



Dear Visitor

Thank you for your interest in Amberleigh House Care Home. We have put together this information to assist you in your choice of care home.



Included you will find:

- Service User guide including Philosophy of Care and Aims and Objectives
- Statement of Purpose
- Information on making a complaint
- Example residency agreement

Admissions to the home are handled by a central resident finance team who can be contacted on Tel. 0151 422 5357

Mrs LIZ MUMFORD

Service Manager, Amberleigh House, Within the Grounds of Fazakerley Hospital, off Longmoor Lane, Liverpool L9 7AL
TEL. NO. 0151 525 8047; e-mail amberleighhouse@c-i-c.co.uk



STATEMENT OF PURPOSE

PHILOSOPHY OF CARE

Amberleigh House provides nursing and residential care to service users who, by virtue of their condition are unable to live at home. We respect that from the day of entering Amberleigh House this becomes the service user's home and we will do our utmost to provide high quality personal and nursing care in a homely environment.

AIMS AND OBJECTIVES

At Amberleigh House we will strive to ensure that:

The environment is safe, reassuring and warm, suitable for the service user's requirements and that any necessary routines are person centred and led by the needs of the service user.

Care is provided by appropriate qualified staff in numbers sufficient to meet service user's needs.

We only recruit the highest calibre of staff and continually invest in their training and development.

Our staff feel valued and enjoy a high level of job satisfaction.

We encourage service users, relatives and staff to contribute to the running of the home.

The home is managed in an open and transparent way with effective communication between all relevant parties.

The service we provide continues to develop and meet the changing needs of the individual and the community..



Mission (What we believe in)

Putting Individuals First: by providing quality services to suit the individuals needs in the area of:

- Frailty of old age
- Dementia elderly
- Learning Disabilities
- Mental Health
- Young Homelessness
- Substance Misuse

Based on the following values:

- Respect individual choice, together with rights and independence
- Empowering individuals to meet their needs and goals through a person centred approach
- Treating all colleagues with fairness, listening to them and enabling them to maximise their contribution
- Behaving in a fair, open and ethical manner
- Managing the charities resources with due diligence
- Working with partners to deliver the best possible outcomes for the individuals we support



Facilities and Services

Amberleigh House is purpose built to accommodate the needs of older people with dementia. Design features include single level accommodation with external access, key coded door pads, grab rails and adaptations in all communal areas, bathrooms and toilets. In addition rooms have a nurse call system, a supply of wheelchairs, hoists, adapted bathing equipment and low level seating.



All of our bedrooms have an en-suite facility. Towels and bedding are provided and furniture includes bed, chair, wardrobe, chest of drawers and bed side cabinet. We provide hospital type beds, if required, hoists, pressure relieving mattresses and small items of medical equipment if required.

We encourage people to bring their own belongings to help personalise their bedrooms and thus creating a familiar welcoming environment and help to retain a sense of identity.

There is clear signage around the home, including pictorial signage on the toilets and bathrooms.

All catering and laundry is carried out on site.



Management

Amberleigh House is owned and operated by Community Integrated Care, the registered provider. Our Support Services are based at:

Community integrated care, 2, Old Market Court, Miners Way, Widnes WA8 7SP Tel No. 0151 420 3637.



CIC is a registered charity and a 'not for profit' private registered company, limited by guarantee. The Company commissioned Amberleigh House in and alongside it runs a further 26 homes for older people in the Northeast, Scotland and Northwest.

CIC also operates a large number of smaller group homes in the support people service. The service provision is aimed mainly at providing support to people with learning difficulties and mental health needs throughout the UK.

Staffing

Amberleigh House has approximately 50 staff, with dedicated housekeeping, laundry, admin and nursing/care staff. Our recruitment and induction procedures are in accordance with CQC regulations and all staff receives on-going development and supervision.

Amberleigh House is a specialist dementia care centre, where our Registered Nurses, Team Leaders and Carers are committed to the ongoing development of best dementia care practices, by staff undertaking specialist dementia training, sharing ideas and experiences with each other, enabling them to give the highest quality care.

The majority of our support workers have an NVQ qualification and others are working towards this.

Our staff will work in partnership with friends and families to find out as much as they can about the person, so they can understand their needs and are aware of what they like and dislike and habits or circumstances which may trigger unusual behaviours.

The service manager is responsible for day to day running of the home, setting clinical standards and monitoring standards within the home.

Service Users

Amberleigh House provides nursing and residential care for people whose primary diagnosis is dementia; they may also suffer with associated illnesses.



Care Provided

Amberleigh House has 19 beds registered as nursing beds and 19 registered for residential care. We aim to meet all personal care needs such as assistance with washing, dressing, using the toilet, eating and drinking and night-time assistance. The nursing care we provide includes assistance with medication and monitoring of it's effects/side effects, wound care and dressings. The district nurse will attend to wound care and dressings on our residential wing.



Care Plan Reviews

We will actively encourage relatives/friends to participate in the annual review of a service users care plan. In addition relatives/friends or service users are encouraged to approach the named nurse at any time to encourage this. Relatives support meetings are held every eight to twelve weeks. The PCT and Social Services also carry out reviews and you will normally be given advanced notice of this and invited to attend. These generally happen annually.



Social Care and Activities

Amberleigh House has a full time activities co-ordinator who plans individual and group activities, day trips, social events and entertainment.

Entertainers visit the home on a regular basis. We also have days out to local places of interest.

Relatives are welcome to participate in any of the events and activities taking place. We have a large dining room/conservatory for holding events, parties etc.



Service Users Consultation

We carry out service user satisfaction surveys with service users where they are able or their relatives. Support group meetings are also planned which offer opportunity for service users and relatives to contribute, these are held every eight to twelve weeks. In addition we welcome relatives who wish to sit in on interviews for prospective staff members.

Fire and Emergency Procedures

Amberleigh House has a fire trainer on the staff who ensures that staff are updated at the required intervals in fire safety, in line with legal requirements. There is a full fire detection system in operation and the fire service visit to inspect the premises. In addition, all new members of staff attend fire safety and emergency evacuation training at CIC's training and development department during their induction period.

There is an emergency response file which details the actions in the event of emergency, for example, missing service user, power failure or medical emergency.

A property service department supports the home and contracts for repairs and maintenance are in place, both planned and out of hours. An on-call manager is available 24 hours a day to offer advice in the event that the service manager is unavailable.







Spiritual Care

A member of the clergy from the local Catholic Church visits regularly and a Church of England Minister holds regular services, visits from other denominations can also be arranged.

We will endeavour to assist service users to visit local places of worship where staffing numbers permit and relatives are free to accompany service users if they wish.

Visiting/Keeping in Touch

We always welcome visitors to the home and encourage open visiting, visitors can use communal areas, quieter areas or service user's room providing the service user doesn't object. In addition the grounds are pleasant and wheelchair accessible.

You are also welcome too share a meal with the person, some notice may be required, and (there may be a small charge).

Where service users are able they are free to use the home's phones to make and receive calls, in private if required.

Bedrooms

Are bedrooms are all single and all have an en-suite facilities in them. We encourage people to bring their own belongings to help personalise their room and thus creating a familiar welcoming environment, helping to retain a sense of identity.

Therapeutic Techniques

Amberleigh House does not offer therapeutic techniques such as aromatherapy or massage, although should service users or their relatives wish to arrange this please speak to the manager. Amberleigh House has a quiet area in the Garden

room this can be used for relaxation and we do have sensory aids available to promote calmness and a sense of well being.



Medication

All medications are ordered and administered by a fully qualified trained nurse or Team Leader. If a resident is going out for the day or overnight please speak with the nurse in charge regarding arrangements for medication. The type of resident Amberleigh House provides care for are not normally able to self medicate, however, a policy for this arrangement is in place

Fees

Please request current fees from service manager. Fees will vary depending on the individual circumstances and the Residents Finance Team will be able to advise on this, fees usually increase each year.

The Fees Include:

- Use of bedroom and communal facilities
- Personal care and all other costs associated with the property
- Insurance as detailed in later section
- Meals and drinks (excluding alcoholic drinks)
- Laundering of clothing and bedding
- Bedding, curtains and furniture specified later
- Licence Fee for communal areas

Not Included in the Fees

- Hairdressing
- Chiropody (if a private chiropodist other than NHS service offered is used)
- Toiletries
- Personal clothing and footwear
- Dry-cleaning
- Cigarettes
- Television in bedrooms
- Licence fee for televisions in bedrooms



Insurance Cover

Service Users personal effects are covered to the value of £3000 per service user and up to £1000 per single item. Any item worth more than £1000 would need to be insured separately by the service user/relative as would items exceeding the £3000 total.

Privacy and Dignity

All staff are made aware of the importance of maintaining service user privacy and dignity as part of their training

- Bedrooms all have curtains and blinds provided. Bathrooms have locked doors and we have a knock before you enter policy.
- Personal information relating to service users will not be shared with anyone not directly concerned with the persons care. Where requests for information from statutory bodies are made, we will ask for permission of the service user or their next of kin.
- Service users are addressed by their preferred name/term
- Each office has a lockable filing cabinet and staff are not permitted to remove records from the home.
- Archived records will be stored securely and retained for the length of time specified by Care Quality Commission/relevant legislation



Comments and Complaints

We strive to provide the highest possible standards of care; however, we recognise that we may not always meet your expectations. If for any reason you wish to make a comment, suggestion or complaint about the service we provide-in the first instance speak with the Nurse in Charge who will endeavour to put things right, alternatively, speak to the Assistant Service Manager.

If the matter is not satisfactorily resolved, address your concerns in writing to the service manager.



OR

Contact a member of operations staff at Central Office on
0151 420 3637

Alternatively you may wish to refer your concerns to:

Care Quality Commission
3rd Floor
Unit 1 Tustin Court
Port Way
Preston
PR2 2YQ

Tel No 01772 730 100

A full version of the complaint procedure is available from
the Service Manager.

