

Willow Court



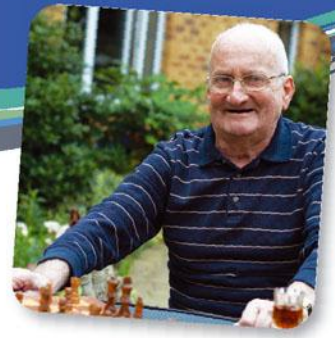
Residents' Guide

Willow Court
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Harpenden AL5 5SD
Tel: 01582 466244
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E mail: willow@quantumcare.co.uk

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 when you come and stay with us.

If this is your first stay at Willow Court, you will probably have lots of questions to ask. 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 and what to expect from your stay here.

2. Your Room

Willow Court bedrooms have en suite basin and toilet facilities. They are furnished with a bed, chair, curtains, carpet, wardrobe and a chest of drawers. There is a TV and 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. 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 inform you about 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 for repairs.

All repair people will carry identification. 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, a daily paper service etc. You will need money to cover such purchases as it is 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 the home's safe and we will pay for your purchases on your behalf; 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 the home 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. Fees for all our services can be found in Appendix 1. Please also see our website www.quantumcare.co.uk and look in the "Family section" for more detail about looking after your valuables in a care home.

4. The Care at Willow Court

Before you arrive at Willow Court we will need to understand your care needs. A care plan can be printed from our website 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 Willow Court or can be downloaded from the 'Family Pages' of our website at www.quantumcare.co.uk

There are four full time Care Team Managers that are responsible for the day to day running and management of the home. 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 Willow Court offers the agreed care.

There are staff available 24 hours a day.

The day shift operates between 7.30am – 9.30pm.

The night shift is between 9.30pm – 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). We try to review in partnership with Health and Community Services and any other professional services if you are happy to do that. This means we can have one meeting and decide the best way to offer support. We discuss your needs, review how well we have done so far and decide on 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

If when you move to Willow Court 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 Willow Court can help you with this.

Our homes only provide residential care, and we therefore do not employ nurses. 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 Willow Court 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 Willow Court. You will be given a lockable area in your room for storage. The Willow Court 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, 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 bring medication with no proper labels we will not be able to give it to you.

If you manage your medication by yourself, then please bring it as you like it.

Our administration times are:

- 9am
- 1.30pm
- 6pm
- 9.15pm

If you need to take your medication at different times we will ensure this is given to you.

8. Post arrangements

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

If you want to send a letter you can buy stamps from the Administrator. We can also post letters for you if you wish.



9. Meal Times and Food Arrangements

We offer a choice of home cooked food at every mealtime. We also cater for special dietary requirements.

The times of meals at Willow Court are as follows:-

Breakfast 8am – until finished

Main meal 1pm

Tea 5 – 5.30pm

Supper will be offered as requested but usually around 7.30pm

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 even 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.

10. Hospital Escorts

We will try our hardest to arrange an escort if you need to attend hospital, but we cannot always guarantee that a staff member will be available to go with you. We will however, endeavour to contact your next of kin so that they may meet you there. We always send full details with any resident that has to visit a hospital, and we will telephone the hospital to ensure they have all the information they need.

Please see our website www.quantumcare.co.uk and go to the “Family section” for further details about Hospital escorts.



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 that 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 the home not to allow residents to leave that 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 Willow Court.

13. Newspapers and Periodicals

If you want a daily paper delivered to you the staff at Willow Court can order it from the local newsagent if you wish. Our local Newsagent is:-

Martins
46 High Street
Harpenden
AL5 2SX

Tel: 01582 713242

One or two working days notice is required by the Newsagent to get the arrangement in place. Just let a member of Willow Court staff know before you arrive. Willow Court collect the money for 'Martins' and bills are raised monthly. You can pay by cash or cheque. Please make cheques payable to 'Martins'.



14. Leisure at Willow Court

At Willow Court we have a packed leisure timetable. We employ three activity workers who work 8am - 3pm, Monday to Friday.

See our notice board for a range of interesting things to do.

Books and Libraries:

Our local Library is:-

Harpenden Library
Vaughan Road
Harpenden
Hertfordshire
AL5 4EN

Telephone

01438 737333 (Enquiries: Mon-Fri 08.00-20.00, Sat 09.00-16.00)

01438 737373 (Renewals: 03.00 - 23.45 every day)

01438 737599 (Minicom: Mon-Fri 08.00-20.00, Sat 09.00-16.00)

Opening Hours

Monday: 09.00-19.00

Tuesday: 10.00-19.00

Wednesday: 09.00-19.00

Thursday: 09.00-19.00

Friday: 09.00-19.00

Saturday: 09.00-16.00

Sunday: Closed

Talking books and Braille text can be obtained from the library service or Willow Court can refer you through the sensory disability team for specialist leisure equipment.



15. Religious Worship

We have monthly Church of England and Catholic services at Willow Court. Holy Communion is offered. If you would like to continue attending your local church then it may be possible for one of your congregation to collect you.

The church local to Willow Court is:-

Crabtree Church C of E
Contact: Mike Read
Crabtree Lane
Harpenden

Phone: 01582 769724
Email: read74@btinternet.com
Website: www.crabtreechurch.org.uk

Details of other denomination churches can be provided if required. Any religious requirements will be accommodated for wherever possible including dietary requirements.

16. Smoking

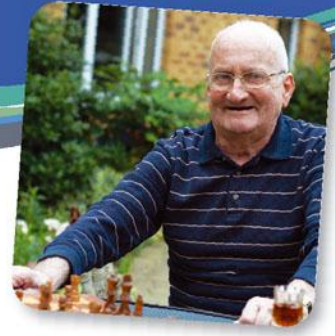
Guests can smoke, but to comply with recent legislation we ask that you smoke only in the designated areas. Your visitors are not able to smoke in the building. If you are a smoker for safety we ask that you bring only natural fibre clothing, as these have more fire retardant properties than man made 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 the home can enable this service and a charge of £15 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 push on button used to hold the nametape in place. These are an effective, cheap anchor and very quick and easy to use. See our website 'Family' section for details of how to order Tag-its. Order forms are also available in our homes. The following websites offer Tag-its:-

- <http://shop.wovina.com/p-21-taggit.aspx>
- <http://www.nametag-it.co.uk/types.php?cid=1>

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.

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

Our hairdressers are: -

Liz Davie and Elaine Heywood

(Full contact details can be obtained at Willow Court if customers require them)

Liz visits all day on a Monday and Tuesday and Elaine visits on a Friday. For a list of prices please see Appendix 2. Any costs are payable to the hairdresser.

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 calls in at Willow Court:

Mr Sai Bharti
Complete Community Care
Silverlea House
18a Shelley Lane
Harefield
Uxbridge
UB9 6HP
Tel: 01895 521461

This company provides an onsite service to help assess the level of visual impairment using the most up to date equipment.

Appointments can be made via Willow Court 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. It is a really good idea to get this done as glasses can easily be lost.

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 Willow Court.

Dr Dan Shaffer
Tel: 01582 713400

(Dan's full contact details are available at the home)

Please ask in the office as appointments are arranged by Willow Court. The cost of this service is payable directly to the dentist. The dentist can engrave dentures with your name for safety if you wish. This is an excellent idea as dentures are vital and easily lost.

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

22. Chiropody

Chiropody treatment may be available via your GP; 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 6 weeks and will come in between visits if required. Her details are:-

Mrs Hilary Gilbert
Ballslough Farm House
High Street
Kimpton
SG4 8RG
Tel: 01438 833967

Appointments can be arranged by Willow Court, the cost of this service is £14 per treatment. Any charges are payable directly to Mrs Gilbert.

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 the home. We test the fire alarms each week. A carer will explain what to do if there is a fire in the home. 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 and an alarm has not sounded people can press the break glass fire point, which activates the fire alarm manually, then 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. All problems are put right.

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

Resident meetings are held every 3 months by the unit managers. We like to know your views so that we can improve our service to you.

Willow Court 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 contract, 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 want.

Residents have the right to read and access their care plan and notes whenever they choose, excluding any information from a third party like a doctor. 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 on to 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 Health and Community Services who then co-ordinate the investigation and monitor outcomes. Quantum Care co-operate with Health and Community 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_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, 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?

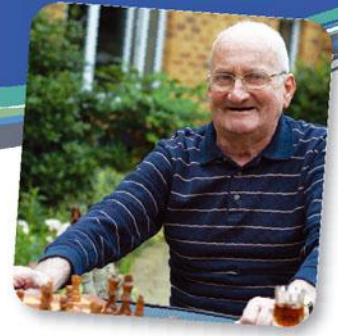
The service will acknowledge your complaint in writing or in a format accessible to you. The letter will confirm the name of the person investigating your complaint, which would normally be the Home Manager. A report on the outcome will be given both verbally and in writing. Complaints to the Home will 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_Cheekoory@quantumcare.co.uk
Telephone No: 01707 393293
Direct Line: 01707 368236
Fax No: 01707 368228

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 Health and Community Services. This should be addressed to:-

The Client Relations Manager
Health and Community Services
(SFAR209)
Farnham House
Six Hills Way
Stevenage
SG1 2FQ
Telephone: 0300 1234042

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 April 2012



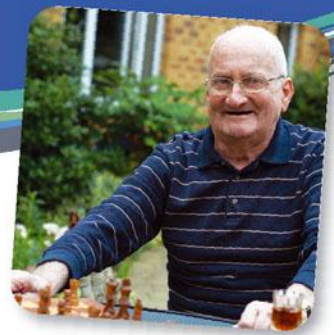
Appendix One

Willow Court Fees and Charges

The current fees for the home were reviewed in April 2012 and will remain fixed at this price up to and including march 2013.

High Needs	£705.00 per week
Extension	£770.00 per week
Dementia Care	£805.00 per week
Extension	£865.00 per week

Cheques to be made payable to Quantum Care Ltd



Appendix Two

Hairdressing Price List

Our hairdressers specialise in hairdressing for senior citizens and people living with dementia.

Ladies

Shampoo & set	£10.00
Cut, Shampoo & Set	£15.00
Blow Dry	£12.00
Perm (includes cut, set or blow dry)	£38.00

Gents

Cut and Wash	£8.00
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