southport, with its scenic surroundings. The city centre is close-by for shops, cafes and Theatre. Nonetheless our gardens are quiet and peaceful, giving the home a feeling of space and tranquility. Hesketh park is only a stones throw away.

We offer a homely environment and the support of high quality 24-hour residential care living with dementia. We provide personally tailored levels of care, helping people to enjoy life with support but as independently as possible.

A focus on meeting the needs of individuals is vital to the healthy, well-balanced life style we want all the people we support to enjoy. Our emphasis on person-centred care and varied range of activities ensures that daily living is pleasurable and rewarding. We are proud of the quality of our home cooking, hospitality and housekeeping, which minimise the worries of everyday living and leave time to enjoy relaxation and hobbies.

Please feel free to visit us - no appointment is needed. Come and have a coffee and a chat to see what we are like.

Life at our home is composed of many key elements, not least of all, a dedicated team who strive to deliver high quality care, exciting activities and delicious food for the individuals we support. These services are enhanced by our excellent facilities, which serve to make residents’ time here as comfortable as possible.

Admission

Residents interested in staying with us are encouraged to visit the home to 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. A comprehensive pre-admission assessment will be completed prior to your admission to the home.

Assessments and Care Plans

An initial care plan will be drafted prior to your admission. This will be reviewed within the first week of admission. The timing of further reviews is responsive to resident’s needs. You can initiate a review of your care plan at any time.

Any review should be discussed with the management team. Once developed, your plan will be regularly reviewed to ensure that all your needs are met. Some amendments to care plans may require the authorisation of the resident’s GP. Relatives are encouraged to participate in the resident’s daily routine, as far as is practicable, and are invited to formal care reviews. Residents and their relatives are welcome to chat with a member of the care staff if they have concerns.

The Care Plan is reviewed at three levels:

-  At the start of each daily shift there is a detailed handover. A where care needs and planned activities are discussed.

-  At the end of the initial 4 week settling-in period
-  Monthly or sooner if the needs of the individual changes

Discharge

If a person wishes to be discharged from the Home, then 4 weeks’ notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4 weeks trial period. If a resident temporarily moves out of the home (e.g to receive hospital treatment) the fees are paid for a period of 12 weeks. In the case of Local Authority funded residents, this retention period would be reviewed by the Home manager. You are required to notify the home of any pending periods of planned absence e.g. holidays.

Pets

We acknowledge that many people have pets for company during their lifetime and may wish to bring an animal with them when they move. As a responsibility to all the residents regarding Healthy and Safety, the management team will consider each case dependant potential risks and make a decision on whether a pet is permitted.

Faith

We welcome all religions and denominations and can arrange for services and visits such as communion, depending on your faith.



Activities and Outings

Please see the weekly planned activities notice board for details of 'What's On'. All outings are organised to meet residents' needs and abilities they maybe restricted by price and availability and due to this a limited number of residents can go any one outing.

Examples of outings are listed below:

- a. Visit to shops/town centre
- b. A drive around the countryside
- c. Visit to a garden centre
- d. Visit to a pantomime or play

Medication

If a resident wants to be self-medicating and is safe to do so then all help and advice is given. Otherwise all medication will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any resident may request to see Doctor in private if they wish.

Telephone & WiFi

The home has free WiFi throughout each building and phone which can be used by the residents for outgoing calls at a normal fee. Residents may arrange to have their own private line through British Telecom.

Room Service

Residents are encouraged to eat in the dining room, 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 bring your meal to you.

Mealtimes and Menus

Our menus have been developed by qualified nutritionists, using the latest research into food for the elderly. They change from winter to summer on a seasonal rotating basis. We offer a varied menu and we change the options from time to time, depending on our resident's likes and dislikes.

We will always offer you alternatives to the menu if it is not your liking. If you have any special favourites, please let us know and our chefs will do their best.

Please note that the meal times listed below are a guide only. Meal times are dependent upon requirements of individuals and therefore may vary.

Breakfast	8:30 am	Afternoon drinks	3:00 pm
Morning drinks	11:00 am	Evening meal	4:30 pm
Lunch	12:30 pm	Supper	8:00 pm

Drinks, snacks and fresh fruit are available throughout the day and night.

Special Diets

We are happy to cater for special diets, and ask that you discuss this with the Home Manager before you arrive.

Guests for dining

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

Dysphagia

We provide staff workshops on thickening drinks to enable them to know which foods can be eaten on each food level and how to assist with eating and drinking correctly. We liaise with the SALT team and inform them residents swallowing problems. Staff are informed of new residents needs and of any changes to existing residents food or fluid needs.



Laundry

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

Ironing

Our laundry service including ironing- all clothing is ironed by hand and returned to the resident's room.

Dry cleaning

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

Towels and linen change

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 please make your request to the care staff.

Bedrooms, personal items and furniture

We encourage new residents to bring small items of furniture, photographs and ornaments with them to personalise their room. It is important that they feel comfortable and 'at home' with us. It is advisable that items of value are not kept within the Home. We realise some items are of sentimental value so please discuss this with the home manager. Information on obtaining insurance for high value personal items in the home will be obtained.

Fire Safety

The home has a modern fire alarm system fitted, with "Fire Exit Notice" and "Fire Emergency Instruction Notices" displayed at strategic points throughout the home, as advised by the local "Fire Department".

- Staff are instructed during induction training with regard to the Fire Prevention/Drill Policy. This includes use of the home's fire appliances, evacuation, muster points, raising the alarm, etc. Residents are informed of the emergency procedure during admission.
- All visitors must sign in (or out) on entering or leaving the home and must report to the muster point when the alarm is raised. Please refer to the fire procedure displayed in the foyer.
- Fire drills are carried out at regular intervals to ensure all staff and residents have a comprehensive understanding of their responsibilities.
- Fire system and alarms are tested weekly by the home's maintenance staff and throughout the year by the Local Fire Officer if needed. Records are kept of all such testing as part of the Manager's responsibilities.
- All fire fighting equipment is checked annually by a qualified extinguisher maintenance engineer.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

Visiting

Visitors are welcome at all reasonable times, and are asked to 'sign in and out' each time they visit the home for Security and Safety reasons. Residents have the right to refuse to see any visitor, and this will be respected and upheld by the Person in Charge who will, if necessary, inform the visitors of the resident's wishes.

Financial Arrangement and Fees

We are committed to providing value for money within our comprehensive and caring service. Fees are dependant upon your care package and will be agreed with the Care Home Manager prior to admission. Depending on the personal financial situation, a resident can either pay the fees privately or receive benefits arranged by social services. The current criteria for Local Authority and Continuing Health Care funding can be complicated and specific advice is available from the Home manager. Our fees are reviewed in April but can be revised if certain circumstances change in the delivery of care. These will be stated in the Terms and Conditions of Residency.

What is included:

- Fully trained staff 24 hours a day
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- GP health care visits
- Care Plan tailored using state-of-the-art technology
- Fully private room (some with en-suite)

Additional fees

There may be additional expenses that you will need to cover. Typical additional costs include:

- Dry cleaning
- Toiletries
- Personal clothing
- Newspaper/Magazines
- Wheelchairs/ Personal surgical equipment
- Weekly visits to the Home's hairdressing salon
- Monthly visits for private podiatrist
- Private phone installation

Personal finance

In the interests of security we are only able to hold a small sums of personal money in the home safe. Please see the home manager for further information.

Quality Assurance and Monitoring

Within the Home there are various audit systems which ensure that close monitoring of all our services and procedures maintained to a high standard. 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 relatives. We regularly ask for comments on the Home, the staff and services we provide.

To achieve our excellent standards of care, we have regular internal audits and are monitored and regulated by 5 key lines of enquiry by the CQC. (Care Quality Commission).

We are also regulated by the following professional bodies:

- Fire Service
- Healthy and Safety Executive
- Local Authority Environmental Health Officer
- Local Authority Commissioning Team

Complaints and giving compliments.

Our Care Home is committed to providing high quality services and is constantly seeking ways to improve that quality. All comments, compliments, suggestions or complaints would normally in the first instance be made to the Care Home Manager.

Our approach to complaints:

- Your comments, compliments, suggestions or complaints are always welcomed and we take pride in responding to them quickly, effectively and honestly.
- All complaints are treated seriously and responded to within 28 days of receipt.
- 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. The Home manager will investigate all complaints and will send the complainant a letter outlining the result of the investigation within 28 days. If the matter is complex and cannot be resolved within 28 days the complaint will be informed.

If the complaint cannot be satisfactorily resolved within the Care home it can be referred on to the following:

- the Operations Director at the Company Head Office
- the Local Authority
- the Local Government Ombudsman (LGO)
- Care Quality Commission. Inspection.

Abbotsbury is part of Bloomcare who operate homes throughout the north west of England.
Bloomcare homes all have common mission values:-

Bloomcare Mission

To honour the Lord in all we do as we enrich people's lives with our service through our values

Love

Treat others as you would like to be treated.

Servant's Heart

Lead with what people need.

Excellence

Do great things with the gifts you've been given.

Courage

Learn, improve & boldly drive change that matters.

Fun

Work hard, laugh often.

Integrity

Be who you are & live up to your commitment.

Team

Together, we're better!



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