

Mantles Court

CARE HOME - BIGGLESWADE



Key Information Guide

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This document is available in other formats on request. Please contact the Home Manager for details

Contents

Introduction	3
Services	3
Facilities	3
Your New Home	4
Care Tailored to You	5
Your Care Team.....	5
Your Leisure	6
Religion and Culture.....	6
Medical Care Arrangements	6
Medication	7
Personal Belongings and Money.....	7
Food Glorious Food.....	7
Visitors	8
Pets	8
Newspapers	8
Post Arrangements	8
Smoking.....	8
Laundry	8
Additional Health Care Services.....	9
Beauty and Grooming	9
Health, Safety and Fire Precautions.....	9
Confidentiality.....	9
Quality Assurance	9
Internal Quality Monitoring.....	10
Care Quality Commission.....	10
Compliments.....	10
Complaints Procedure.....	10

October 2021

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Introduction

Mantles Court is a modern 76 bed home situated at the heart of its local community. It benefits from the latest in design and equipment and is able to accommodate residents who may have a variety of different needs.

Conveniently located on London Road, Mantles Court is near to public transport routes and local facilities including shops, pubs and the centre of Biggleswade, with all that it has to offer.

Mantles Court is part of the Quantum Care family; a family that forms a not for profit Community Benefit Society. The first of our core values is that *“Our residents are at the heart of all we do”* and that is why we are committed to ensuring our residents and their families receive the best quality service and environment we can offer.

This guide is designed to give you key information about Mantles Court. For information on fees and our terms and conditions, please refer to the **Indicative Fees Guide** and the **Care Home Contract**, both of which are available on the website www.quantumcare.co.uk and in the home.

Services

At Mantles Court, we provide a range of care services including the following:

Residential Care

This type of care is designed for older people who might be finding it difficult to cope at home without assistance. Mantles Court provides accommodation with 24-hour personal care and support.

Dementia Care

This type of specialist care is delivered by highly trained staff for those who are living with dementia. We provide 24-hour personal care and assistance in a supportive environment.

Respite Care

In many cases, residential care may only be needed for a short time, for example to enable family or carers to have a break. This service is also available to those who may be recovering from an illness or operation. We provide 24-hour care in a safe, comfortable environment from just a week to as long as you need (depending on availability).

Palliative and End of Life Care

We provide 24-hour care and support for people who are living with a terminal illness, as well as those who are at the end of life.

Facilities

- Bloom Café
- Spa

- Hair and Beauty Salon
- Cinema
- Kitchen facilities available to families
- TV lounges
- Dining rooms
- Landscaped gardens
- Full Internet access/Wi-Fi
- 76 bedrooms within 5 separate households
- Fully furnished bedrooms and own furniture welcomed
- En-suite toilet and shower facilities in every bedroom
- Each bedroom has a television and a telephone point
- Nurse call monitoring system
- On-site laundry
- On-site catering
- Full lift access
- Visitors' on-site parking
- Secure access to building

Your New Home

Mantles Court offers residents a wide variety of facilities and features. The home is divided into 5 separate households across 3 floors. Each household has its own spacious kitchen/diner and lounge with additional quiet seating areas. The home is spacious and light, with all households having access to external spaces, either with direct garden access or to balcony areas.

Our main communal area features the Bloom Café which is styled, furnished and equipped to provide residents with a café environment in which to sit and chat with friends and family over tea, coffee and cakes. There is also a cinema, a fully equipped hair and beauty salon and a spa for you to enjoy a spot of pampering.

When you move into Mantles Court, we want you to feel completely at home. All of our bedrooms have en-suite facilities including toilet, sink and walk-in shower. They are fully furnished with a bed, bedside cabinet, chair, curtains, carpet, wardrobe, chest of drawers and flat screen television. They also have telephone and internet access points, helping residents to keep in touch with friends and family wherever they are.

What is most important however is making the room personal to you, so we encourage you to bring along the things that matter to you such as pictures, family photos, ornaments, small items of furniture etc. (please note that fire regulations apply).

All rooms are designed for single occupancy, but we may be able to cater for couples who may wish to have adjacent rooms. For anyone who prefers to enjoy a soak in the bath, there are also communal bathrooms. The home offers residents the opportunity to relax with others in the lounge areas, or to spend a quiet time enjoying one of our many indoor and outdoor spaces.

October 2021

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Care Tailored to You

Understanding your life history, your needs and the people and places close to your heart will help us to ensure that the care and support we provide is designed especially for you. Just like our staff teams, our residents come from a diverse range of backgrounds, with different likes and dislikes but what matters most, is that we respect your right to live as you choose.

Before you come into the home, a member of our care team will carry out a detailed assessment to ensure that we can provide the service that you require. When you move into the home, we will work closely with you and/or your loved ones to create an individual plan of care which is personalised to your exact needs and wishes. As you continue your stay with us, your care plan will be regularly reviewed and updated if things change.

Your Care Team

At Mantles Court, our whole team is passionate about ensuring residents receive the best care and support, and that they live happy and fulfilled lives. Each and every member of the team receives first class training and is provided with ongoing support to help them develop and thrive in their career.

Our team is led by the Registered Home Manager, Pearl Hope, with support from the Deputy Manager, Silviya Atanasova. Both Managers are fully qualified and have extensive experience within the care industry.

Pearl has over 30 years' experience in the provision of care to older people. She began her career in care whilst living in Germany where she qualified as a care practitioner. On moving to the UK, she has worked as a care assistant, care co-ordinator and in a number of senior management roles in the public and private care sectors. She also took the opportunity to gain a Master of Science degree in Gerontology (the scientific study of aging) from King's College, London. Pearl is passionate about providing high quality care for residents, that enables each person to pursue their chosen lifestyle.

The Deputy Manager, Silviya Atanasova, has obtained a diploma in nursing and has been working in the social care sector for the last 10 years. In addition to qualifying in a number of specialist courses, Silviya holds a Level 3 Diploma in Health and Social Care. She has worked in management and supervisory roles in care homes and is enthusiastic in putting her skills and previous experience to good use in Mantles Court.

The Registered Manager operates an open-door policy and is available to provide support to the care staff and also to discuss any issues or concerns with residents, visitors or family members.

At Mantles Court, we have 5 separate households, spread over 3 floors. Our dedicated care teams are proactive in the care that they give and are always available regardless of the time of day or night, 24 hours a day, 7 days a week.

We also have a specialist Housekeeping Team in each household who make sure that every room and communal area is cleaned every day.

The Chef Manager is in charge of our professional Catering Team who offer a diverse selection of home cooked meals and snacks.

We have monitoring and mobility equipment in place for residents who are assessed as being at risk of falls. We also have call bells in all rooms and communal areas.

At Mantles Court we have a diverse range of staff and wherever possible you will be able to choose whether you are assisted by a male or female Careworker.

Please note that the actual level of care that each resident will receive in our home will depend on their individual care needs.

Your Leisure

Keeping busy and active is important for both mental and physical well-being, which is why we have a broad range of activities on offer at Mantles Court and a dedicated Activity Team. When you move into the home we will take a detailed record of your life history, including your likes, dislikes, previous and current hobbies and interests. We will then create an activities programme which is suited to you.

Our Activities Team put on a wide range of events and activities, from arts and crafts, to exercise programmes, cooking clubs, games, quizzes, parties, film nights and days out, so there is something for everyone. We also provide gentle activities such as hand manicures or pampering sessions for those who prefer a quieter approach to life.

For those who enjoy the outdoors, the home is surrounded by beautiful landscaped gardens offering plenty of space. As you walk through the grounds you'll come across occasional seating areas and a number of patios that can be enjoyed throughout the year. If you're a gardener, we encourage you to get involved and will provide any support that you might need.

Religion and Culture

Religion, nationality and culture can have a major influence on many parts of life including how and when you worship, your preferred music, food, clothes and everyday routines. At Mantles Court, we welcome residents from all backgrounds, and we will do everything we can to support you to pursue your religious and cultural needs.

Medical Care Arrangements

Medical care at Mantles Court is provided by our local General Practitioners (GPs). If you are local to the area and wish to remain with your current GP, then they can continue to visit you at the home. Otherwise, we will arrange with you to be registered with one of our visiting GP practices.

Mantles Court does not provide nursing care and we therefore do not employ nurses. We do have access to District Nursing services if you need them however, and can arrange them on your behalf.

If you are coming to Mantles Court for a temporary stay and your present GP is willing to visit you while you are staying with us, then he or she will be most welcome. If your GP cannot visit we will help you find a temporary local GP for the duration of your stay.

When you have an external appointment, there is an expectation that you will be accompanied by a relative or friend. However, if this is not possible, we may be able to provide an extra member of staff to attend with you but this will incur an additional charge of £15 per hour, which will be discussed with your relatives prior to the appointment.

Medication

When you come to live at Mantles Court, we can manage your medication for you. When you move in, you will need to bring all your medication with you and we will then arrange for your prescriptions to be dispensed directly to the home and administered by one of our trained staff members. If you normally manage your own medication, you can continue to do so and you will be given a lockable area in your room for storage.

Personal Belongings and Money

All bedrooms have lockable cabinets which can be used to keep personal items secure. If you wish to make purchases at the home such as hairdressing, then you can either keep your money in your locked cabinet, or you can book it into the home's safe and we will pay for purchases on your behalf and keep receipts to show what has been spent. For all personal furniture, belongings and any valuable items, you will need to organise your own personal insurance policy.

Food Glorious Food

Food is not only vital to health and well-being, but can also be one of life's greatest pleasures. This is why we place a huge emphasis on good nutrition and the eating experience as a whole.

At Mantles Court, all of our meals are home-cooked by our experienced on-site Catering Team using fresh ingredients, sourced locally where possible. Our menus are prepared centrally to ensure they meet the highest nutritional standards. They are then personalised in each home to suit the tastes of residents. You just need to tell us what you like and dislike, and whether you have any dietary requirements, and our chef will ensure that there is a choice of nutritious and tasty meals on offer for you.

A variety of well balanced and nutritious menu choices are available every day. The chefs are experienced in meeting a range of health, ethnic and religious dietary needs. In addition to our regular mealtimes, there are a range of snacks and drinks available all day so there is always something whenever you fancy it.

Standards of food safety and hygiene within care homes are assessed by the Food Standards Agency, an independent Government department.

Visitors

Due to the Covid-19 pandemic we are operating an appointment only system for visitors, who should contact the home to arrange a suitable date and time for their visit. They will be taken through the visitor process which has been designed to keep everyone as safe as possible. We thank everyone for their support and understanding at this time.

Pets

For many of our residents, their pet is an important part of family life. If you have a pet, then please discuss this with the Home Manager who will determine whether your pet is suitable for the home and whether the home is able to accommodate it. Due to the nature of communal living, however, this may not always be possible.

Newspapers

If you like to keep up with the latest news, then we can organise a daily delivery of your chosen newspaper from our local newsagent. The cost of newspapers is payable weekly to the newsagent and we will forward payment on your behalf.

Post Arrangements

Post is received at the home via the main office. Your mail will then be separated and delivered to your room. If you wish, we can keep it safe in the office for your family/representative to collect on your behalf.

Smoking

Residents can smoke, but to comply with legislation we ask that you smoke only in the designated areas (this may be an outdoor area). Your visitors may only smoke in designated outdoor areas. All smokers must ensure they place their cigarettes in the appropriate bins and ensure they are extinguished.

Laundry

At Mantles Court we have an in-house laundry service for personal items of clothing. When you move to the home, we ask that all items of clothing are clearly labelled with your name. If it would be of help, the home is equipped with a thermal-heated labelling system and the Housekeeping Team can label up to 50 items of clothing and footwear for a small charge of £10.

Please note that our washing machines are industrial machines that wash at high temperatures. This means that thermal heated labels are the only type which will endure these temperatures. It also means that we are unable to wash clothing which either requires dry cleaning or is made of delicate fabrics such as silk or pure wool.

Additional Health Care Services

At Mantles Court we have regular visits from the following external professionals:

- Chiroprapist
- Dentist
- Optician

These professionals are independent and are not employed by Quantum Care. Prices are available on request. If you prefer to use your own contacts for these services, we can help you arrange this.

Please note: Some people may be entitled to free health services through the NHS.

Beauty and Grooming

We also have regular visits from the following:

- Hairdresser

These professionals are independent and are not employed by Quantum Care. Prices are available on request. If you prefer to use your own contacts for these services, we can help you arrange this.

Health, Safety and Fire Precautions

Everyone's safety is important to us. All Quantum Care buildings have regular health and safety visits to ensure our premises are safe for residents, staff and visitors. We also have regular fire drills to ensure that everybody knows what to do in the event of a fire.

When you move into the home, a member of the team will take you through all the health, safety and fire procedures that will keep you safe.

Confidentiality

The nature of our service means that much of the information you provide to us is personal and sensitive. We respect your right to privacy and dignity and we will handle your information in a way which preserves your rights, and is in accordance with the Data Protection Act and GDPR regulations.

For more information about how your personal information is stored and used, please speak to the Home Manager.

Quality Assurance

We want to ensure that we are consistently providing you with a quality and personal service that exactly matches your requirements and that's why we want you to tell us if there is something we could do better.

Internal Quality Monitoring

We have a Quantum Care Quality Team who regularly audit each home to ensure that standards are being met and delivered. The Regional Manager also attends the home monthly to monitor quality of service.

Care Quality Commission

All care homes are registered by the Care Quality Commission, the independent regulator of health and adult social care in England. The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety.

Compliments

If you feel that we are doing things well, then we would welcome your feedback. This gives us an opportunity to thank members of staff who are involved in delivering your service.

Complaints Procedure

If you wish to make a complaint about any aspect of the service at the home, you can follow the Complaints Procedure which will be given to you at the home, or can be downloaded at www.quantumcare.co.uk.

Quantum Care Ltd.

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