

# Tye Green Lodge



## Statement of Purpose

Tye Green Lodge  
Tye Green Village, Harlow  
Essex CM18 6QY  
Tel: 01279 770500  
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E mail: [tye@quantumcare.co.uk](mailto:tye@quantumcare.co.uk)

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

- To provide a home from home environment for those in need of 24 hour residential care
- To provide a safe and secure setting with staffing to meet the assessed needs of the service users
- Encourage service users to take up the opportunity to participate in a range of stimulating and interesting opportunities
- Develop a comprehensive care plan based upon the individual's needs
- Ensure that we provide flexible support, identified through initial and regular assessments
- To meet ageing and challenging needs
- Ensure that family and friends feel welcome and are encouraged to maintain and continue support for their family member
- Develop positive and professional relationships with other agencies

# 1. Facilities and Services

Tye Green Lodge is a purpose built home and can accommodate 61 service users, both male and female. The home is divided into four units; three accommodating 15 people, and one unit accommodating 16 people.

## **Bedrooms**

The accommodation includes all single bedrooms, 14.65 sq m in size with en-suite shower facilities. Should a couple wish to share a room this can be facilitated; we would provide two rooms, one as a bedroom and the other as a lounge to provide increased privacy. All bedrooms are within legal requirements of the National Minimum Standards under the Care Standards Act 2000.

## **Laundry**

There is a central laundry facility where all laundry is attended to by staff.

## **Communal Areas**

These areas are for service users to relax and interact with each other. Guests are very welcome but we ask that they consider the needs of other individuals who also live in the home.

## **Catering**

Each unit has a small kitchen where service users or staff may make drinks, snacks, breakfast and supper. These kitchens are equipped with a kettle, toaster, microwave and dishwasher. Drinks and snacks are freely available throughout the day. Main meals are provided from a central kitchen where trained staff ensure a varied menu which is nutritionally balanced and adapted to suit service users' preferences, and caters for special, medical, religious and cultural dietary needs.

## **Smoking Policy**

Tye Green Lodge does not permit smoking within the home or bedrooms. All communal areas are designated as 'No Smoking' areas. If service users, guests or staff wish to smoke, they must do so outside the home in the designated smoking areas

## **Health Support**

If service users are able, after assessment they will be supported to self medicate. To ensure that correct health services are provided, individuals are registered with a local GP, Dentist and Optician. Local residents may keep their own health care support if this is possible.

We will arrange for General Practitioners, Opticians, a private Chiropodist, District Nurses, Social Workers, Community Nurses and Dentists to visit individuals in the home as required.

Staff will accompany individuals to health appointments if there is no family member able to undertake this.

## **Hairdressing**

A hairdressing salon is provided at the home. It is staffed by four hairdressers, giving service users a choice of hairdressers. Service users may also retain their current hairdresser if they prefer, who is very welcome to visit the home.

## **Inventory**

We undertake an inventory of all personal possessions that service users bring into the home.

## **Telephone**

A cordless telephone is provided for service users' use, but with a small charge we can provide the facility to have a personal telephone in individual bedrooms.

## **Library**

There is a library near to the home. Staff will help individuals to access this as they wish, or staff will collect/return items from the library on their behalf. We do have a small stock of books, videos etc for individuals to use.

## **Mobile Shop/Shopping**

We have a small mobile shop from which service users can purchase items such as drinks, sweets, toiletries etc. Staff will also arrange to accompany individuals to the shops or purchase items if there is no family member able to undertake this.

## **Grounds**

Tye Green Lodge has many attractive gardens around the home with good paths that are flat and easy to access for anyone with mobility issues. There are raised flower beds, where we encourage service users to plant and weed in their own unit's flower bed. There are gazebos and summer houses that we encourage service users to use and relax in. The bird feeders around the home provide a chance to watch squirrels and birds that visit the garden.

## **Pets**

We have fish tanks in communal areas, and a budgerigar that all service users enjoy.

We will discuss any requests service users may have to bring pets into the home, but we would need to ensure that the individual is able to effectively care for their pet.

## **Finance**

The individual or their family are responsible for ensuring that they have sufficient money available to purchase services or items that they require. We can hold money in safe custody so that individuals can access their money if they so wish. This is receipted, recorded and audited.

See our 'Residents Guide' for more information on our services.

## 2. Name and Address of Registered Manager

**Melanie Kemsley  
Tye Green Lodge  
Harlow  
Essex  
CM18 6QY**

Melanie was appointed as Registered Manager in October 2006. Prior to this, Melanie developed her care and management experience working with adults with learning disabilities. Melanie has completed her NVQ Level 4 in Care Management, NVQ Assessors Award, DCM8, and the Registered Managers Award.

## 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

Tye Green Lodge has a staff team of 51 Care Workers, 9 Day / Night Care Team Managers, a Deputy and a Registered Manager.

The range of experience within the Care Worker team is varied, ranging from new staff to those with over 20 years experience within a variety of care and support settings. The staff team is diverse and from a variety of backgrounds and cultures. Within the team, 19 of the staff have completed NVQ Levels 2 and 3, and 20 are actively working towards this qualification.

Quantum Care has an active qualification programme for staff. This includes ensuring all staff are skilled in required core skills such as Manual Handling, Food Hygiene, First Aid, Administration and Storage of Medication and Fire Safety. There are also development opportunities for staff covering the specific needs of individual residents, such as managing epilepsy and diabetes. A full list of present workers can be given on request.

All staff are CRB and POVA checked before they are able to commence employment. Two written references are taken up (one is always from the last employer)

## 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.

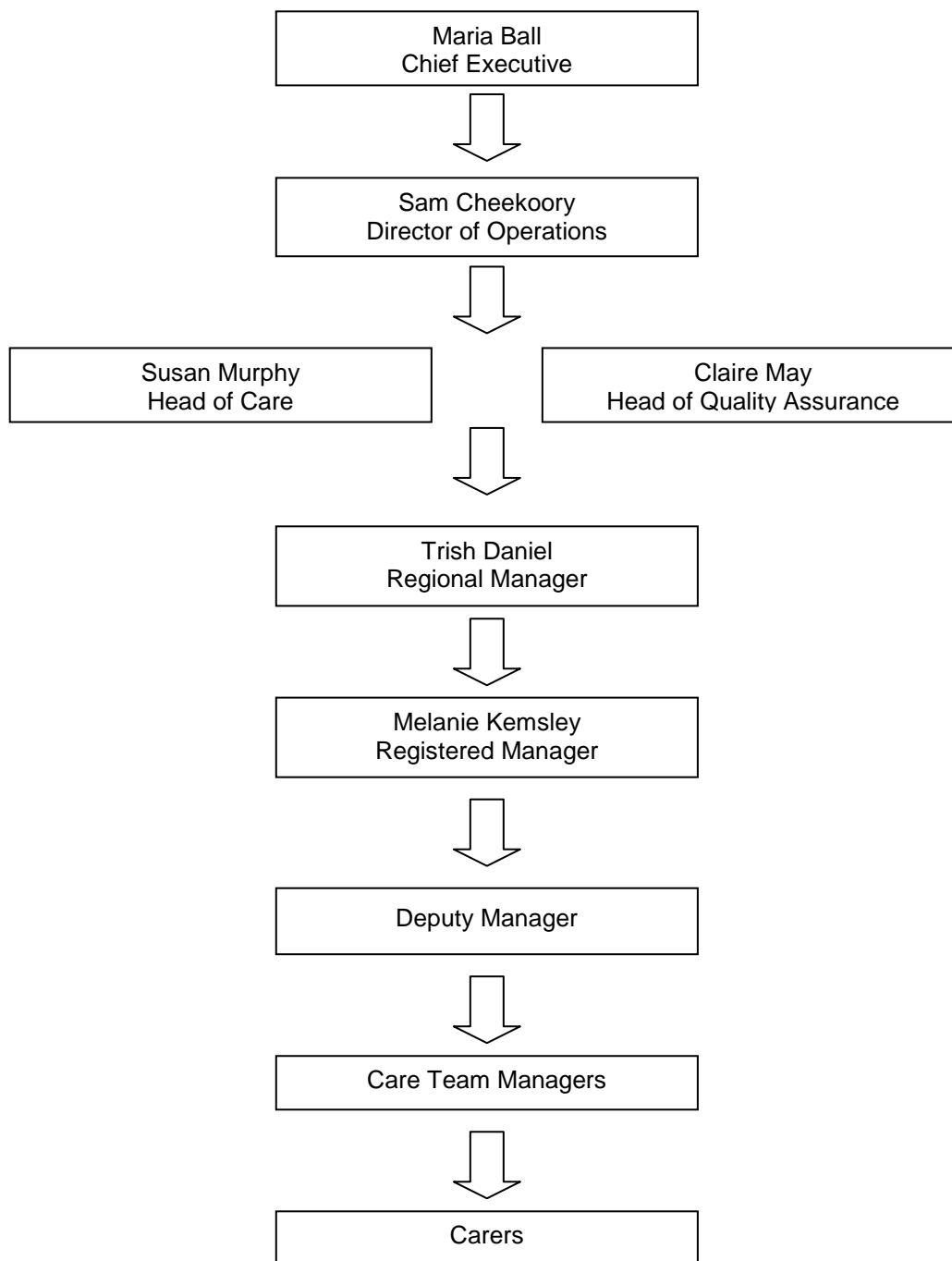
Staff can then attend a two and half day intermediate training session. This training goes into some detail about the different types of dementia and how they affect the individual. This involves the completion of a general project on dementia, and an additional project, concentrating on an individual 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](http://www.quantumcare.co.uk).

## 6. Organisational Structure



## 7. Age Range and Gender of Service Users

Tye Green Lodge is registered for 61 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 Needs 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

Tye Green 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](http://www.quantumcare.co.uk)

## 10. Nursing Care

Nursing Care is not provided at Tye Green Lodge. If 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 Tye Green 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, which is available from the Home Manager and on our website [www.quantumcare.co.uk](http://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 cannot offer admission to:

- People who require long-term nursing care that the community nursing service cannot deliver at Tye Green 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 Tye Green 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](http://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 Tye Green 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

We have an Activities Co-ordinator who produces a very comprehensive activities programme. This is discussed with individuals, staff and managers in order to develop activities that provide entertainment both within and outside of the home, exercise, occupation and enjoyment for service users.

Hobbies and interests are discussed with the service users at the time of admission, and we aim to support individuals to access these. This is in the form of daily activities for both individual and group participation.

A full list of activities is available around the home and on request.

## 13. Consultation

The staff team ensure 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 to the running of the home.

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

We hold an annual 'Home Forum' in Tye Green 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 visits the Home annually to inspect the premises.

All main doors and bedroom doors are fire doors and will withstand 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

Service users are supported to maintain their religious and cultural needs. Families, religious and cultural organisations are welcome to support individuals to attend functions and services.

Present arrangements include Church of England services fortnightly.

Other denominations are welcome to visit if requested by service users.

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 Tye Green 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 will most enjoy.

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 though about allowing people that are moving around the home freely to leave the building unescorted. This could put people at risk.

# 17. Complaints 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](mailto:S_Stevens@quantumcare.co.uk)  
Telephone No: 01707 393293  
Direct Line: 01707 368208  
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**

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, Age UK provide a free and independent advocacy service. They can be contacted on their information line 0845 6013446 (local rate). 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 the Director of Operations at our Head Office. The 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](mailto:S_Stevens@quantumcare.co.uk)  
Telephone No: 01707 393293  
Direct Line: 01707 368208  
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 a 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 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 The Essex County Council Complaint Team for Adults. This should be addressed to:-

The Complaints Officer  
Adult Health and Community Wellbeing  
PO Box 297, County Hall, Chelmsford, Essex. CM1 1YS  
Telephone No: 01245 434109  
Fax No: 01245 434731

A complaint form is available online via the Essex County Council website:  
[www.essex.gov.uk](http://www.essex.gov.uk)  
Or email: [complaintsofficer.socialcare@essex.gov.uk](mailto:complaintsofficer.socialcare@essex.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)  
Post:  
PO Box 4771, Coventry, CV4 0EH  
Fax: 024 7682 0001  
Internet: [www.lgo.org.uk](http://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

61 Bedrooms	17.5 sq m
4 Kitchens	6 sq m
4 Dining rooms	30 sq m
4 Lounges	27 sq m
1 Sun Lounge	6 sq m

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

Tye Green Lodge has pleasant gardens with shrubs and garden furniture. We also have patios that are wheelchair friendly for Residents and families to use.

## 20. Specific Therapeutic Techniques

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

We have a qualified Aromatherapist who offers pedicures, manicures, aromatherapy and massage for a set fee. Prices are available on request.

## 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 each resident's 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 users' 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.