

Courtland Lodge



Statement of Purpose

Courtland Lodge
Courtlands Close
Watford WD24 5GW
Tel: 01923 681231
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E mail: courtland@quantumcare.co.uk

www.quantumcare.co.uk

October 2010 – This document is available in other languages and formats on request. Please contact the home manager for details



Objectives

- Courtland Lodge aims to provide a happy and relaxed atmosphere
- We aim to deliver high quality care by supporting our residents, and involving them in decisions relating to their personal needs and care planning.
- We offer specialist care to people living with dementia.
- We aim to identify the needs and abilities of each individual person living with dementia, and to plan positive strategies for a beneficial outcome.
- We aim to work together with families, local professionals and other agencies.
- We provide four short stay beds, two of which are for people with dementia.
- We provide activities, outings and social gatherings.
- We will accept emergency admissions following a pre-admission assessment.

1. Facilities and Service

Courtland Lodge is purpose built and can accommodate sixty Residents. The Home is divided in to four units over two floors. There is a passenger lift to the First floor. We have three dementia units that have a higher ratio of staffing than our higher needs unit. All staff working on the dementia units receive three levels of training (see 5. Dementia Training). Accommodation is single bedrooms with en-suite facilities. Our bathrooms are fitted with assisted baths and we provide a walk in shower room with shower chair and hand rails.

We offer a varied and nutritionally balanced menu for the residents and can cater for special dietary needs, both medical and cultural. Drinks and snacks are available throughout the day and night.

The home is designated as a no smoking area. Residents that choose to smoke can do so in the garden area.

All Residents are allocated a key worker who will be responsible for ensuring the agreed Care plan is kept up to date, and reviewed regularly. If Residents are able, after assessment, they will be supported to self medicate. For health care, residents are referred via the GP for relevant specialist services. Social workers and the Community Psychiatric Nurse visit the Home.

Hairdressers come in to Courtland Lodge twice a week. A telephone service can be provided for the Residents to use with special adaptations for those with a hearing impairment. We have a large laundry that copes with a heavy daily wash load. See our 'Residents Guide' for more information about our services and the services that visit the home.

2. Name and Address of Registered Manager

**Mandy Liles
Courtland Lodge
Courtland Close
Watford
Herts
WD24 5GW**

Mandy has looked after older people for 20 years. Starting work as a care worker in 1989 she then became a Care Team Manager and a Deputy Manager. She became the Manager of Courtland Lodge in 2005.

Mandy has done an NVQ2 in Care, NVQ4 in Health and Social Care and a 'Registered Managers Award'. Mandy is also a Manual Handling Trainer.

3. Name and Address of the Registered Provider

**Quantum Care Ltd
4, Silver Court
Watchmead
Welwyn Garden City
Herts
AL7 1TS**

4. The Staff Team

The management team comprises of, a Home Manager, Deputy Manager, Administrator, 4 Day Care Team Managers and 3 Night Care Team Managers. Our care staff team is made up of 62 permanent staff and a bank of casual workers that support the home. The whole team come from a variety of backgrounds and is multicultural.

Staff undertake mandatory training such as, Moving and Handling, First Aid and Fire Safety.

5. Dementia Care Training

All of our staff working with people with a dementia have had specific training.

Our first level course is a basic introduction to dementia care. This course is normally held within the home and new staff members complete it within the first six weeks of employment.

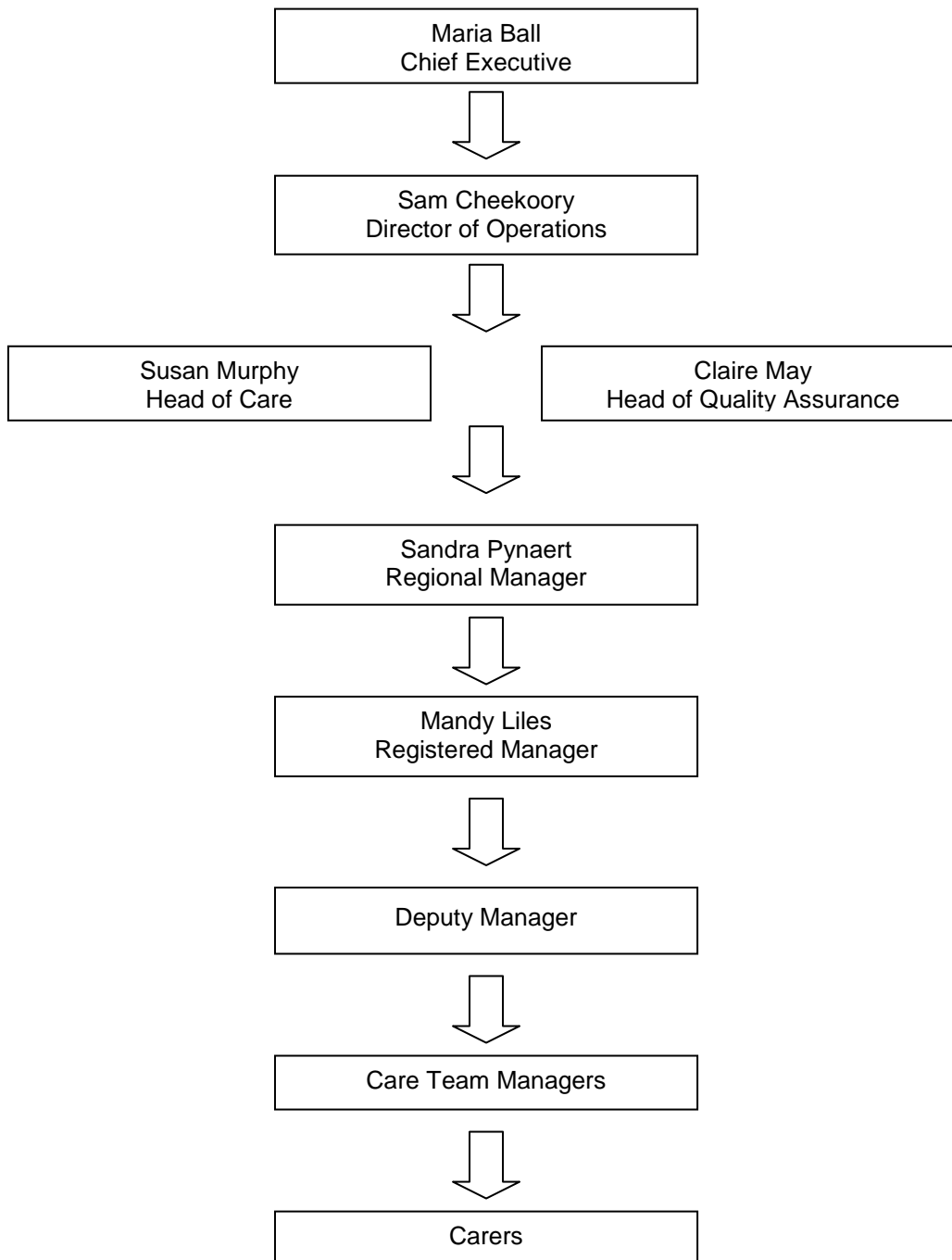
Staff can then attend a two and half day intermediate training session. This training goes into some detail about the different types of dementia and how they affect the individual. This involves the completion of a general project on dementia, and an additional project, concentrating on an individual with dementia. They spend time finding out about the unique life biography and the issues important to the person and their care. They look for ways of enhancing their well-being, and keep a diary of the things they have done and whether they were successful. The course is designed to give a better insight and understanding of behaviours, and helps staff to look at practical ways of assisting people.

The third training course is a twelve-module course called The Certificate in Dementia Care. This course looks in depth at the different types of dementia, and how they affect people. The aim of this training is to enable all staff working on a dementia unit to have a better understanding and insight of the disease. Again project work and hands-on experience is used to help staff learn.

We also have 'Dementia Care Mappers' in our home. Trained by The Bradford University, Dementia Group Mappers use a special set of judgement tools to look at how staff interact with residents. Mapping is normally done in pairs and involves spending time in one of our dementia units, for anything from two to five hours. This time is spent observing up to five residents in short five minute intervals. Staff learn to look at ways of enhancing and maintaining the well-being of residents with dementia. We also hold annual dementia talks in some of our homes. These talks are open to all relatives, visitors and staff.

Families please ask for our brochure 'Your Journey – Dementia Care Services' or find it on our website www.quantumcare.co.uk.

6. Organisational Structure



7. Age Range and Gender of Service Users

Courtland Lodge is registered for 60 older men and women. There is no age restriction as long as the primary care need is age related.

There is an age restriction of 65 years and over if an applicant has additional specialist needs such as dementia or physical disabilities. We can only admit residents under 65 years with specialist needs if we apply for a variation to our registration. This may be possible in individual cases and we would consult CSCI, our registering body. This would take a short time to organise. A fee is payable for the variation.

8. The Range of Need the Home is Intended to Meet

The home will accept older people of any age that do not require nursing services outside of what the local community nursing services can offer. We care for people with a vast array of health problems and sensory disabilities. Admission is agreed following assessment. We also provide palliative care.

We specialise in dementia care. The home is registered to take people with physical disabilities and dementia, but there is an age restriction of 65 years and over for people falling into these two categories.

9. Dementia Care

Courtland Lodge has been awarded Hertfordshire County Council's accreditation for dementia care. This means we are recognised as a home providing Person Centered Care to our service users who live with dementia. Hertfordshire Contracts Department regularly inspects us to ensure we meet their accreditation standards.

We are committed to Person Centered Care and actively promote this approach. All staff are trained, and our philosophy is that care is given and offered as a right not a privilege.

We ensure care plans are compiled with the person concerned and their family to reflect the unique biography of the person. Care plans are designed to ensure that the physical, social and emotional needs of the person are known and that well-being is promoted. Residents are encouraged to make choices in all aspects of daily life wherever possible. We try to ensure continuity of previous life patterns and preferences and do all we can to preserve our residents quality of life. Hertfordshire County Council publish full standards their accredited homes are expected to meet. These are available in the foyer of each home and on our website www.quantumcare.co.uk

10. Nursing Care

Nursing Care is not provided at Courtland Lodge. If a nursing is required by a resident the community nurse would visit, following a referral from the General Practitioner.

11. Criteria for Admission

For admission to Courtland Lodge, please contact the Manager of the home directly. If you are being funded by Adult Care Services they must contact the home and refer you.

An 'Assessment of Need' is carried out by the Home Manager (or Adult Care Services if they are funding the care package).

Anyone requesting admission will be invited to visit the home with their family, advocate, or a friend.

All formal referrals will need to have:-

- **RC1 Service Request** form available from the Home Manager and on our website www.quantumcare.co.uk

For applicants funded by Adult Care Services:-

- **ACSf673a(EPD)Specialist Assessment for a Person Moving into 24 hour Care.** (This form is required if an applicant is being funded by Adult Care Services for either long or short term care)
- **Risk Assessments / Handling Assessments** to be attached by ACS if required..

NB: depending on the assessed needs, we may ask for additional information from other professionals to assist with the process

We can not offer admission to:

- People who require long-term nursing care that the community nursing service can not deliver at Courtland Lodge.
- People who are acutely ill and need hospital care.

Following an application, we will inform you by letter if you have been successful. If your application is unsuccessful we will give the reasons why.

If you are living with dementia and have been offered a service at Courtland Lodge, we ask for the following additional form:

- **Family History Form** which is available in the home or on our website www.quantumcare.co.uk

This needs to be completed by the family to assist the staff to provide suitable care.

Everyone is asked to sign a Contract on admission that sets out the terms about notice periods etc.

A standard trial period of six weeks is offered to everyone to help them decide whether they wish to continue living at Courtland Lodge and if the home can meet their individual care needs. This period of time can be extended to accommodate individual's wishes if required

The home accepts emergency admissions at the discretion of the Manager

12. Leisure

At Courtland Lodge we offer a range of leisure activities and opportunities for group participation. We have three activity coordinators who can also provide one to one activity.

Our activities include trips out to local venues, summer parties in the garden and arts and crafts. We provide lots of daily pastimes that may include things like bingo, a walk to the shops or hand massage.

We have a weekly social evening and themed events throughout the year. See our notice boards for details.

13. Consultation

The staff team ensures that every service user has the opportunity to participate in the monthly in-house meeting. These meetings give everyone the opportunity to contribute their views on the running of the home.

Questionnaires are sent out annually to residents' families and other stakeholders.

We hold an annual 'Home Forum' in Courtland Lodge. Relatives are invited to attend. At the forum we give information such as results of annual questionnaires and plans for the coming year. It is also an opportunity for relatives to give us personal feedback about the service from their perspective.

We also host talks on Dementia from time to time. They are advertised in the home when planned. These are presented by Sue Harrison, Learning and Development Manager or one of the senior team. They are always well attended and interesting.

14. Fire Precautions

The Home has an up to date fire risk assessment and an evacuation procedure for both day and night.

Staff and Residents are involved in evacuation drills twice a year. We have weekly fire alarm checks and a fire prevention officer who visits the Home annually to inspect the premises.

All main doors and bedroom doors are fire doors and will withhold a fire for up to 30 minutes. Smoke detectors are fitted in every room. These are serviced and maintained on a regular basis.

15. Religious observance

Arrangements will be made for religious observance, in accordance with the expressed wishes and practices of individuals. Present arrangements include:

Monthly services to give communion to Residents who can not go to Church and a fortnightly fellowship meeting in the Home for all religions to worship together.

Families are welcome to join in at any time.

See our 'Residents Guide' for fuller details of what the home offers.

16. Visitors

Friends and family are encouraged to visit Courtland Lodge.

Staff welcome the information family and friends can give about a service user's past life. This helps to plan the care and activities the service user most likes.

The front door to the home is secured at all times. To gain entry, the doorbell must be used and to exit a coded keypad operates. Visitors are asked to sign in and out of the building for Health and safety reasons. If a fire broke out we would need to know which visitors are in the building at any given time.

We offer services to those living with dementia, but all service users are able to walk around the home and access the garden as they wish. Visitors do need to be cautious about allowing people that are moving around the home freely to leave the building unescorted. This could put people at risk.

17. Complaint Procedure

“We welcome your views”

This procedure can be made available in other languages and formats on request. Please contact Quantum Care Limited at the address given below.

At Quantum Care we seek to provide a high standard of care in our services for older people.

Our customers' views are important to us and help us to ensure our services are consistently meeting peoples needs. If you are dissatisfied with any of our services we need to know.

Quantum Care assures you that service users and their families will not be victimised or have their services withdrawn/reduced for making a complaint in good faith.

If a complaint alerts us to possible abuse or neglect of service users we always forward details to Adult Care Services who then co-ordinate the investigation and monitor outcomes. Quantum Care co-operate with Adult Care Services in respect of complaints, investigation and resolution. Additionally, Quantum Care may invoke their Staff disciplinary procedures where a complaint indicates that our Staff may have been directly at fault.

If you wish to make a suggestion

Often people feel happier about making a suggestion for improvement rather than entering in to a more formal complaint. Anyone receiving services and their friends and family may make a suggestion at any time.

Who to contact

In the first instance you should speak to the Home Manager or Duty Manager at the Home providing the services. Often our homes have a Comment/Suggestion box that you can use if you wish. If the suggestion is something that Quantum Care as a company needs to consider you can send it in writing to:-

The Director of Operations
Quantum Care Limited,
Freepost,
Welwyn Garden City,
Herts,
AL7 1BR
Email: S_Stevens@quantumcare.co.uk
Telephone No: 01707 393293
Direct Line: 01707 368212
Fax No: 01707 368283

What will happen?

This will depend on the nature of your comments, but any action required will be communicated to you if you provide your contact details.

If you wish to complain

If a service user needs the assistance of an advocate, we can help to arrange it. For our service users in Hertfordshire, Age UK provide a free and independent advocacy service. They can be contacted on **0845 601 3445 (local rate)**. For service users in other counties, please ask the Home Manager for local contacts. We also endeavour to provide interpreters if required.

We have a two stage process for complaints:

Stage 1

Who to contact

You should first bring your concerns to the attention to the Manager of the Home or service that you are receiving. Complaints may be made by telephone, email, personal visit or letter.

If the complaint concerns the Home Manager, you should contact the Director of Operations at our Head Office. His contact details appear below.

What will happen?

The service will acknowledge your complaint in writing or in a format accessible to you. The letter will confirm the name of the person investigating your complaint, which would normally be the Home Manager. A report on the outcome will be given both verbally and in writing. Complaints to the Home will usually be dealt with in 10 working days.

If you are not satisfied with the outcome of your complaint you can move on to stage 2.

Stage 2

Who to contact

The Director of Operations,
Quantum Care Limited,
Freepost,
Welwyn Garden City,
Herts,
AL7 1BR
Email: S_Stevens@quantumcare.co.uk
Telephone No: 01707 393293
Direct Line: 01707 368212
Fax No: 01707 368283

Complaints may be made by telephone, e mail, personal visit or letter.

What will happen?

The Director of Operations or one of the senior team will contact you if your communication is not in writing, to clarify your complaint. An investigation will then be carried out by one of the senior team at Head Office. The Director of Operations will write acknowledging your complaint and tell you who is investigating the complaint. In most cases we will provide a written response within 20 working days. This will include an account of the investigation, clear findings and recommendations where necessary.

Further steps

If at any stage you are not happy you can refer your complaint to Adult Care Services. This should be addressed to:-

The Client Relations Manager
Adult Care Services
(SFAR209)
Farnham House
Six Hills Way
Stevenage
SG1 2FQ

Telephone: 01438 843404

Complaint forms are available. A form can be posted to you or accessed via Hertfordshire County Council's website www.hertsdirect.org

You also have the right to take your complaint to The Local Government Ombudsman. They can be contacted at:

Phone: 0300 061 0614 or 0845 602 1983

Email: advice@lgo.org.uk

Post:

PO Box 4771, Coventry, CV4 0EH

Fax: 024 7682 0001

Internet: www.lgo.org.uk

Mobile: text "call back" to 0762 480 4299

NB. The Local Government Ombudsman cannot consider your complaint if it has not been dealt with by Quantum Care first. Also, they are not able to consider complaints where the complainant is instigating legal proceedings.

Even though The Care Quality Commission cannot investigate an individual complaint their role is to develop and improve services. You may inform them of your complaint for information purposes at any time. They can be contacted at:

Care Quality Commission
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161

Fax: 03000 616171

"Quantum Care expects the highest standards of conduct from all its employees and will treat seriously any concern that a customer may have".

Revised March 2011

18. Review of Service Users Plan

The service users 'Care Plan' is a document that details the care that the individual requires and how it is to be delivered.

This is reviewed by the care staff in the home at least once a month. A monthly summary is recorded to update and reflect changing requirements and current objectives for health and personal care.

A more detailed review is completed annually, usually at a review meeting when family and professionals will be invited to attend. Reviews can be held more often if needed. A resident, their family or a professional may request additional reviews during the year if required.

19. The Number and Size of the Rooms

60 Bedrooms	108 sq ft
4 Kitchens	54 sq ft
4 Dining rooms	324 sq ft
4 Lounges	400 sq ft
1 Sun Lounge	350 sq ft

We also have a large laundry, main kitchen, offices and staff areas.

Courtland Lodge has pleasant gardens with shrubs and garden furniture. We have patios that are wheelchair friendly for residents and families to use.

During good weather we have a summer house for families and residents to use if they would like to sit in the shade.

20. Specific Therapeutic Techniques

At Courtland Lodge we have a sensory room that can be used for residents who have dementia.

Our activity Staff offer aromatherapy and hand massage on a one to one basis.

If service users require any specific therapies they can be made available through a referral process.

21. Arrangements for Dignity and Privacy

Each person has their own room and if they wish they can hold a key to that room. In every room a lockable space is provided for personal possessions.

We have a knock and wait policy where staff knock on a service user's bedroom door and wait to be invited in.

GP and other professional consultations are carried out in the privacy of the service user's room.

The views of the service user are taken into account in all areas of care; the care plan reflects residents' choice. Personal care is carried out on an individual basis and all service users preferences will be accommodated wherever possible.

All staff are trained to read care plans and carry out as far as possible the service user's wishes. Service users are addressed by their preferred name.

Service users' views are sought through one to one conversation, unit meetings and at reviews. The care plan will record any special arrangements for personal care.