

# Trefoil House



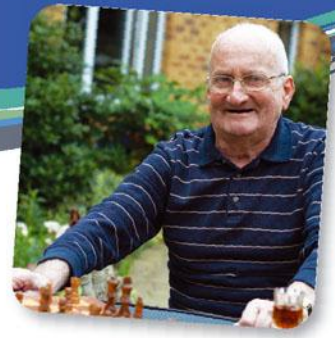
## Residents' Guide

**Trefoil House**  
Birdsfoot Lane  
Luton LU3 2DN  
**Tel: 01582 494158**  
Email: [Trefoil@quantumcare.co.uk](mailto:Trefoil@quantumcare.co.uk)

[www.quantumcare.co.uk](http://www.quantumcare.co.uk)

April 2012 – This document is available in other languages and formats on request. Please contact the home manager for details





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## 1. Introduction

Quantum Care is committed to putting our guests first and we want you to feel at home at Trefoil House when you come and stay with us.

If this is your first stay at Trefoil House, you will probably have a lot of questions to ask, so we have designed this guide to help you.

You will have the opportunity to sit down and talk to a staff member soon and they will be able to help you to prioritise and organise the things you need to think about.

This guide gives you some basic information about your possible new home at Trefoil House, and what to expect from your stay here.

## 2. Your Room

Trefoil House bedrooms all have ensuite facilities with showers. They are furnished with a bed, chair, curtains, carpet, wardrobe, chest of drawers and flat screen TV fitted with DVD. There is a telephone point in each room. Each radiator has an individual temperature control to adjust the temperature.

You may want to bring some pictures and other personal items to personalise your room and we encourage you to do that. We ask that all personal electrical equipment is fully checked by Quantum Care before use.

All of our bedrooms have locks, and keys are provided. Staff hold pass keys, but if you lock your room the pass key will only be used if repairs need to be carried out, or in an emergency. (If your room needs any repairs, staff will advise you when they will take place).

Quantum Care has a maintenance department that repairs faults and breakages. Problems should be reported to carers who will arrange fast repairs. All repair people will carry identification, and our staff will make sure that they carry out their work respectfully and ensure the safety of the residents and staff whilst they are working.

We have guidelines for staff about entering people's rooms and they are expected to knock before entering.



### 3. Money and Valuables

We have a hairdresser, a shop for toiletries and snacks, and a daily paper service. You will need money to cover such purchases as they are not included in the fees. It is important to keep your money safe. Storing it in a named purse or wallet is best and we can provide keys to a locked drawer in your room for safety. If for any reason you are unable to look after your own money then you can book it into Trefoil House's safe and we will pay for your purchases on your behalf and receipts will be kept to show what has been spent. We would recommend that your valuables are looked after by your family, solicitor or bank. If you do bring them to Trefoil House we advise you to take out personal insurance as we are unable to take responsibility for valuable items. All bedrooms have a lockable container or drawers which can be used to keep personal items secure. Please also see our website [www.quantumcare.co.uk](http://www.quantumcare.co.uk) and look in the "Family section" for more detail about looking after your valuables in Trefoil House.

### 4. The Care at Trefoil House

Before you arrive at Trefoil House we will need to understand your care needs. A care plan is available at Trefoil House, and you can start completing it before you arrive. This will help the staff to provide the right care at the very start of your stay. If you do not wish to fill in a care plan yourself our staff will talk to you and write one when you arrive. For people living with dementia it is vital that families provide a lot of detail about a guest's background and interests as this is vital to them settling down in the home. A 'Family History Form' is available for you to complete. This will help you to provide the information we need. Both documents are available at Trefoil House or can be downloaded from the 'Family Pages' of our website at [www.quantumcare.co.uk](http://www.quantumcare.co.uk)

We have Care Team Managers that are responsible for each unit of Trefoil House. You will be allocated a key worker when you arrive. This worker will keep your Care Plan up to date and keep up with any changes required. Your key worker is responsible for helping you settle in and making sure Trefoil House offers the agreed care. For those in receipt of nursing care, care planning and review will be carried out by our 24 hour nursing staff.

There are staff available 24 hours a day.

The **day** shift operates between 7.30am – 9.30pm.  
The **night** shift is between 9.30pm and 7.30am.

You may go to bed and get up when you wish



## 5. Care Reviews

A care review meeting will be held each year. (You may ask to have a review more often if you wish). With your consent, we review in partnership with Adult Care Services (where appropriate), Health professionals, and any other professional services. This means we can have one meeting and decide the best way to offer support. We discuss your needs, how well we have done so far and any future goals. We will all agree how we can help with your wishes. Sometimes we may ask other agencies to offer support.

After the review meeting we will update your care plan.

Each 6 months/year risk assessments are reviewed or more often if necessary. These will be discussed too if any changes are made.

## 6. Medical Care Arrangements

When you move to Trefoil House, if your GP is too far away to keep you on his/her books then you will need to register with a local GP. The staff at Trefoil House can help you with this.

Trefoil House provides residential care and nursing care. We do have access to District Nursing services if you need them. These services usually take a couple of days to arrange so we will need advance warning if you are due in for a long or short stay.

If you are coming to Trefoil House for a short stay and your present doctor is willing to visit you while you are staying with us, then he or she will be most welcome. If this is not possible the manager will help you to find a temporary local doctor who is willing to take care of you for the duration of your stay.



## 7. Your Medication

When you come to stay you will need to bring all of your medication with you. If you normally manage your own medication you may continue to do so when you come to stay at Trefoil House. You will be given a lockable area in your room for storage. The staff will carry out a risk assessment to ensure the arrangements are safe for everyone.

If Quantum Care staff are to manage your medication it must all be properly labelled by your pharmacist. We do not accept any medication with “As directed by your doctor” or “Take as required” printed on the label. The labels must have proper dosage instructions for our staff to follow, and this applies to creams also. Please check all your medication in good time before you come to stay and have it adjusted by the doctor or pharmacist before you are admitted. We can only give medication which is in containers labelled by a pharmacist with clear and concise instructions for administration. If you manage your own medication, then please bring it as you like it.

## 8. Post arrangements

Post is received at the Trefoil House via the main office. Your mail will be separated and given to staff on duty to pass on to you and help you read it if needed. If you are unable to deal with your mail, it will be held for your named relative to collect and manage on your behalf.

## 9. Meal Times and Food Arrangements

We offer a choice of home cooked food for every mealtime. We also cater for special dietary requirements. The times of meals at Trefoil House are as follows:-

Breakfast from 8am onwards (8am to 10am for cooked breakfast)  
Lunch between 1pm – 2pm (12.30pm – 1.30pm at weekends)  
Dinner between 5pm – 6pm

NB Snacks and drinks are available all day and night as requested/required.

Menus are set by head office and are compiled for nutritional value and variety. You may however request a favourite dish or submit a favourite recipe to the kitchen if you wish. The Head Chef will be happy to chat to you about your preferences.

We do not usually provide alcoholic drinks but you are welcome to buy your usual tittle.



## 11. Visitors and Going Out

You are welcome to entertain friends and relatives at any time. Visitors should let a member of staff know when they are visiting for safety reasons and sign the visitor's book on arrival and departure. You may either go to your room to be undisturbed or use the lounge or sitting areas. Arrangements can be made for your visitors to join you for a meal.

You can come and go as you wish but please let a member of staff know if you decide to go out so they will not worry about where you are. If a guest is living with dementia and is unable to get around safely the care plan will reflect this and precautions are taken with door codes. Please ask your guests that when visiting Trefoil House, to be aware of the safety of residents who may be in danger alone.

## 12. Pets

If you have a small pet like a bird or a fish which you can look after in your own room, and it is not likely to disturb other residents, then we will have no objections to them staying too. If you have a larger pet then please discuss this with the Manager as it is unlikely it can be accommodated at Trefoil House.

## 13. Newspapers and Periodicals

If you want a daily paper delivered to you the staff at Trefoil House can order it from the local newsagent if you wish.

Our local Newsagent is the BP garage

Two working days notice is required by the Newsagent to get the arrangement in place. Just let a member of Trefoil House staff know before you arrive. The cost is that of the paper ordered. Trefoil House collect the money and bills are raised every 4 weeks. The money is usually taken in cash but you may want to pay by cheque. Please make cheques payable to 'Trefoil House Amenity Fund'.



## 14. Leisure at Trefoil House

At Trefoil House we have a packed leisure timetable. We employ activity workers whose role is to organise leisure and social activities for all those wishing to take part. We have a Best Friends Café located in the foyer of the home, which provides drinks and snacks for both residents and visitors. No charges will be made to residents of the home, but nominal charges will be made to visitors. Light refreshments for visitors are available in each living area free of charge, and your visitors are welcome to use the kitchen facilities at any time.

A list of the events and activities will be posted on our notice board by reception and around the home.

## 15. Religious Worship

At Trefoil House we will help you to maintain your religious practices. During your admission process, we will discuss your needs, and identify ways in which we can provide practical support either in the home or at your chosen place of worship. We have links with many different communities in the area, and have the support of the Luton Interfaith Council.

## 16. Smoking

Residents can smoke, but to comply with recent legislation we ask that you smoke only in the designated areas. Your visitors are not able to smoke in the building. If you are a smoker, for safety we ask that you bring only natural fibre clothing, as these have more fire retardant properties than man made fibre.



## 17. Telephones

Every bedroom has a phone which accepts incoming calls and is provided free of charge. If you wish to make outgoing calls Trefoil House can enable that service and a charge of £15.00 per month is payable. You will be sent a monthly invoice. If you wish to make international calls a charge will be agreed to cover the cost on an individual basis. Please speak to the Manager. Invoices are sent monthly. Cheques should be made payable to Quantum Care Limited. The bill can be paid by direct debit along with your residential fees if you prefer.

## 18. Laundry and Cleaning Service

Our housekeeping team will do your laundry for you if you wish. As we deal with such large amounts of washing however, it is very difficult to guarantee the safety of any items that require special attention.

To ensure your clothes are returned to you it is best to label all of your clothes with embroidered name tapes. Sewing these name tapes into clothes can be very time consuming. There is an alternative called a Tag-it system. This is a button used to hold the nametape in place. See our website family section for details of how to order Tag-its. Order forms are also available in our Trefoil Houses. For underwear and other close garments you may want to use the sewing method or an indelible pen. (Please be aware that the chemicals we use in our wash process fades indelible pen very quickly and consequently names will only be legible for a short time). Iron on name tapes can be used on close garments but are liable to become dislodged after a time. Tag-its are also available from:

<http://shop.wovina.com/p-21-tagqits.aspx>

<http://www.nametag-it.co.uk/types.php?cid=1>

We also suggest that you do not bring woollen clothing or articles that need dry cleaning as we do not have the facilities to deal with these. We have industrial size washing machines that deal with a large amount of laundry in a 24 hour period. It is important that you don't pack items that are "Hand Wash" or "Dry Clean only" as they will almost certainly get damaged.

Bedrooms are cleaned daily by the housekeeping team.



## 19. Hairdresser

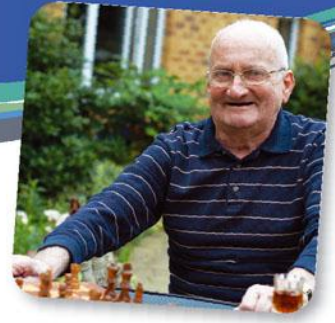
At Trefoil House we have a fully equipped hairdressing salon

Our hairdressers are: -  
Hair by Thyra Price List

Hairdressers for Senior Citizens, Specialising in Hairdressing for people with Dementia

Description	£
Shampoo and Set	7.00
Shampoo and Blow Dry	7.00
Cut and Set /Cut & Blow Dry	11.00
Colour (Semi or Permanent), Cut and Finish	26.00
Permanent Wave, Cut and Finish	26.00
Permanent Wave (Acid), Cut and Finish	29.50
Men's Cut and Finish	7.00
Men's Beard Trim	3.00

NB The hairdressers are independent and not employed by Quantum Care. We do however check public liability insurance and suitability.



## 20. Optician/Hearing Loss

You may arrange to see your own optician but if you prefer not to travel, a visiting Optician is available

Blink Eye Optical Services  
14 Batchwood Lane  
Northwood  
Middlesex  
HA6 3AT

Tel: 020 8816 8549

Appointments can be made via Trefoil House or directly with the Optician. The cost of this service is payable directly to the Optician. The Optician can engrave glasses with your name for safety if you wish.

NB This service is independent and not a part of Quantum Care's service.

## 21. Dentist

You may arrange to see your own dentist but if you prefer not to travel a visiting dentist comes to Trefoil House.

Richard Clarke  
Tel: 01923 246925  
(Richard's full contact details are available at the home for customers that need them)

Please ask in the office as appointments are arranged at Trefoil House. The cost of this service is payable directly to the dentist.

The Dentist can engrave dentures with your name if you wish.

NB This service is independent and not a part of Quantum Care's service.



## 22. Chiropody

Chiropody treatment may be available via your GP, and you will be assessed for this service which is free of charge. If however you do not qualify and wish to have your feet professionally attended to there is a private Chiropodist that visits every 8 weeks. Her details are:-

Helen Rodell  
Tel: 07974 407834

Appointments can be arranged by Trefoil House cost of this service is £20.00 per treatment which is payable directly to the Chiropodist. (This price is available on her normal visiting times – if you require this service as a one-off then a fee of £30.00 is payable).

NB This service is independent and not a part of Quantum Care's service.

## 23. Health and Safety and Fire Precautions

There are notices explaining the fire procedure on the walls around Trefoil House. We test the fire alarms each week, and carry out fire drills regularly. A carer will explain what to do if there is a fire in the Trefoil House.

We never ignore a fire alarm. We leave the property immediately using the fire exits and do not come back into the home until it is safe to do so. If a fire is discovered, people can press the break glass fire alarms to set the fire alarm off, and leave the building immediately.

Everyone's safety is important to us. All of the Quantum Care buildings have a regular health and safety visit to look for any possible problems, and all problems are rectified. We have risk assessments for any possible risks in the building. Residents are asked where possible to help to risk assess their rooms and their activities. These risk assessments help us all to decide how to keep ourselves as safe as we can but still live our lives with some freedom. We do not want to stop people having a good time or being independent.

There are health and safety procedures available on request. Staff are happy to give help and advice in this area.



## 24. Maintenance

If you see any faults that need repair please tell a member of staff as soon as possible and it will be attended to promptly. All contractors work in a safe way when on site. Tools and chemicals are kept safely. We try to maintain our buildings with the least disruption to residents as possible.

## 25. Having Your Say

There are resident meetings held every 3 months by the Unit Managers. We like to know your views so we can improve our service to you.

Trefoil House review their internal procedures and effectiveness throughout the year. Residents may be asked to help us do this so that we can keep improving.

## 26. Confidentiality

All personal files are stored safely in a locked area. Personal Records include things like your personal service agreement, benefit details, care notes, health information, care plans and information about your past.

We have procedures about how we keep your personal details safe and you can see these if you wish.

Residents have the right to read and access their care plan and notes whenever they choose. You may have a copy of any Quantum care recordings or plans if you wish.

Staff will not divulge any information to other people without your permission.

In exceptional circumstances where the Health and Safety of a person is at risk, information normally considered as confidential will be passed onto appropriate agencies and professionals on a need to know basis. Our rules on this are available in an accessible format if you want to know more.



## 27. Complaints

### **“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:-

Sam Cheekoory - Director of Operations  
Quantum Care Limited  
Freepost  
Welwyn Garden City  
Herts, AL7 1BR  
Email: [S\\_Cheekoory@quantumcare.co.uk](mailto:S_Cheekoory@quantumcare.co.uk)  
Telephone No: 01707 393293  
Direct Line: 01707 368236  
Fax No: 01707 368228



### **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**

We accept complaints from anyone receiving a service from Quantum Care. We will also accept complaints from a representative acting on a service user's behalf. If a service user needs the assistance of an advocate, then local contact details can be obtained from the Home Manager. We will 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 Sam Cheekoory, Director of Care and Development 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**

Sam Cheekoory  
Director of Care and Development,  
Quantum Care Limited,  
Freepost,  
Welwyn Garden City,  
Herts, AL7 1BR  
Email: [S\\_Cheekoory@quantumcare.co.uk](mailto:S_Cheekoory@quantumcare.co.uk)  
Telephone No: 01707 393293  
Direct Line: 01707 368236  
Fax No: 01707 368228

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



### **What will happen?**

The Director of Care or one of his/her senior team will contact you if your communication is not in writing, to clarify a complaint. An investigation will then be carried out by one of the senior team at Silver Court. Sam will write acknowledging your complaint and tell you who is investigating on his behalf. 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 Complaints and Representations Manager**  
**Housing and Community Living Department**  
**Unity House**  
**111 Stuart Street**  
**Luton**  
**LU1 5NP**  
**Telephone: 01582 547700**  
**Fax: 01582 547733**

Complaint forms are available. A form can be posted accessed via Luton Borough Council's website [www.luton.gov.uk](http://www.luton.gov.uk)

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](mailto:advice@lgo.org.uk)

Fax:  
024 7682 0001

Internet:  
[www.lgo.org.uk](http://www.lgo.org.uk)

Post:  
PO Box 4771  
Coventry  
CV4 0EH

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



## Appendix One

### Trefoil House Fees and Charges

The current fees for Trefoil House were reviewed in April 2012 and will remain fixed at this price up to and including March 2013

High Needs	£650 - £670 per week
Dementia Care	£725 - £745 per week
Nursing care	£790 - £810 per week

Please make cheques payable to Quantum Care Ltd.