



The Limes

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.



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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



★★ 2 Star Rating - Good
as of September 2010



The Limes

The Limes provides both long term residential care for 27 frail older people, people living with a dementia and also day care for up to 13 older people.

The home is situated just a few minutes walk from Stratford town centre and railway station. There is good community transport and has parking space available for visitors. The home is within a community which provides local services such as shops, public houses, restaurants, coffee bars and clubs.

Accommodation is on two 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, and the top floor is home for 15 people.

All households can accommodate people who require additional support as they are living with a dementia if we assess that we are able to meet their needs.

The gardens have been landscaped and offer accessible seating areas and pleasant views.



WCS Care Group
Head Office, 1st Floor Newlands
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The Manager

KAREN HALL
HOME MANAGER



The person officially registered as carrying on the business of the home is Karen Hall who has the relevant qualifications and experience of 24 years working with older people in residential care.

Karen holds an N.V.Q level 4 in Leadership & Management, together with an NVQ 4 in Health & Social Care.

Karen began her career with WCS in May 2004 prior to this she was an Assistant Manager in a residential care home in Stratford for thirteen years.

Karen is passionate about working with older people and her commitment to excellence and enthusiasm shine throughout the home.

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 The Limes, 85% 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 Mashed potatoes Mixed veg & Broad beans	Chocolate fudge pudding Ice cream & fruit
Tuesday	Asparagus	Gammon & Pineapple	Cheese & bacon flan	New potatoes Sauté potatoes Cauliflower cheese, Runner beans	Treacle tart Custard Jelly whip
Wednesday	Minestrone	Braised Liver	Salmon fishcakes	Mashed potatoes Peas Curly Kale	Steamed fruit pudding Strawberry ice cream
Thursday	Mushroom	Sausage Casserole	Macaroni cheese with ham	New potatoes Baby jacket potatoes Cabbage, Sweetcorn	Strawberry trifle Chocolate ice cream
Friday	Vegetable	Battered Fish	Spanish omelette	Chips Mushy peas Garden peas	Lemon sauce pudding Ice cream & fruit
Saturday	Leek	Mince and potato hash	Cheese & Potato pie	New potatoes Broccoli Leeks	Apple fool Poached dried fruit salad & cream
Sunday	Oxtail	Roast Beef & Yorkshire Puddings	Jacket Potatoes - choice of fillings	Roast potatoes New potatoes Peas & Baby carrots	Banana Crumble Custard 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.

Hairstyling



- ★ A hairdresser visits the Home 1 day a week and you can make appointments **to have 'your hair done' either directly** with the hairdresser or just ask one of the Carers.
- ★ She works on Monday from 10 am to 2.00 pm - you are also welcome to visit your own hairdresser, or they can visit you to continue to provide you with services.

Price List 2011/12

CUT, SHAMPOO & SET	£10.50
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SHAMPOO & SET	£6.00
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PERM	£37.50
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GENTS	£8.00
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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.
- ★ Karen 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, 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 The Limes

- ★ 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, Morris is a keen portrait artist and his works of famous people are on display around the home.



- ★ This paved area that sits in the centre of the Home, is a favourite place to sit in the sunshine and also residents help tend the numerous pots and planters that are changed seasonally.
- ★ 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 The Limes.

- ★ This is a small area in the home which overlooks the entrance to the Limes



that is enjoyed particularly by two ladies who regularly take coffee or Sherry and watch for their visitors.



- ★ Our sunny conservatory is often enjoyed as a meeting place .

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.

Lounges



- ★ There are lounges on each floor for your use - furnished with comfortable seating and some glorious views of the garden.



- ★ There is also a lovely conservatory overlooking the rear garden.

WCS CARE GROUP COMPLAINTS PROCEDURE

The management and staff of The Limes 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, Karen Hall
- ★ 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
- ★ 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 & Briar Croft Extra Care next door.



Christine Asbury
CHIEF EXECUTIVE

THE LIMES WEEKLY TARIFF 2011/12				
	Standard	Premium	Dementia standard	Dementia premium
HOTEL SERVICES	£262	£309	£262	£309
PERSONAL CARE	£267	£267	£376	£376
TOTAL	£529	£576	£638	£685
EN-SUITE	£20	£20	£20	20

NB PREMIUM PLUS ROOMS ARE ALSO AVAILABLE -

PRICES ADVISED UPON REQUEST

If The Limes have no vacancies - Sycamores is situated on Sydenham Drive in Sydenham, Woodside on Spinney Hill in Warwick and Four Ways in Mason Avenue Lillington.

Sycamores: Jo Parry 01926 420964

Woodside: Vicki Britton 01926 492508

Four Ways: Pearl Mackey 01926 421309