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Abbey Court Care Home, Buxton Road
Leek, Staffordshire, ST13 6NF
www.knightscare.co.uk

MANAGEMENT OF THE HOME

- | | |
|----------------------------|---|
| The Registered Provider is | - Mr. Adam Knights.
c/o Abbey Court Care Home
Buxton Road
Leek
Staffordshire
ST13 6NF |
| Qualifications | - Managing Director of Care Home Since 2004

- Business Studies (Hons) Degree |
| The Registered Manager is | - Mrs Wendy Goodwin, R.G.N.
c/o Abbey Court Care Home
Buxton Road
Leek
Staffordshire
ST13 6NF |
| Qualifications | - Manager of Abbey Court since 1995. S.R.N,
NVQ Assessor,
NEBS Management Award,
Clinical Leadership |

Abbey Court Care Home Provides Nursing and Residential Care

The Organisational Structure of the Home

Registered Provider

Adam Knights



Registered Manager

Wendy Goodwin

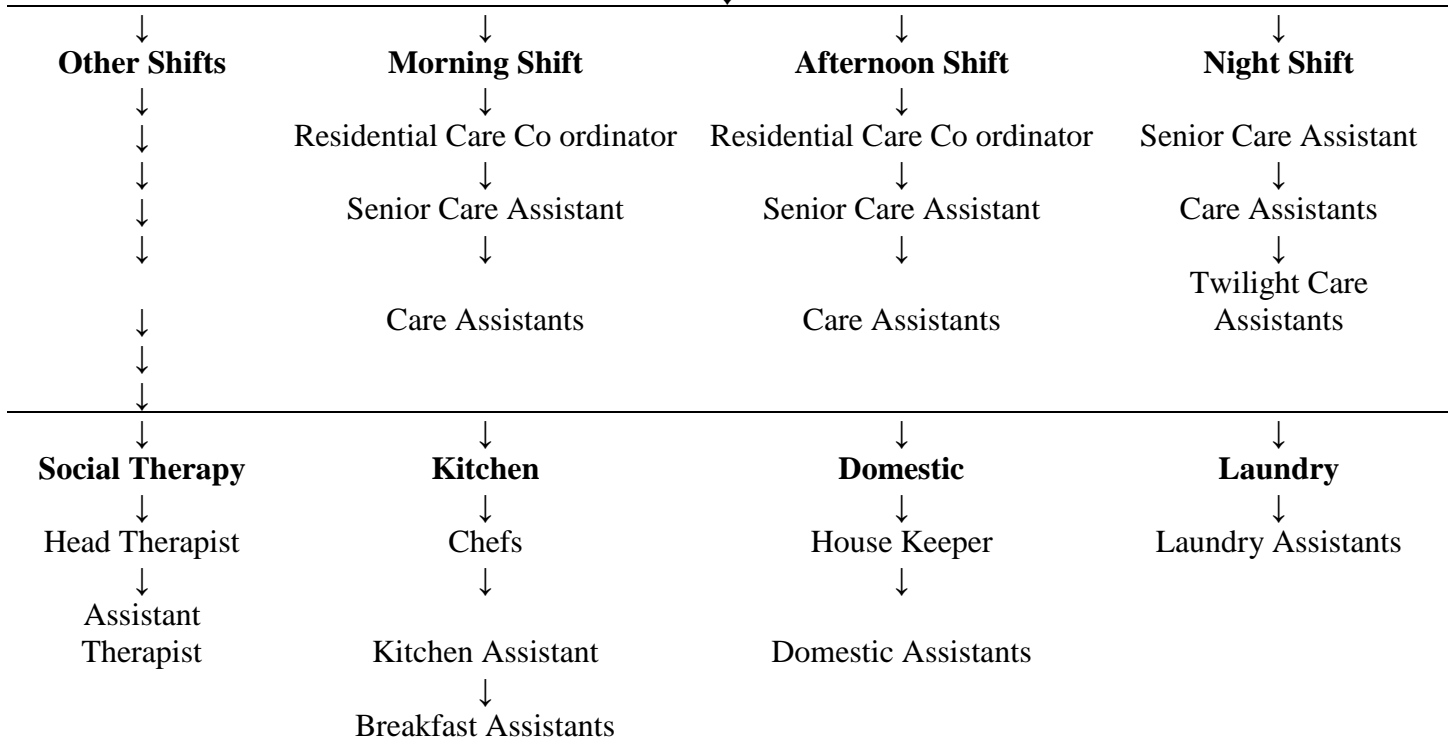


Administrator

Diane Thompson



Registered Nurse





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Service Users' Guide

Welcome to Abbey Court Care Home

Summary of Purpose of the Home

Abbey Court Care Home is owned by Knights Care Ltd, which has its main office at Abbey Court Care Home, Buxton Road, Leek, Staffordshire, ST13 6NF. The Company runs just the one home for older people in the area, Abbey Court is it's a Care Home with Nursing.

Abbey Court Care Home opened in 1995, to enable older people from our multi-cultural and socially diverse town to continue living as independently as possible by receiving care and support consistent with their incapacities and disabilities. Several of our established residents, and most new applicants, now require higher levels of care and support than we had originally planned. We have responded to these changes by improving our material and staffing provision, without losing sight of our original aim.

We continue to value each and every individual, who comes to live at Abbey Court. We welcome applications from people from all walks of life and with many different needs, who enjoy the opportunity to share and celebrate the richness and diversity of their experience. All residents are assured that they will be treated with respect and dignity according to their individual needs and wishes.

People who enquire about our accommodation and services are provided with an information pack. All inquirers are made aware of our diversity and anti-discriminatory policies and are encouraged to visit the place before continuing with their application. They may then apply directly for a place at Abbey Court, although most applications follow an assessment of need made by the local authority social services. This includes an assessment of their financial circumstances, which will determine any funding to which they may be entitled as a contribution to the costs of their accommodation and care.

Each application is given careful consideration by the home's management and, depending on vacancies, a decision to offer a place is made within seven days. Where there is no current vacancy it is possible for an applicant to be placed on a waiting list.



Number of Places and for Whom

Abbey Court is a registered care home, and aims to provide high-standard accommodation and care in 50 rooms. 48 of the rooms are for single occupancy, with 2 larger rooms being able to accommodate married couples or partners, who wish to live together by choice or just for people who would prefer to share. All accommodation complies with the National Minimum Standards that came into force from 1 April 2002, being equipped with 23 rooms having en suite facilities and 2 have a kitchenette with space for a microwave oven, electric kettle, etc.

Anyone over the age of 65 years, including married couples or partners, who because of physical or mental incapacities require help with daily living, is entitled to apply for a place at Abbey Court. However, most of our residents are in their 80s and some in their 90s. Priority is given to people who have been resident in the town and district of Leek and Staffordshire Moorlands, one of our main aims being to help residents retain their links with their community, family and friends.

As Abbey Court is a multi-cultural town, with several established ethnic communities, we operate a strong diversity policy in respect of residents and staff, and are committed to ensuring that no-one is excluded on the grounds of their ethnicity, religion or culture. We thus discuss with each applicant how their individual and cultural needs can be met.

Qualifications of Registered Provider, Manager and Staff

In addition to the registered manager, the home employs an Administrator, 10 Registered Nurses, 2 Residential Co-ordinators, 4 senior care staff, 24 care assistants (full-time/part-time), two cooks, 4 Kitchen Assistants, 2 Breakfast Assistants, 4 domestic staff, 2 Laundry Assistants, 2 Social Therapists, and a full-time maintenance person. Most of our care staff live in the town and are familiar with it, which is a help to residents.

The home is fully committed to staff learning and development. The registered manager, Mrs. Wendy Goodwin, is qualified as follows: S.R.N, NVQ Assessor, NEBS Management Award, Clinical Leadership. Both the Residential Coordinator staff hold Level 3 National Vocational Qualifications in Health and Care, all four of the senior care staff have Level 2 NVQs and within the care staff four hold level 2 NVQ and a number have completed level 1. Other members of staff are working towards their NVQs with the aim of having at least 70% of our care staff with an NVQ qualification by the end of 2008.



Description of Accommodation, Support, Facilities and Specialist Services

The individual resident's agreed plan of care or service plan provides the basis on which Abbey Court care service is delivered. Each person's plan includes a description of their preferred daily routine, their likes and dislikes in relation to food and any specific dietary requirements and similar matters. It includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. We find that it is particularly important to find this out in relation to any intimate personal care activities that staff are expected to carry out.

The care plan also contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided or that the resident commissions for her or himself. The service plan also includes details of residents' social interests and activities and how these are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives.

Each resident is allocated a member of the care staff to act as a key worker. Key workers are responsible for monitoring, reviewing and co-ordinating the service plans for of their residents. Their duties include preparing residents, and gathering information, for their reviews, which are held at least six monthly and more often if needed. Key workers are offered regular supervision by their team leader and the manager, who share responsibilities for chairing reviews and for communicating with outside professionals, who may also be involved with particular residents.

The daily care programme is organised as a response to residents' individual and combined needs. All mealtimes are flexible, and residents can arrange to have their meals in their own rooms or in the dining room. Our communal areas are divided into zones, eg quiet zone (for reading, etc), chat zone (for meeting and talking to people), listening and viewing zone (with TV and audio). This provides choice and reflects residents' interests.

User Surveys and Views of the Home

We are committed to maintaining and improving the quality of our service. We have a comprehensive Quality Policies and Procedures Manual, which is constantly under review and revision. All significant policies are contained here including our



complaints procedure. An important part of our approach to quality assurance is to obtain the views of all our stakeholders, particularly those of residents, relatives and their representatives. We do this by our regular reviews with individual residents and, on more general matters, through separate meetings with residents and relatives.

Key Contract Terms — Admission, Occupancy, Termination of Contract

When people move in they have one month built into their occupancy agreement to decide whether “this is the place for them”. This first month then provides an opportunity for staff to get to know the individual resident and their family, and to identify their wants and preferred ways of living, eg the time they like to get up in the morning and go to bed at night.

During this period the person’s care and support requirements are also assessed and discussed, and developed into an agreed plan. This will include discussion and assessment of any risks to which the resident or staff may be exposed as a result of making their own choices and decisions. It also includes discussion, with the agreement of the resident, with any relatives or representatives who may be involved about the person’s care needs and plans. The aim is to achieve a plan of care with which everyone involved is happy.

Fees Charged, What They Cover, Cost of Extras

Fees start at £377 per week (see fee structure for full details), payable one month in advance. Some or all of these fees may be met by the local authority/health service, this is dependent upon a financial assessment done by the local authority. For any advice on this matter please speak with Adam Knights or Diane Thompson.

Fees include all care and accommodation costs, food and drink, heating and lighting, any laundry done on the premises and any other services staff provide. Service users are expected to pay from their personal allowance or private income for personal items such as newspapers, books, tapes and toiletries and for additional services provided at Abbey Court such as hairdressing. Residents are free to make their own arrangements for buying in such services.

Fees will be reviewed every year or more often if it is necessary to make changes to the service plan.

A copy of our complaints procedure is included in this information pack.



In the event of you wishing to make a complaint, or needing further information on your rights and standards, you may wish to contact the following organisations:

- the Commission for Social Care Inspection

CQC, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA,

Tel: 03000 616161

- local authority social services/National Health

Service Staffordshire County Council, Commissioning Team,
Wedgwood Building, Tipping Street, Stafford, ST16 2DH, Tel: 01785
223121

Copy of Inspection Report

A copy of our last inspection report, is also available at reception.
Last updated on 20/05/2010

Aims and Objectives

It is the objective of Abbey Court to provide care to all service users to a standard of excellence which embraces fundamental principles of good practice, and that this may be witnessed and evaluated through the practice, conduct and control of quality care in the home. It is a fundamental ethos that those service users who live in the home should be able to do so in accordance with the homes Statement of Purpose.

It is the object of the home that all service users shall live in a clean and safe environment and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to individual needs of service users and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

To meet the client's needs, the care service within the home is designed to achieve the following objectives:

- To deliver a service of the highest quality that will improve and sustain the service users overall quality of life.
- To ensure that the care service is delivered flexibly, attentively, and in a non discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfillment and the rights to make informed choices and to take risks.
- To ensure that each service user's needs and values are respected in matters of age, religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To ensure that the care service in whole is delivered in accordance with agreed contracts of care.
- To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable service user care needs to be met.
- To manage the care service efficiently and effectively to make the best use of resources.
- To ensure all service users / service users receive written information on the home's procedure for handling complaints, comments and compliments and how to use it.

Complaints Notice

1. Abbey Court is committed to providing high-quality services and to constantly seeking ways to improve that quality.
2. Your comments, compliments, suggestions or complaints are always welcome at this home and we take pride in responding to them quickly, effectively and honestly.
3. All comments, compliments, suggestions or complaints should be made to the home manager. The home manager responsible for complaints and quality is:- Wendy Goodwin, Matron.
4. Complaints will be treated seriously and dealt with as soon as possible.
5. Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.
6. Written complaints will be responded to by an acknowledgment letter within two days. The home will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.
7. If the complaint cannot satisfactorily be resolved within the home it will be referred on to the Commission for Social Care Inspection.
8. Residents may complain directly to the Care Quality Commission.
Their contact details are:-

Care Quality Commission
Telephone: 03000 616161
CQC
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
9. We view complaints as an opportunity to identify anything that is going wrong in our organization and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.

Policy On Meeting Service Users' Needs

Policy Statement

This home believes that it is essential both that the prospective service user is confident their needs will be fully met by the home if they move into it and the home itself is fully confident that it will indeed be able to meet those needs.

The home is seeking ultimately to meet Standards 3, 4 and 5 of the National Minimum Standards for Care Homes for Older People covering assessment of need and trial periods.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this home's approach to the assessment of needs of its service users.

Policy on Needs Assessment

The home firmly believes that it should only accept a new resident if a needs assessment shows that the home can adequately meet the needs of the prospective resident. All potential new residents should be treated in the following way.

1. Offered a date and a time to visit the home with a named member of staff.
2. Met in a warm and friendly fashion.
3. Shown around the home and invited to stay for a meal if they wish.
4. Offered a private, quiet area to discuss their personal details and specific needs.
5. Have all their questions answered fully, frankly and patiently.
6. Offered the home's leaflets and promotional literature explaining the process of application for a place at the home.
7. Be introduced to our social therapists, in order to inform the resident of all the activities that take place in the home, and express any interests they themselves would like to see introduced to the home. Residents also to be given a copy of the details of events currently arranged. These details will include information on when religious services will take place at the home. Any special requirements will be discussed and arranged by our social therapists.
8. Discuss in private the arrangements that need to be made to ensure contact is maintained with their relatives, friends and representatives.
9. Discuss with the resident the arrangements for dealing with reviews of care plans.



Any special needs should be addressed and the home should explain or demonstrate exactly how those needs will be met from day to day in practice.

Visits to the home by prospective new residents are arranged and conducted by:

Policy Statement on Trial Periods of Residency

This home understands that older people often find the process around moving into a home to be traumatic, confusing and upsetting and it is up to staff at the home to play a supportive, sensitive and understanding role in that move. The home furthermore believes that it is essential both that the prospective service user is confident their needs will be fully met by the home if they move into it and the home itself has to be fully confident that it will indeed be able to meet those needs. The home believes that, as well as doing a full assessment of needs on a potential resident, the best way of ensuring that the home is "right" for a particular resident is to offer a trial period of residency.

Emergency Admissions

Wherever possible emergency admissions are avoided, however, on occasions emergency admissions are appropriate and on such occasions the service user is advised of all key aspects of the home and admitted as per the criteria set out in Standards 2 - 4 within 48 hours.

Training

All staff will be offered training to National Training Organisation standards covering basic information about individual care planning and needs assessment.

Fee Structure As at April 2011

All fees are subject to an evaluated assessment of resident's dependency, type of room etc., carried out by Matron prior to admission.

However, minimum fees are as follows:-

Single Bed

Nursing

Total Fee	£568.70	per week
Less FNC	£108.70	per week
Net Fee	£460	per week

Residential

Net Fee	£450	per week
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Double Bed

Nursing

Total Fee	£483.70	per week
Less FNC	£108.70	per week
Net Fee	£375	per week

Residential

Net Fee	£373	per week
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What Can We Provide

Abbey Court provides a range of services to clients.
These include:-

G.P.'s

Residents can choose whether to stay with their own G.P. (if they will cover this area) or to register with Dr. Scriven's practice in Fountain Street Leek. They will provide prescriptions, home visits and referrals if necessary.

PHYSIOTHERAPIST

Abbey Court will provide comprehensive physiotherapy by a chartered physio, who will assess the needs of the client and instruct care staff on exercise programmes formulated for each individual.

CHIROPODIST

Chiropody can be arranged in two ways:-
National Health Service referral can be made for a chiropodist visit via the clients G.P. or private appointment can be made directly from Abbey Court at a small reasonable charge to the client.

OPTICIAN

Residents can be seen at Abbey Court by an optician who will visit when required. This service will be available to all clients whether self or DSS funded.

DENTIST

Services apply to Dentist as for Optician.

HAIRDRESSER

Abbey Court has a hairdresser who will visit residents on an appointment basis when required. She can cut, perm or set hair, all at a reasonable price.

Example of Week one Menu
A full Six Weekly Menu can be provided on request

MONDAY	Corned Beef hash with two seasonal vegetables or Egg on toast	Apricot sponge and custard or Yogurt
TUESDAY	Sausage and onion gravy mashed potato and two seasonal vegetables or Beef burger chips and beans	Lemon tart and custard or Fresh fruit salad
WEDNESDAY	Lambs liver and onions, mashed potato and two seasonal vegetables or Jacket potato and cheese	Mincemeat sponge and custard or Ice-cream
THURSDAY	Steak and kidney pie, mashed potato and two seasonal vegetables or Spaghetti bolognese	Rice pudding or Fruit and cream
FRIDAY	Fish and chips and mushy peas or Sausage roll and salad	Stewed rhubarb and custard or Arctic roll
SATURDAY	Chicken casserole, mashed potato and two seasonal vegetables or Pizza and chips	Jam sponge and custard or Mousse
SUNDAY	Roast Beef and Yorkshire pudding, roast potatoes, mashed potatoes and two seasonal vegetables or Cheese on toast	Apple and blackberry crumble and custard or Cheesecake

Dates For The Diary

Issue: 20

(From January 2010 – November 2010)

Inclusive

Along with our daily activities, here are some dates to remember:-

*(These events may be changed or cancelled due to
 Unforeseen circumstances)*

<u>Day</u>	<u>Date</u>	<u>Appointed events:</u>
Thursday	21 st January	Holy Communion 11am
Friday	22 nd January	Coffee morning in Snoozelem 11am
Friday	29 th January	Out for lunch (Minhs)
Thursday	11 th February	Gareth Evans to entertain 2 – 3pm
Thursday	18 th February	Holy Communion 11am
Friday	5 th March	Robert Burns to entertain 2 – 3pm
Thursday	11 th March	Candle Factory
Thursday	18 th March	Holy Communion 11am
Friday	26 th March	Coffee morning
Thursday	1 st April	Easter party Sid Swift to entertain 3 – 5pm
Sunday	11 th April	Trinity Church – 4.00pm
Thursday	15 th April	Ash Bank for lunch
Thursday	22 nd April	Holy Communion 11am
Thursday	29 th April	Coffee Morning
Thursday	6 th May	Coffee Morning 11am
Friday	7 th May	Bingo 2-3pm
Friday	14 th May	Astonia Fashions 2pm
Thursday	20 th May	Holy Communion 11am
Thursday	20 th May	Gareth Evans to entertain 2-3pm
		Trip to Bakewell
Friday	21 st May	Bingo 2-3pm
Friday	28 th May	Bingo 2-3pm
Friday	4 th June	Out for lunch (Minhs)
Friday	11 th June	Holy Communion 11am
Thursday	17 th June	Robert Burton 2-3pm
Thursday	17 th June	Coffee Morning
Thursday	24 th June	Bingo 2-3pm
Friday	25 th June	Sid Swift 2-3pm
Friday	2 nd July	Ride out in mini bus



Thursday	8 th July	Bingo
Friday	9 th July	Trip to Blackpool
Thursday	15 th July	Bingo 2-3pm
Friday	16 th July	Holy Communion 11am
Thursday	22 nd July	Picnic Out
Friday	6 th August	Windsor Fashions 2pm
Friday	13 th August	Holy Communion 11am
Thursday	19 th August	Trip to Trentham Gardens
Friday	20 th August	Sid Swift
Thursday	26 th August	Bingo 2-3pm
Friday	3 rd September	Afternoon Tea at Tittesworth
Thursday	9 th September	Holy Communion 11am
Thursday	16 th September	Trip to Chester Town
Friday	17 th September	Bingo 2-3pm
Friday	24 th September	Robert Burton 2-3pm
Thursday	30 th September	Bingo 2-3pm
Friday	1 st October	Coffee Morning
Friday	8 th October	Out for Lunch at Horn and Trumpet
Thursday	14 th October	
Thursday	21 st October	Holy Communion
Friday	22 nd October	Gareth Evans 2-3pm
Friday	29 th October	Bingo 2-3pm
Friday	5 th November	Bingo 2-3pm
Friday	12 th November	Bridgemere Garden Centre
Thursday	18 th November	Holy Communion 11am
Friday	19 th November	Astonia Fashions 2pm
Friday	26 th November	Coffee Morning
Friday	26 th November	Bingo 2-3pm

Please note additions and adjustments to our dates can be made from time to time details of these will be displayed at the Home