

# Willow Court



## Statement of Purpose

**Willow Court**  
Aldwickbury Crescent  
Harpenden AL5 5SD  
Tel: 01582 466244  
Fax: 01582 466245

E mail: [willow@quantumcare.co.uk](mailto:willow@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

- ✚ Willow Court 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 for 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 living with dementia
- ✚ We provide activities, outings and social gatherings
- ✚ We will accept emergency admissions following a pre-admission assessment

# 1. Facilities and Services

Willow Court is purpose-built and can accommodate 61 service users in total. These can be both male and female. The home is divided into 3 units of 15, and one of 16. Two beds are designated for short stays; one for dementia care and the other for higher needs. Accommodation is made up of single bedrooms with en-suite toilet facilities. The bathrooms are fitted with assisted baths and handrails for ease of use, plus a pull cord alarm system. There is a large walk in shower room with shower chair and handrails on each unit.

The home provides a varied menu and can cater for special dietary needs, both medical and cultural. Drinks and snacks are freely available throughout the day.

All communal areas are designated as no smoking areas. If a service user wishes to smoke they must do so in their own room following a risk assessment. Any staff who smoke have to leave the building and smoke outside in the designated area.

On admission all service users are allocated a key worker. This worker will be responsible for ensuring the agreed care plan is kept up to date and reviewed regularly. They are responsible for co-ordinating the care and keeping the family and staff team informed of any changes.

For other health care facilities, service users are referred to a relevant specialist via the GP. Service users are registered with a local GP, Dentist and Optician as required. An Optician, private Chiropodist, District Nurse, Social Worker and Community Psychiatric Nurse all visit the home. A Dentist will visit by arrangement if someone is immobile. If service users are able, after assessment, they will be supported to self medicate.

A hairdresser visits the home on a Monday and Tuesday. This gives people the choice to either visit a local hairdresser, or have their hair done at the home.

Company menus which are nutritionally balanced are supplied to all Quantum Care homes. These menus can be changed by substituting the main ingredients to suit local preference. There is also the facility to cater for individual preferences and one off changes can be requested.

On admission, service users have an inventory of all the personal possessions they bring to the home.

A telephone is provided for service users' use. Special adaptations for those with hearing impairment would be added if required. See our Residents Guide for costs and further details of all our services.

The home is surrounded by a very pleasant garden with shrubs, plants, garden furniture and a patio that is wheelchair friendly.

## 2. Name and Address of Registered Manager

Jane Karago  
Willow Court  
Aldwickbury Crescent  
Harpenden  
AL5 5SD

## 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

Willow Court has a staff team consisting of 9 Managers, 2 Administrators, a Chef Manager and a Senior Housekeeper. We also have 4 Activity Co-ordinators, a housekeeping team, kitchen staff and care staff.

The range of experience within the team is varied and ranges from several months to over 30 years experience. The team is made up of individuals from a variety of backgrounds and cultures, and the qualifications within the staff team include NVQ 2, 3 and 4, as well as the NVQ Assessors Award. In addition to this, a percentage of our workers will also be Champions of Dementia Care. NVQ training covers all of the core requirements such as Fire Instruction, Moving and Handling, Food Hygiene, First Aid, and Safe Administration and Storage of Medication. Site-specific training is also available to our staff covering service users' specific needs such as Diabetes and Epilepsy. All staff are CRB and POVA checked before they are able to commence employment. Two written references are also taken up (one is always from the last employer)

## 5. Dementia 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.

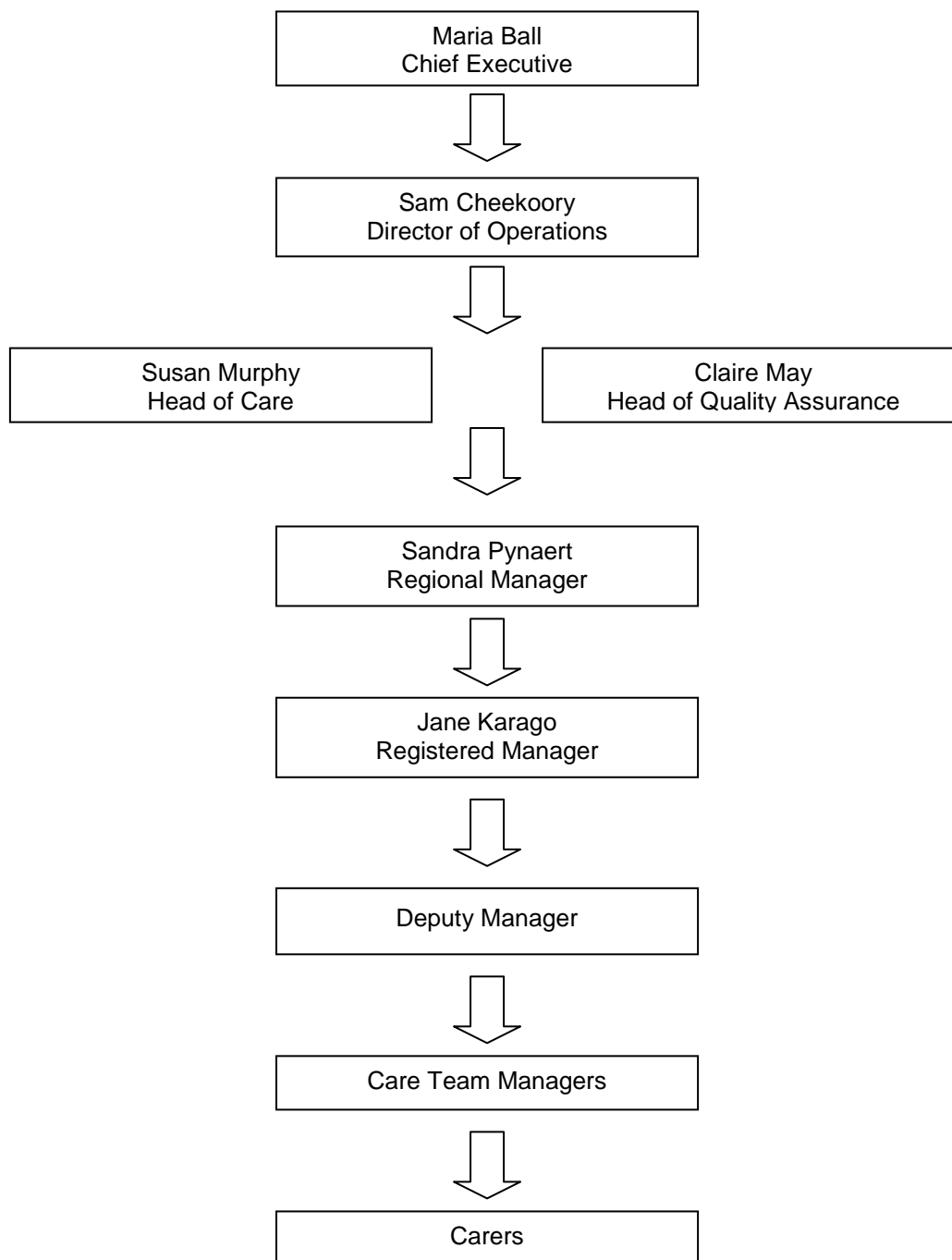
Staff can then attend a two and half day intermediate training session. This training goes into some detail about the different types of dementia and how they affect the individual. This involves the completion of a general project on dementia, and an additional project, concentrating on an individual 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

Willow Court 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

Willow Court 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 Willow Court. If a nurse is required by a resident the community nurse would visit, following a referral from the General Practitioner.

# 11. Criteria for Admission

For admission to Willow Court, 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](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 can not offer admission to:

- People who require long-term nursing care that the community nursing service cannot deliver at Willow Court.
- 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 Willow Court, 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 Willow Court 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

The Activity Co-ordinators provide a range of leisure activities and opportunities for group participation.

Each service user has a variety of activities available to them every week. Recent activities have included cheese and wine tasting, shopping trips, musical entertainment, garden parties and trips out to the seaside. Willow Court also has a yearly pass to Whipsnade Zoo, which is used at least once or twice a week so that all the service users have the opportunity to enjoy a visit.

## 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 on the running of the home.

Age UK visit monthly, offering an independent advocacy service to the home.

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

We hold an annual 'Home Forum' in Willow Court. 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 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 church services at the home. Additionally, each month a few residents go to the local church service. We also encourage service users to go to church every Sunday if that is what they were doing before moving to Willow Court.

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 Willow Court.

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 resident would 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 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](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 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: 0300 1234042

Complaint forms are available. A form can be posted to you or accessed via Hertfordshire County Council's website [www.hertsdirect.org](http://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](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 user's '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	15 – 17 sq m
4 Kitchens	20.65 sq m
4 Dining rooms	19 sq m
4 Lounges	28.9 sq m
1 Sun Lounge	32 sq m
Libraries \ Offices	16.6 sq m

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

Willow Court 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.

## 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.