

# Welby Croft Residential Care Home

## **The home and staff**

Welby Croft is a Care Home catering for 21 residents over the age of 65yrs. Welby Croft is a family run home run under the supervision of the owner Mrs Pauline Andrew with the help of 30 staff, which is made up of senior carers, day and night care staff, domestic staff, cooks, creative therapist and a gardener, all working as a team for the benefit of all the residents.

Mrs Andrew has owned the home for the past thirteen years and extended the home nine years ago to incorporate more facilities, such as a library, a hairdressing salon and a resident's kitchen. There are two lounges one with a 42-inch plasma television, a conservatory and a dining room, also two bathrooms with bath hoists and two walk in shower rooms.

Welby Croft has nineteen single bedrooms, which eleven are en-suite and one shared bedroom en-suite, those that are not en-suite, are located near toilets and bathrooms.

## **The care we can give**

Welby Croft provides accommodation for men and women over the age of 65yrs, which includes the frail elderly, diabetics, elderly on special diets and those who need company and no longer wish to live alone.

Welby Croft will assist with all aspects of personal care while encouraging and promoting residents to maintain their independence.

## **Care we do not cater for**

Welby Croft regretfully does not except clients with double incontinence or clients with severe dementia, Alzheimer's disease or clients needing nursing care. Although we do not except nursing cases, any resident that has made Welby Croft their home and wishes to spend their last days being cared for by the staff they know, every endeavour will be carried out to comply with their wishes, with seeking approval from their own G.P. and assistance if required from the district nurses.

## **Making Welby Croft your home**

We initially take residents in for a four week trial period paid for in advance (this is none refundable) to see if they would like to stay permanently, after the trial period a meeting would take place and if all parties were content with the arrangements a contract would be drawn up for both parties to sign. This is a requirement of The Commissions for Social Care Inspection. After this time, one months notice in writing or payment in lieu would be required if a resident decided to leave the home.

It is our sincerest intention to provide a comfortable happy home suited to individuals special requirements. We undertake to consult the resident and/or their family together with any others acting in their interests in all matters to do with their well-being.

The decision to become a resident should not be taken lightly, for this reason, the first four weeks of the stay should be considered a trial period.

## **Equal Opportunity**

Welby Croft maintains an equal opportunity policy within care, to ensure that all people who are interested in or reside in Welby Croft will receive equal treatment regardless their sex, marital status, religion, disability (within the homes registration) sexual orientation, race, ethnic or national origin.

### **Confidentiality**

Welby Croft has a confidentiality policy and will ensure all personal details will remain confidential and only revealed on a “need to know basis” in compliance with the Data Protection Act 1998.

### **Smoking policy and fire policy**

Smoking is not allowed within the resident’s bedrooms, for resident’s safety, residents may only smoke in the lounge hall near the staff office.

There are smoke detectors in all the residents’ bedrooms and throughout the main areas of the home.

All staff are trained on fire procedures and all fire alarms are activated weekly at 12 midday.

### **Your room**

We encourage residents to personalise their own rooms with pictures and photographs and any small items of furniture as long as this does not clutter the room and create a safety risk to themselves or staff. All rooms have washbasin, colour television, personal safe, nurse call bells above the bed and smoke detectors. All staff will knock on bedroom doors prior to entering.

### **Entertainment**

Welby Croft holds regular afternoon musical entertainment by professional musicians and other things, such as fashion shows and entertainment from production companies.

We also have our own creative therapist twice weekly; the sessions are varied between crafts, quiz’s games and chair-based exercises. We also have outings in the summer months.

There is no charge for all the above.

### **The library**

We have a vast amount of books in our library for your perusal, many with large print.

### **Telephone**

A pay phone is located in the wing for out going calls and we have a portable phone for incoming calls, to enable you to take them in private. Some residents have had their own phone installed at their own expense.

### **Meal times**

Breakfast is served in your room on a tray between 8am and 8.30am.

Morning coffee /tea and biscuits at 10am.

Lunch is served in the dining room at 12 noon.

Afternoon drinks and biscuits are served at 2pm.

Tea is served at 4.45pm in the dining room or wherever you are sitting depending on the menu.

Supper is served at 7.30pm in your room or wherever you might be.

Drinks are freely available throughout the day or night, all you need to do is ask, tea coffee and biscuits are always available for residents and visitors, to help themselves in the residents kitchen located down the wing.

### **Visiting**

Visitors are welcome anytime, except for meal times. If your visitors have to travel a long distance, we can arrange for refreshments for them with prior notice.

### **Hair and Beauty**

We at Welby Croft believe all residents should try to look their best, with this in mind every Monday we have a manicurist and this is a free service to all are residents. Staff will assist with make-up if required. We have a visiting qualified hairdresser every Thursday to our hairdressing salon, this is an optional extra, but will see to all of your hairdressing needs at a reasonable rate.

### **Doctors and Medication**

If you are local to the area you will be able to keep your own G.P. if not, for the first initial four week trial period, you would be temporarily be covered by the local surgery, after that time you would have to register with one of the local surgeries of your choice.

All your medication will be ordered for you on a monthly basis and it would be your choice if you require to administer your own medication or for the senior staff to do this for you, at the prescribed times, either case you would be required to sign a form on your preferred choice.

### **Laundry**

All laundry is washed and ironed overnight, nightwear and underwear will be put in your own named box and other items will be put on hangers and returned to your room the following morning. We will take no responsibility for dry cleaning, and take no responsibility for such items going in the washing machine by mistake. We also take no responsibility for any lost laundry that hasn't been named.

### **Teeth, Eyes, hearing and Foot Care**

Teeth If your relative or friend cannot take you, Mrs Andrew would take you to the local dentist, dental costs will depend on your financial circumstances.

Eyes are tested twice a year at Welby Croft by Optical Services. Costs will depend on your financial circumstances.

Hearing appointments will be made when necessary at the local clinic. We also have a loop system fitted in the lounge to assist the residents with impaired hearing.

Foot Care the local foot care and chiropodist from the clinic visits the home every two months, there is no charge for this service.

### **Insurance and valuables**

Welby Croft has an insurance policy to cover each resident's personal property, for the sum of £100, so any money or valuables in excess of this, is the residents own responsibility.

### **The Aims, Objectives and Philosophy of Welby Croft**

We aim to ensure that our residents live a full life as possible and improve the quality of life by;

1. Providing personal care on an individual basis, following assessment of need and consultation with the resident and ongoing review of progress.
2. Providing a homely environment where elderly people who need assistance with personal care are valued and treated with dignity.
3. Respecting privacy and confidentiality in daily living and personal affairs.
4. Encouraging residents to achieve their maximum independence in all aspects of daily living and personal affairs.
5. Fostering links with the community and facilitating residents to continue to enjoy their rights as citizens.
6. Enabling residents to make choices and decisions about their own lives, to think and act independently and as individuals.
7. Ensuring staff has the appropriate knowledge, skills and attitudes towards residents in order to provide for their individual needs.

### **Complaints**

We hope there will be no cause for complaints, but if there is, first take your complaint to the senior carer on duty, if she is unable to deal with your complaint she will pass the complaint to Mrs Andrew the Owner/Manager, who will do her up most to see the complaint is dealt with in a satisfactory manner. All complaints will be dealt with within 28 days from the complaint. If this complaint is not dealt with to your satisfaction, you are entitled to direct your grievances to The Commissions for Social Care Inspection, Cardinal Square, Derby. Telephone 01332 851800