



Service User Guide

Version 8 January 2012

Gorseley Clough Nursing Home

EMI Care Home

Harwood Road, Tottington, Bury BL8 3PT

Telephone: 01204 882976 Fax: 01204 880999

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www.gorseyclough.co.uk

Registered Manager: Mrs. Collette Conway RMN

Registered with the Care Quality Commission (CQC)

This Service User's Guide is intended to provide you with an insight into the services and facilities provided by Gorseley Clough Nursing Home. We hope this information will answer some of your questions.

- **The name and address of the Home**

Gorseley Clough Nursing Home
EMI Care Home
Harwood Road, Tottington, Bury BL8 3PT
Tel: 01204 882 976 Fax: 01204 880 999
Email: info@gorseyclough.co.uk www.gorseyclough.co.uk

- **The name and address of the Registered Provider and Registered Manager of the Home**

The registered provider of the Home is Gorseley Clough Nursing Home Limited. The contact address is Gorseley Clough Nursing Home, Harwood Road, Tottington, Bury, Lancashire, BL8 3PT.

The Registered Home Manager is Mrs. Collette Conway RMN.

- **The Registered Manager's relevant qualifications and experience**

Collette has been a First-Level Registered Mental Nurse since 1989 and has worked in a Care Home environment for the past 17 years. She achieved her NVQ Level 4 in Management (Registered Manager's Award) in 2005. Collette places a great importance on keeping up to date in all relevant subjects and her other qualifications include Infection Control, Wound Care, First Aid, Moving and Handling, POVA, Challenging Behaviour and De-escalation, and Fire Safety and Prevention. Collette has also gained her Institute of Leadership and Management (ILM) Level 5 Qualification in Management.

- **Number, relevant qualifications and experience of the staff**

Staffing within the Home is in line with statutory requirements. Relevant work experience is held in personal files kept within the office and Induction and Foundation training is provided to all Staff. Relevant NVQs are promoted to all grades of staff and those staff working within specialist

areas such as Dementia and Palliative Care are given appropriate training to support these environments.

- **Organisational structure of the Home**

The attached organisational structure applied to this Home on 17th January 2012.

The Home Manager is responsible for a team of qualified nurses who in turn take responsibility for Care Staff at the Home. The Home Manager reports to the Directors' of the Home and has regular meetings to review progress and standards.

- **Criteria used for admission, including the Home's policy and procedures for emergency admissions**

When a referral is made to us by a GP, Psychiatrist, social services, or a relative, we will then undertake a pre-admission assessment. Such an assessment is vital, as it ensures that we can meet all of the needs of the prospective Service User.

Once admitted to the Home consideration is given to the Service User's medical history. From this information, a Care Plan is devised ensuring a holistic and detailed plan of action to meet all needs. Care Plans are, wherever possible, drawn up with both the Service User and family to ensure that they are included and aware of not only what we are doing, but also why.

All Assessments and Care Plans are evaluated monthly to ensure that all care is up to date and that any changes in presentation can be addressed as effectively as possible.

Emergency admissions are not accepted except in exceptional circumstances where pre-admission assessment is still possible.

- **The First Day**

On admission to the Home, the Service User will be warmly welcomed by a nominated member of the Service User's care team (usually the Nurse) and offered refreshments or a meal appropriate to the time of day admitted. The care staff will ensure that the Service User will have all the basic

essentials ready including personal items and that their Bedroom is prepared on arrival. They will then book any property into the Home's Property Book. All clothing will be labelled with the Service User's Bedroom Number sewn into each individual item. The Service User will be offered an escorted tour of the Home including their Bedroom and communal areas to help orientate them. They will also be given information about basic needs (for example, accessing money, purchasing items such as newspapers etc), an explanation of the care team, and nurse/key Worker system, advocacy information and the Complaints Procedure.

A Qualified Nurse will then fill in an Admissions Form and this process is explained to the Service User at an appropriate level. The Admission Form contains the following information:

- Personal Information including funeral arrangements
- Initial Assessment
- Individualised Problems
- Risk Assessments, diet, mobilising, moving and handling, communication
- Evaluations
- Monthly Observations including Blood Pressure, temperature, Pulse, Urine and weight
- Daily Information

The above is completed within a 2-week period as it is a 2-weekly assessment and settling in period. After this time, a comprehensive Care Plan is formalised.

- **Social activities, hobbies and leisure interests**

We actively encourage Service Users to engage in social activities, hobbies, and leisure interests.

Service Users will always be able to spend their time as they wish at the Home. Whilst privacy is always respected, Staff and other Service Users are on hand to offer support and friendship and there are always activities at any time appealing to as many of the Service Users as possible. We actively encourage Service Users to continue existing interests and activities, and try new ones. A weekly Activities Guide is on display in the Home. The Home is also a proud member of NAPA (National Association for Providers of

Activities for Older People) which promotes high quality activity provision for older people.

There is a full-time Activities Coordinator at the Home and here are just some of the activities on offer:

- Music and movement
- Arts and crafts
- Story-telling
- Pet therapy
- Shopping trips and outings
- Social and charitable events
- Birthday parties
- Board games evenings
- Exercise classes
- Singing and dancing
- Reminiscence therapy
- Church events
- Visits from local entertainers
- Shows

The Home has recreated a Village Green within our Courtyard, Sensory Garden at the side of the property, Memory Room, Doll Therapy and Nursery, and a large sun terrace at the rear of the property where Service Users can relax and enjoy un-spoilt views of the sunken gardens and surrounding countryside.

- **Visiting Times**

There is an open door Visitor Policy at the Home and you are welcome to come and visit your relative or friend at any time of the day. However, we would kindly ask that you try to avoid meal times.

- **Fees**

Residential Weekly Fees:

- Residential in shared accommodation - £395.89 / week plus 'top up' if applicable.

- Residential in single accommodation - £395.89 / week plus 'top up' if applicable.

Nursing Weekly Fees:

- Funded by Local Authority in shared accommodation - £504.59 / week plus 'top up' if applicable.
- Funded by Local Authority in single accommodation - £504.59 / week plus 'top up' if applicable.
- Funded by PCT (Primary Care Trust) Continuing Care - from £533.36 / week.

Private Weekly Fees:

- £595.00 / week.

Fees are payable by Standing Order or cheque and are reviewed annually in April.

Fees include:

24-hour personal and nursing care
Accommodation, heating and lighting
Activities
Choice of meals and drinks
Incontinence products
In-house laundry
Linen and towels

Fees exclude:

External professional charges, e.g.
chiroprapist, hairdresser
physiotherapist, optician
Private prescriptions
Hairdressing
Clothing
Newspapers
Telephone calls
Basic personal toiletries

- **Arrangements for consultation with Service Users, Relatives and Stakeholders about the operation of the Home**

Whenever possible, Service Users will be involved in the planning, delivery and review of the operation of the Home. Service User, Relative, and Stakeholder meetings are held regularly and the minutes of such meetings are recorded and made available. In-house questionnaires are undertaken

supplemented by full (Service User, relative and stakeholder) customer satisfaction questionnaires annually.

- **Fire precautions**

A regular Fire Risk Assessment is undertaken by an experienced fire safety consultant and annual fire safety training is given to all staff. All procedures are fully compliant with current legislation.

The Home operates a separate fire procedure file that includes records of fire drills, alarm tests, and staff training.

However, whilst every attempt is taken to minimise the risk of fire there can be no guarantee of absolute safety.

- **Religious services and cultural needs**

We believe that opportunities should be made available for religious and cultural beliefs to be freely expressed and pursued. This involves recognition of practices such as prayer and contemplation that require privacy and quiet and enabling Service Users to visit places of worship.

The following places of worship and Ministers are in close proximity to the Home:

- St. Hilda's R. C. Church, 35 Turton Road, Tottington (Father G. O'Donoghue, Parish Priest)
- Tottington Methodist Church, 409 Bolton Road, Bury (Rev. Paul Spencer)
- St. Anne C. of E. Church, Chapel Street, Tottington (Rev. H. W. Bearn)
- Christ Church Walshaw, High Street, Bury (Rev. Steven Foster)

- **Facilities and services**

Meals

Meals are carefully prepared by our qualified Kitchen Staff (in consultation with a Dietician where appropriate) and will be as interesting and varied as possible. Special diets will be catered for.

Choices are available at all meal times. The day usually begins with an early morning drink and light breakfast followed by mid-morning tea/coffee and biscuits, 2 course lunch, mid-afternoon tea/coffee and cakes, evening meal and night time drinks and supper snacks as required.

All meals, snacks, supplements and drinks are provided within the normal fees for our service. Special diets are catered for and advice from the Dietician is sought where necessary. Limited quantities of alcohol are offered on special occasions.

Benefits Advice

Advice is available regarding the full range of Benefits from the Home's Office Manager.

Laundry

All laundry is undertaken at the Home and is within the normal fees for the service. All laundry equipment meets current legal requirements.

When first moving into the Home all personal clothing should be labeled to ease identification and to prevent problems with lost or missing items. The Home will ensure this practice continues with all new clothing purchased. Steps are also taken to ensure that clothing purchased is of good quality in order to withstand normal laundering.

Kitchen Facilities

Kitchen facilities are maintained to standards laid down by the Environmental Health Department of the local authority. The Kitchen is run by the Head Chef under the supervision of the Home Manager.

These facilities are not accessible to Service Users due to Health & Safety and Food Hygiene Regulations.

Additional services such as physiotherapy, occupational and speech therapy, chiropody and hairdressing are available. Staff will do routine hair and nail care at no extra cost; ancillary services provided by external providers are however a matter between the Service User and the provider.

Ophthalmology, dentistry, physiotherapy, speech therapy etc. are available on request from local providers. The vast majority will visit Service Users at the Home, although very occasionally a Service User may need to travel to their place of practice, in which case the Home will provide an escort and arrange suitable transport.

- **Arrangements made for maintaining contact between Service Users and their relatives, friends and representatives**

Service Users are free to decide how they wish to participate in the common life of the Home and how far they maintain relationships with family, friends and local community (and where possible participation and involvement in their own assessment and care planning). Service Users should have normal opportunities for emotional expressions as well as sexual expression and for intimate and personal relationships within and outside the Home. The ability to manage relationships and to assume personal responsibility will change over time. Nevertheless, Service Users will continue to have the same needs as others for expressive behaviour and physical human contact and these needs are respected at the Home.

Service Users should be able to meet people, have conversations, correspond with and receive family and friends, make or receive telephone calls without being overlooked or overheard. The quality of life in the Home is enhanced by the inclusion of the widest possible range of normal activities, in particular those with which Service Users have been familiar in the past. The Home environment should be stimulating, providing the appropriate supporting services for Service Users and enabling a flexible lifestyle.

- **Arrangements for dealing with complaints**

Service Users and their relatives are able to comment upon or complain about the care they receive without fear of redress. We have a documented Complaints Policy in the Registered Nursing Home Association's 'Blue Mark Cross of Excellence' Policies and Procedures Manual. A summary of the Policy can be found on the notice board (located in the Home's main entrance) and within each brochure.

The Home Manager is available to discuss concerns prior to the need to formalise complaints.

- **Arrangements for dealing with reviews of the Service User's plan**

The Care Plan for a Service User is a working document that is subject to ongoing review, evaluation, and updating. Involvement with the Service User and their relatives is encouraged throughout their stay at the Home.

- **Number and size of bedrooms**

The Home has 51 bedrooms that comply with the National Minimum Standards.

- **THE CARE QAULITY COMMISSION (CQC)**

This is a national body that regulates the conduct of Care Homes in England. There are a number of Regional and Area Offices from which Managers and Inspectors carry out their duties.

Our Home is part of the North West Region and the Care Quality Commission Local Area Office is located at:

CQC
North West Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Fax: 03000 616172
Email: north@cqc.org.uk

- **The arrangements for respecting the privacy and dignity of Service Users**

The inherent value of the individual should be recognised and their needs and individuality respected. Staff should have knowledge and understanding of the whole person taking account of their cultural, religious, ethnic, and other needs and norms, and their expectations of privacy and respect. Service Users choose how they wish to be addressed by staff, other Service Users, and visitors.

A person is entitled to be called what he or she wishes. It is reasonable for a Service User to choose to be addressed in different ways by different people.

The right of individuals to be left alone, undisturbed and free from intrusion or public attention to their affairs must be respected. Service Users should have their own individual private space. Each Service User should be provided with an appropriately equipped room in which he / she looks after their personal care fully, in keeping with their level of infirmity. Service Users should be able to wash, bath and use the toilet in privacy. Dependence on staff for personal care should not compromise the Service User's dignity and their privacy must be respected. The dignity of Service Users who are not always in control of their behaviour or appearance should be safeguarded by sensitive and attentive care.

Service Users' wishes should be at the centre of any decision making. They should have the right to choose how they wish to dress, what they eat, when they go to bed and get up, how they spend their day, and the extent to which they wish to associate with other Service Users.

Essential housekeeping and administrative procedures should interfere as little as possible into the privacy of individuals or groups. Staff should deal discreetly with the affairs of Service Users and safeguard the confidentiality of all such information held about them. Service Users should know what information is kept about them and how it is used.

OUR QUALITY POLICY

Providing nursing care is one of the most important healthcare services. As a provider, Gorsey Clough Nursing Home is committed to providing the best

possible standards for our Service Users through caring, competent, well-trained staff in a homely atmosphere.

However, these standards of care need to be assured; that the care we are delivering is appropriate to each Service User's needs, and that these standards are continually reviewed to identify opportunities for improving the overall care service.

Quality is established through the standards that we set our self within the framework of the appropriate Essential Standards of Quality and Safety.

Quality at Gorsey Clough Nursing Home is on going; that is, subject to continuous scrutiny, challenge and development. We call this CONTINUOUS QUALITY IMPROVEMENT and is achieved through on going auditing of our policies, procedures and systems. This auditing is done internally by our own Staff as part of our ongoing management process.

SAFEGUARDING

Gorsey Clough believes that Residents have a right to live in an environment free of the threat of abuse, harassment, violence, or aggression. The Home will protect its Service Users from violence, aggression or abuse from friends, relatives, Staff or other Service Users. In doing so, we operate a **Zero Tolerance Policy** towards **any** form of abuse. As a Company and in co-operation with Bury MBC and other Local Authorities, we will respond effectively, consistently and supportively in response to any allegations or suspected allegations of abuse.

If abuse is clearly occurring or is alleged to have occurred, the Home will take swift action to limit the damage to Service Users and to deal with the abuse. If you witness a situation in which you or another Service User is in actual or imminent danger, please contact a senior member of Staff as soon as possible.

**PLEASE ASK IF YOU WOULD LIKE A LARGER
PRINT VERSION OF THIS DOCUMENT.**

Gorsey Clough Nursing Home Organisational Chart

