



## *Four Ways*

A RESIDENTIAL CARE HOME FOR OLDER PEOPLE

*Maintaining the dignity and independence of those we care for is paramount and we are passionate about the quality of services we provide.*



MASON AVENUE  
LILLINGTON, LEAMINGTON SPA  
CV32 7PE

☎ 01926 421309

@ [manager@wcsfourways.f9.co.uk](mailto:manager@wcsfourways.f9.co.uk)

[www.wcs-care.co.uk](http://www.wcs-care.co.uk)

*For further information and to access the latest Inspection Report - please view the copy in reception or visit [www.cqc.org.uk](http://www.cqc.org.uk)*



★★ 2 Star Rating - Good

as of September 2010



# Four Ways

Four Ways provides both long term residential and respite care for 44 frail, older people, people living with a dementia and also day care for up to 8 older people.

The home is situated in Lillington, which is just outside Royal Leamington Spa. A regular bus service stops nearby. Local amenities include shops, public houses, restaurants, hairdressers, nail bar, chemist, library, and clubs.

Accommodation is on three floors/ households which are all accessible via a lift. Each has a lounge and a dining area with an integral kitchenette where snacks and drinks can be made by the people who live in the home, their visitors and by staff.

The households are home to a varying number of people. The Ground is home for 12 people, the Middle and Top are home for 16 people each.

All households can accommodate people who require additional support as they are living with a dementia.

The gardens have been landscaped with raised beds planted with fruit and vegetables. There are accessible seating areas with pleasant views. The gardens are home to a variety of small pets and birds who are looked after and enjoyed by the residents and staff in the home. There is also a greenhouse, garden shed and workshop.



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[www.wcs-care.co.uk](http://www.wcs-care.co.uk)

## The Manager

PEARL MACKEY  
HOME MANAGER



The person officially registered as carrying on the business of the home is Pearl Mackey who has the relevant qualifications and experience of 22 years working with older people in residential care (*5 years as Registered Manager at Four Ways*). Pearl has a N.V.Q level 4 Registered Managers Award.

Pearl began her career at a home in Leamington Spa, where she worked as a Care Assistant before progressing into a Registered Manager role in a privately owned Home in Leamington for 3 years. In 2002 Pearl joined WCS Care Group where she worked with residents with dementia and was appointed as Registered Manager of Four Ways in March 2005.

Pearl is passionate about working with older people and her attention to detail and her leadership, drive and enthusiasm are a fantastic example for the staff to follow.

## The Staff

- ★ As a company we believe strongly that having skilled and knowledgeable staff, who enjoy being with and supporting older people is the key to your receiving a high quality service.
- ★ In Four Ways, 81% of all the Carers have successfully achieved an NVQ Level 2 in Health and Social Care ) *as at January 2012.*
- ★ **You will have a 'Key Worker' who will take a special interest in you and spend time getting to know you and they will ensure that your voice is heard.**
- ★ We believe that every one of the people who live in our Home is completely unique and we take great care to make each of you feel as special as you are.
- ★ **Each Home has strong links with GP's and District Nursing Teams who will work with us to ensure your health needs are met.**

**Mealtimes** ★ All meals are freshly prepared and cooked on site and we have been awarded the Healthy Heart Heartbeat Award and use a special programme called Nutmeg, to ensure that we are offering nutritious meals. These run in a 4 week cycle.

- ★ There are seasonal changes made to our menus and we offer a range of choices at all meals including any special diets or cultural preferences.
- ★ We believe that mealtimes should be relaxed, pleasant and unrushed giving everyone the time and assistance they may need to enjoy their meals.
- ★ Relatives and friends are welcome to join you and have a meal & the small kitchenettes on each unit are stocked with drinks and snacks, so food can be prepared by anyone at any time.
- ★ All your meals are included in the fees, but if your friends or family wish to join you a Sample Menu & Prices are below:

|           | Soup of the Day | Main Meal                       | Lighter Option                       | Vegetables                                                            | Pudding                                         |
|-----------|-----------------|---------------------------------|--------------------------------------|-----------------------------------------------------------------------|-------------------------------------------------|
| Monday    | Tomato          | Irish Stew                      | Home made chicken & pasta soup       | New Potatoes<br>Mashed potatoes<br>Mixed veg & Broad beans            | Chocolate fudge pudding<br>Ice cream & fruit    |
| Tuesday   | Asparagus       | Gammon & Pineapple              | Cheese & bacon flan                  | New potatoes<br>Sauté potatoes<br>Cauliflower cheese,<br>Runner beans | Treacle tart<br>Custard<br>Jelly whip           |
| Wednesday | Minestrone      | Braised Liver                   | Salmon fishcakes                     | Mashed potatoes<br>Peas<br>Curley Kale                                | Steamed fruit pudding<br>Strawberry ice cream   |
| Thursday  | Mushroom        | Sausage Casserole               | Macaroni cheese with ham             | New potatoes<br>Baby jacket potatoes<br>Cabbage, Sweetcorn            | Strawberry trifle<br>Chocolate ice cream        |
| Friday    | Vegetable       | Battered Fish                   | Spanish omelette                     | Chips<br>Mushy peas<br>Garden peas                                    | Lemon sauce pudding<br>Ice cream & fruit        |
| Saturday  | Leek            | Mince and potato hash           | Cheese & Potato pie                  | New potatoes<br>Broccoli<br>Leeks                                     | Apple fool<br>Poached dried fruit salad & cream |
| Sunday    | Oxtail          | Roast Beef & Yorkshire Puddings | Jacket Potatoes - choice of fillings | Roast potatoes<br>New potatoes<br>Peas & Baby carrots                 | Banana Crumble<br>Custard<br>Ice cream & fruit  |

#### Visitors Meals Tariff 2011/12

|                                               |                           |       |
|-----------------------------------------------|---------------------------|-------|
| BREAKFAST                                     | Continental               | £2.00 |
|                                               | Full English              | £3.10 |
| LUNCH                                         | Snack e.g. sandwich       | £2.60 |
|                                               | Light meal ~ Baked Potato | £2.60 |
|                                               | Full cooked lunch         | £5.15 |
|                                               | Pudding                   | £1.65 |
| SUPPER                                        |                           | £2.35 |
| Please note that VAT is charged on all meals. |                           |       |

# *Hairdressing*



- ★ A hairdresser visits the Home 1 day a week and you can make appointments at the salon "Pretty in Pink" to have 'your hair done' either directly with the hairdresser or just ask one of the Carers.
- ★ You can also enjoy a manicure in the salon.
- ★ The hairdresser works on Thursday from 10 am to 4.00 pm - you are also welcome to visit your own hairdresser, or they can visit you to continue to provide you with services.

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## Price List 2011/12

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|                    |         |
|--------------------|---------|
| CUT, SHAMPOO & SET | £ 15.00 |
| SHAMPOO & SET      | £ 8.50  |
| PERM               | £ 30.00 |
| GENTS              | £ 7.50  |

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# *Laundry*

- ★ Laundry services are included in the cost of your accommodation. This is a daily service.
- ★ Laundry can be collected, washed, ironed and returned, usually within 24 hours.
- ★ We also provide you with your own set of bed linen and towels that are personal to you and your room as we believe this is a service that you would welcome.
- ★ We ask that as we do personal laundry for most of the people living in the home, that it must be labelled ~ labels are provided free of charge, on request, and if necessary the staff will help to make sure that this is done as discreetly as possible.

# The Home



- ★ We believe that when you leave your own home and come to live here, you may be leaving behind years of memories.
- ★ We want your moving into the home to be a move for the better - so how do we do this?
- ★ We recommend that you visit the home and spend some time with us to make sure you have all the information that you need. It also gives you a good opportunity to meet the staff, other people living in the home and even to taste the food and see what other people have to say about us.
- ★ If you are able to have a trial visit, for example overnight, then this will give you an even better idea about the home and whether or not it is the right one for you.
- ★ You have the right to a care assessment from the local authority, no matter what your ability is to pay for the care you need. Your assessment will show what level of care you need.
- ★ Pearl will also undertake an assessment of your care requirements to ensure that the home is able to offer you the support that you need and/or choose.
- ★ One of the most important things for you **to experience is the 'feel' of the home**, how chatty but respectful and helpful are the staff. How happy and relaxed are the other residents, do they look and act like they are at home?

# Your room



- ★ You are able to bring as many of your personal possessions such as photographs, pictures, plants, favorite cup, ornaments etc.
- ★ We also believe that certain pieces of furniture may be of special significance to you.
- ★ If you wish to bring any of your favorite pieces of furniture with you, just speak to the Manager who will discuss with you any fire regulations that may apply.
- ★ Wherever possible we will ensure that your room, looks and feels like your own personal, private and familiar place so that the happy memories continue.
- ★ We provide as standard in each room a single bed, a wardrobe, a chest of drawers, lockable bedside cabinet, an armchair and a bathroom cabinet.
- ★ You can expect the room to have a carpet, have been decorated and that the curtains are in good repair.
- ★ We also ensure that each room has a TV aerial socket and nurse call point.
- ★ If you wish to have your own telephone point in your room, you are welcome to, but you will need to pay for this separately.
- ★ In the home there are a number of rooms both with and without an en-suite toilet.



## Life at Four Ways

- ★ The people living in the home believe that they should continue to enjoy as wide a range of individual and group activities and interests as they wish, both inside and outside the home.
- ★ As an example, Joyce has been living at Four Ways for the last 5 years and has created a fairy garden both for her own enjoyment and for others.
- ★ Joan on the other hand loves animals and can be seen holding a spring lamb. She also loves the rabbits and cockatiels and loves to cuddle Donny the rabbit.
- ★ For Margaret the most special place in the garden was under the flowering cherry tree. She loved to sit in the shade and enjoyed looking at the blossom in the spring.
- ★ Every month, your Key Worker or a Lead Carer will spend time with you, discussing what you would like to do in the coming month.
- ★ We hope that friendships amongst you will develop and that you will enjoy being part of the community at Four Ways.



- ★ Of historical local interest is the stories that Bob shares with us of his many happy years delivering Co-Op orders on his push bike. He used to regularly cycle past the centre of

England which is marked by the site of a tree, the Midland Oak, situated on the boundary between Lillington and Leamington Spa. **Bob's sister lives nearby** and visits him regularly. He also adopted a second budgie who used to belong to another gentleman—and has given her a new lease of life.

## *Dining Rooms*

- ★ There are a number of places that you may choose to eat your meals throughout the home and these include dining rooms, lounges or your own room, whichever you choose.
- ★ For example, you may wish to eat your breakfast in your room, then join others for lunch and tea.
- ★ Ida and Margaret were hugely influential in the whole dining experience at Four Ways. Between them they served to remind us about what is important to them when eating their meals. This included, the inclusion of white wine spritzers, proper tablecloths and 2 sizes of cutlery as well as the staff learning about mealtime etiquette from a previous generation!!



## *Lounges*

- ★ There are lounges on each floor for your use - furnished with comfortable seating and some glorious views over towards Leamington Spa.



- ★ There is also a lovely conservatory



## WCS CARE GROUP COMPLAINTS PROCEDURE

The management and staff of Four Ways aim, to listen to and act on, the views and concerns of service users and to encourage discussion and action on issues raised before they develop into problems and formal complaints.

We therefore welcome comments and suggestions from service users and their representatives, friends and relatives.

Positive comments help us to build on our successes, but we can also learn from comments that are critical.

We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone feeling dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise.

If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior.

Any member of staff receiving a complaint about themselves or a colleague will try and sort out the matter as quickly as possible.

WCS Care Group has a clear Policy and Procedure on dealing with any complaints made about the services we provide and a copy of the Complaints Procedure can be obtained from the Manager on request.

All complaints will be responded to within a maximum of 28 days.

Complaints can be made to any of the following:

- ★ Any member of staff in the Home
- ★ The Manager, Pearl Mackey
- ★ Ed Russell , Director of Operations at Head Office (01926 864242)
- ★ CQC West Midlands  
Citygate, Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Email: [enquiries.westmidlands@cqc.org.uk](mailto:enquiries.westmidlands@cqc.org.uk)
- ★ Your Social Worker
- ★ The Local Ombudsman

WCS Care Group aim to provide high quality care and support for older people and people with a physical disability, enabling every individual to live a fulfilling life in their chosen community. WCS Care Group services are open to all and are provided to the most vulnerable groups, including those who need public funding to access care and support.



At its heart, WCS care Group is about people:

- ★ Passionate about what we do
- ★ Embrace new ideas and good practice
- ★ Other peoples opinions are always valued
- ★ Privacy & dignity are respected at all times
- ★ Listen to our customers and stakeholders
- ★ Everyone is treated as an individual

The company is a registered charity and not for profit business employing over 500 staff and it provides care and support services in 9 homes for older people, 2 services for people with a physical disability throughout Warwickshire and Home Care Services in Stratford District.



Christine Asbury  
CHIEF EXECUTIVE

FOUR WAYS WEEKLY TARIFF 2011/12

|                | Standard | Dementia |
|----------------|----------|----------|
| HOTEL SERVICES | £220     | £220     |
| PERSONAL CARE  | £267     | £402     |
| TOTAL          | £487     | £622     |
| EN-SUITE       | £15      | £15      |

If Four Ways have no vacancies -

Sycamores is situated in Sydenham Drive in Leamington Spa and Woodside on Spinney Hill in Warwick, who will be very happy to discuss your requirements.

Sycamores: Jo Parry 01926 420964

Woodside: Vicki Britton 01926 492508