



# Resident Handbook



OUR HOME

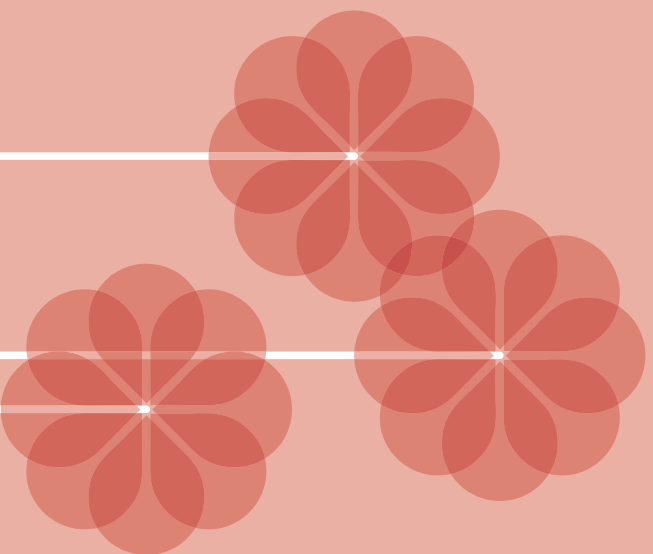
# Melrose Care is an award-winning nursing care provider based in Worthing, West Sussex.

We believe that everyone should be able to live their lives the way they choose; that's why our service is totally focussed around you and your needs. We offer a homely environment with a loving and devoted team, which allows you to feel at home, respected and well-looked after. We work to get to know who you are, what you like and how we can support you in the best possible way. We have over 750 years of care experience between us and this expertise allows us to deliver a service that is truly centred around you.



**“I want to say a big thank you to all the nurses and staff. Mum’s care was just wonderful. You have all been so thoughtful and kind to mum and also, to me.”**

*Lesley, daughter of resident Barbara*



**100%** of residents believe that staff make an effort to get to know their personal needs to a good or outstanding level

**100%** of residents believe that individualism is respected by all staff to a good or outstanding level

**94%** Satisfaction Rating

OUR PROMISE TO YOU

## Our Promise to You

As a team we have developed four core values that express our dedication to providing the highest level of care to everyone who lives with us. These are our promises to you.

“Without exception, we have always found the staff to be positive, cheerful and friendly... Mum clearly enjoyed the individual attention and relationship she was able to have with many of the staff – the fact that you sang and joked with her showed us how you got to know and understand her.”

*Lesley, daughter of Barbara*

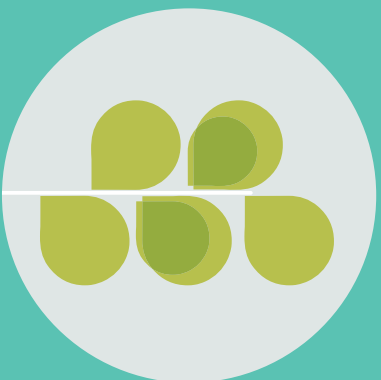




## *Person Centred Care*

**You are the most important element when it comes to your care.**

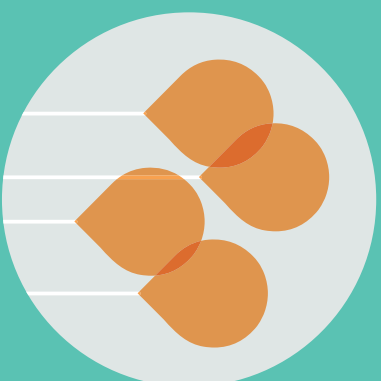
We are skilled listeners who learn to know exactly what you like and when you like it. We listen to your life story and work together to develop care plans that allow you to choose how you live. We know your favourite food, the song that makes smile and how you like your cup of tea! Through this we offer you a service and a home that is just right for you.



## *Learning & Growth*

**It's never too late to learn something new or take up old hobbies.**

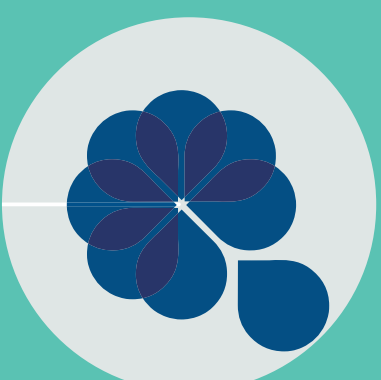
We believe that everyday should be a day you look forward too. We support everyone at Melrose to achieve ambitions; residents and the team alike. We reflect on our practice to develop and grow and work together to understand how we can improve.



## *Enjoyment & Fun*

**We sing, we laugh, and we smile; we share the good moments every day.**

Bringing light and life into the home with a happy and loving atmosphere. We share experiences with trips out, choir practice, musician visits, gardening and movie nights, to name a few. We celebrate with parties and gatherings, with friends, family and guests.



## *Individualism & Dignity*

**Upholding your dignity is at the core of all our practice.**

For us this means protecting your privacy, always keeping you informed, making sure you feel safe and secure, involving you in all decisions about your care and always respecting you. We treat everyone in our care as an individual and learn exactly what it is that makes them who they are.

# Life in the Home

## *Achieving Ambitions*

**88% of residents say they have learnt something new since living with us.**

Ambitions are not something many people would associate with a care home, but we believe that everyone should be given the opportunity to achieve something they have always wanted to or something they never thought they could do! We work closely with our local community to offer all residents the choice about what they might like to learn. We develop a care plan which structures the way we are going to support the resident to get to their goal. Residents have previously developed photography skills, learnt to use a computer and even supported the office accountancy knowledge.

## *Activities & Parties*

**We ensure that you have a wide variety of activities and supported past-times available every day.**

Everyone who lives with us is consulted on what they might like to do or have as entertainment. We have an activity every day and have regular morning activities for those who feel even more active! Our resident cook will run recipe workshops to talk about favourite meals and our memories associated with them; we have a weekly music therapist who helps us to develop our choir and one of our most popular activities is to arrange flowers which means we have bright, fresh flowers in our rooms weekly!

We also have regular parties and celebrations where our cooks put on a spread and we invite all relatives, friends and families and of course, the teams family too! These are wonderful occasions with all generations coming together within the home to have some fun!



## Rooms & Facilities

We renovated the home in 2017, working with a top local interior designer. Our aim was to create a home that felt truly warm and cosy, with bedrooms that were light and airy but also offered soft comfort. Every bedroom can be completely customised, and we encourage all residents to bring furniture, soft furnishings and ornaments to make their space their own. We have 25 bedrooms, most with ensuite facilities. We also have a range of equipment to support mobility for all residents.

We have a large, spacious activities room which is placed in the conservatory. This provides a space for all residents to come and go as they choose, with activities such as puzzles, cards and a computer to use throughout the day.



Additionally, we have a large living room which is often used for socialising, relaxing and watching television. Our team are always around to give a helping hand or bring a cup of tea to residents. Our garden is also available to everyone who lives with us, hosting garden parties and gardening activities for those who wish to join.

## Food

All food at the home is completely home cooked. This means that you can choose anything you want to eat if don't feel like eating what is on the menu. We are complemented on the food we cook almost every day and so we are really proud to serve three delicious homely meals every day!



### Menu for Sunday 2nd September 2018 (Week 2)

#### *Breakfast*

- Selection of Fruit Juices
- Selection of Cereals
- Fried, Scrambled or Boiled Eggs
- White or Brown Toast or Bread with Spread & Preserves
- Grapefruit Segments or Prunes
- Tea or Coffee

#### *Lunch*

- Roast Beef & Yorkshire Pudding or Smoked Haddock & Hollandaise Sauce with New Potatoes/Roast Potatoes & Vegetable Selection
- Tuna Nicoise Salad with Bread

Please ask if you would prefer another option and we will make it for you

- Strawberry Pavlova
- Fresh Fruit Salad
- Yoghurt or Ice Cream

#### *Supper*

- Homemade Soup of the Day with Bread & Butter
- Buffet
- Jacket Potato with Butter, Cheese, Baked Beans or Tuna Mayonnaise
- Cake or Yoghurt
- Selection of Ice Creams
- Fresh Fruit or Tinned Fruit Cocktail

For all the advice on any of our dishes please speak to a member of the catering team.

THE TEAM

## The Team

Our team have a wonderful culture of togetherness, they are always available to help where needed and go the extra mile for our residents whenever they can.

We regularly reflect on our practice and how we can better the lives of the people we look after. We award quarterly Going the Extra Mile awards to those who show themselves to be exceptional. You will regularly see our team coming in on days off to watch the football with residents, going to town to shop for presents for loved ones on behalf of residents and uplifting people with beautiful songs around the home. We really believe in our values and look for every opportunity to support and care those who live at Melrose.

All staff receive training throughout the year, this is to ensure we are up to date with best practice as well as fully legally compliant and safe. Staff approach these learning opportunities with enthusiasm and many undertake additional training to gain specialisms.

*"Each and everyone of you gave me a big smile when you saw me each day rather than awkwardly avoiding eye contact, which could've been so easy given the circumstances. Little things like that make a really big difference! Once again, thank you for your care of my lovely mum."*

*Nigel, son of Margaret*





# Upholding our Promises

Along with the help of an independently chaired residents committee, we conduct regular surveys of our residents, their representatives and their families.

This enables us to gather feedback and suggestions from residents to further shape our service to the needs of the people using it. In addition, the Care Manager and the Owner have scheduled quality meetings to review policies and procedures on a regular basis.

Care Reviews are carried out on a monthly basis. However, residents are seen each day by qualified staff so changes can be implemented more frequently as and when necessary i.e. if a resident's condition changes and they need immediate amendments to their care plan.

Any complaints will be dealt with within 28 days. In the first instance this is by the Sister in charge of the shift, and if necessary the Registered Manager will be informed. Please see enclosed complaint procedure for appropriate action.

Copy of latest Inspection Report can be obtained from us and can also be found online at [www.cqca.org.uk](http://www.cqca.org.uk)





### *Accreditation in Gold Standards Framework for End of Life Care (GSF)*

The Home is accredited with Beacon Status in the GSF and as such, is at the forefront of this Government Initiative. This is the process by which residents will receive care based on best practice at the end of their lives, helping each one to 'live well until they die'. This approach promotes working with others (GP specialist care teams, out of hours service etc.) to improve care provision and avoid unnecessary admission to hospital. The format enables discussions with residents to incorporate their wishes within an advanced care plan and ensure they are the key decision makers in relation to their own care.

### *Regulation*

We are registered with and regulated by the Care Quality Commission under the terms of the Health and Social Care Act 2012. All practices will be carried out in accordance with the requirements for registration, and appropriate supplementary regulations. We are inspected by CQC annually. They will look at the quality and safety of the care provided based on whether the service is:

- safe
- effective
- caring
- responsive to people's needs
- well-led.

Through this approach, they aim to have a richer and broader understanding of the quality provided. It will also allow them to comment on the leadership and governance of the services they inspect.

## The Team Structure

It is important that everyone at Melrose understands the structure of our team and knows who they can turn to if they have any questions or concerns.

We have given some information about what each role entails and how the team is structured day to day below.

**Registered Provider**

Overall regulatory responsibility.

**Registered Manager**

Responsible for the clinical care of residents and the management of staff.

**Registered Nurses**

Responsible for the day to day delivery of the clinical care, updating of designated care plans and supporting and supervising the care assistants on the shift.

**Care Assistants**

Day to day delivery of care and support for all residents.

**General Staff**

Supervised by the Registered Manager

**Registered Provider**

Mr Asim Chaudhary & Mrs Uzma Chaudhary

**Registered Manager**

Mrs Elizabeth Seymour

**Qualifications:**

**Elizabeth Seymour** MSc, RN, RNT.

Clinical career in surgical nursing, lecturer/practitioner in colorectal surgery at John Radcliffe Hospital, Oxford. Moved into management in the NHS. Then went on to become General Manager of a private hospital.

**Liz Seymour** is an RN who qualified in 1982 and has worked at Melrose since September 1991, becoming Care Manager in January 1999. Mrs Seymour has completed her Registered Managers Award.

**“Thank you for making sure she was comfortable and for respecting her dignity throughout.”**

*Lesley, daughter of Barbara*



### The Wider Team

**One Deputy Care Manager**

**Qualified Nurses**

**Health Care Assistants (HCA)**

Majority have NVQs at Level 2 or 3

**Cooks**

**General Staff**

Consisting of:

Housekeepers

Kitchen Assistants

Laundarer

Maintenance/Facilities staff

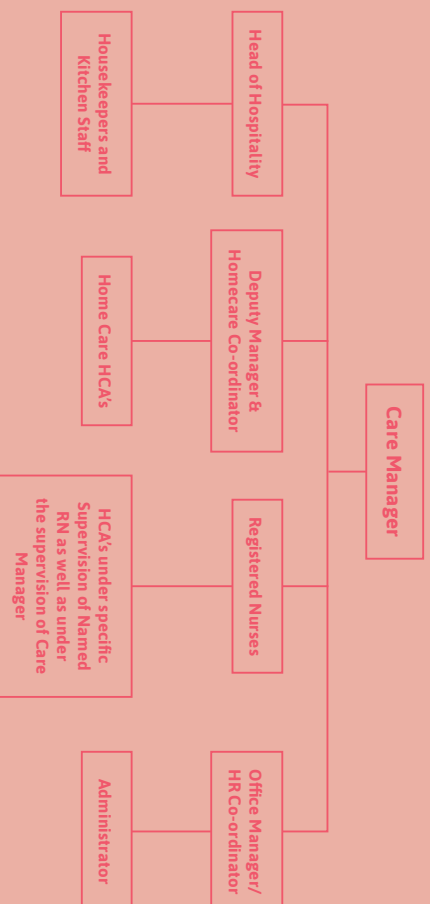
**Volunteers**

There are also volunteers who help with activities from time to time.

NB All staff meet rigorous recruitment standards and are DBS checked

The structure of the care team shifts, with 95% occupancy, is as follows:

Shift	RN	HCA
AM	1 x RN (8am-2pm)	2 x HCA (7-2) 4 x HCA (8-2)
PM	1 x RN (2pm-8pm)	5 x HCA (2-8)
Night	1 x RN (8pm-8am)	2 x HCA (8-8)



## COMPLAINTS

### Complaints Procedure

*At Melrose we always try to provide top quality care 24 hours a day, but sometimes things do go wrong, or misunderstandings may occur.*

If, therefore, you feel that you have any reason to complain, then please speak in the first instance to Mrs Liz Seymour, the Registered Manager. If she is not on the premises, the Sister in Charge of the shift will be pleased to discuss the matter with you and, if necessary, report back to the Registered Manager.

Should you still feel that your concern is not being properly addressed, then do not hesitate to ask to write to, speak to or email Mrs Louise Bruce, the owner, who will then contact you to see how the matter can be resolved.

**“Melrose! What a breath of fresh air, an enthusiastic caring team, super girls, willing to learn and so positive about the home. A pleasure to teach.”**

*Michelle, Trainer*

#### **Contact Us:**

**Tel:** 01903 230406 **Fax:** 01903 216258

**Email:** [melrosecare@melrosecare.org.uk](mailto:melrosecare@melrosecare.org.uk)

In the event of your still being unhappy about the matter, then your complaint can be addressed to:

#### **Healthwatch West Sussex**

A confidential consumer champion for health and social care

**Tel:** 0300 012 0122

Or you can contact one of the following organisations:

#### **Care Quality Commission**

The independent regulator of health and social care in England

**Tel:** 0300 061 6161

#### **West Sussex Adults' Services Care Point**

**Tel:** 01243 642121

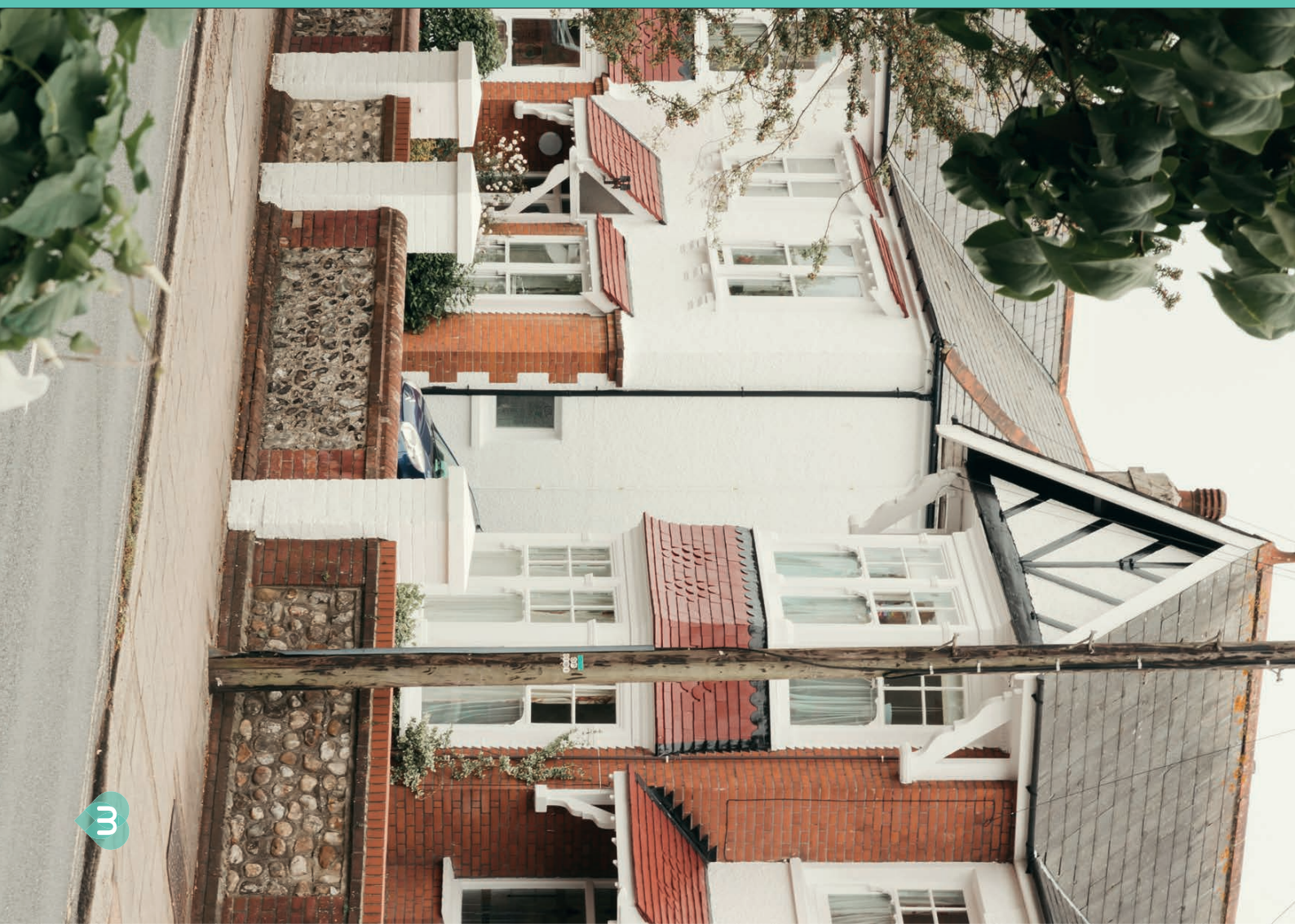


## Insurance & Your Possessions

*The home has full insurance cover (including employer's liability and public liability). However, we cannot insure all our residents' personal belongings.*

If you have a large sum of money or any item of particular value, we would encourage you to insure it yourself under separate cover, and to keep it in our safe until you need to use it.

We are afraid we cannot accept liability for such items, you bring them in at your own risk.



“Thank you so much for the lovely afternoon we had yesterday. Graham and I really enjoyed ourselves and I’m sure it helped mum to feel more settled at the home. Please thank all the staff who went to so much effort to make it a fantastic event.”

*Nadine, daughter of Hazel*

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