



REGISTERED PROVIDER

WCS CARE GROUP LTD

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ABOUT WCS CARE GROUP LTD

WCS CARE GROUP LTD is an independent care company wholly committed to the provision of high quality affordable care.

WCS CARE GROUP LTD began operating as a Not-for-profit organisation with charitable status in October 1992. Newlands is one of eleven homes within the company.

The company does not have any shareholders and all of the directors are voluntary and paid only out of pocket expenses. This means that all surpluses are reinvested in the business in order to provide the level of high quality care that we offer to all service users.

There are a total of eleven homes within the group, nine of which provide care for elderly people, whilst two of the homes cater for people with physical impairments.

The company is big enough to be capable and small enough to care and we are able to offer a full range of services:

- ◆ Long term care
- ◆ Respite / short term care
- ◆ Day care
- ◆ Domiciliary / Home care

We also have specialist MPE units within some of our homes in order to cater for the special needs of service users who have Senile Dementia or Alzheimer's Disease.

On the 1st October 2007 the company was awarded three prestigious ISO awards.

- ◆ **ISO 9001:2000** This is an established worldwide standard for quality management systems to support supplier/customer relationships. It is a tool to help organisations ensure that their processes and documentation enable them consistently to meet their customers needs and expectations.
- ◆ **ISO 14001:2004** This is an established worldwide standard to support environmental protection and prevention of pollution in balance with socio-economic needs.
- ◆ **OHSAS 18001: 20007** This is an established worldwide standard award for the following of Health and Safety Management systems.

Allan Baskerville, who undertook the assessment for CQS (Certified Quality Systems) paid particular tribute to “the investment in people and training that enables WCS Care Group Ltd to provide an efficient quality service to their customers”. CQS are outside experts who are used to judge services on a regular basis in a wide variety of trades and industries.

In March 2000 the company was eligible to submit an entry for the Royal Society for the Prevention of Accidents (ROSPA) Bronze award which was achieved in May 2000. Twelve months later the company successfully achieved the Silver Award and then in 2002 the Gold Award in recognition of high standards of Health and Safety in the workplace.

The Company was formally accredited as an Investor in People employer (IIP) in June 1996 and this accreditation was renewed in September 2008. Investors in people are a National Standard for effective investment in the training and development of people to achieve organisational goals based on four key principles:

1. A commitment from the top to develop all employees
2. A regular review of the training and development needs of employees and a plan to meet those needs
3. Actions to train and develop individuals throughout their employment
4. The measurement of the organisations success in using its investment in training and development effectively

WCS Care Group Ltd was the first large provider of residential care in Warwickshire to achieve this nationally recognised award.

All members of staff are encouraged to participate in National Vocational Qualifications (NVQ) which set out to raise standards through the acquisition of personal skills. Staff as a consequence have the opportunity to enhance their career prospects.

The overall result for our customers is a highly motivated and trained workforce upon whom we depend to continuously raise our care standards.

MISSION STATEMENT

We will be the best independent regional care provider wholly committed to delivering high quality affordable care.

We will grow as a business by developing all aspects of care management for older people and those with physical disabilities.

We will use all of the company's profits to develop our business.

We will foster a style of management based on a person centred approach, personal responsibility and trust.

We will provide training and development for staff which ensures they attain the necessary skills to meet National Minimum Standards.

OUR CARE PHILOSOPHY

The purpose of each home is to enable people to continue to achieve their physical, emotional and social potential and to have the right to choose how they conduct their lives and preserve their individuality in line with National Minimum Standards.

An individual's sexuality, culture, racial and spiritual needs will be respected with sensitivity and nor will they be discouraged from undertaking activities solely on the grounds that there is an element of risk. Individuals will be free to make their own decisions provided they do not infringe on the rights of others.

Trained and experienced staff will be committed to providing a quality care service that will meet the expectations and requirements of customers and will therefore welcome recommendations, criticisms and comments on their service so that they will be able to adjust to suit individual needs.

OUR VALUES AND OPERATING PRINCIPLES

- Integrity** We conduct ourselves with fairness, respect and honesty in all that we do.
- Courage** We welcome constructive feedback and we display a 'can do' attitude.
- Accountability** We are accountable for all that we do and are transparent in all our activities.
- Team Culture** We collaborate and support each other to achieve excellent performance.
- Creativity** We are open to new ideas and challenges and find innovative solutions.
- Focus** Service users are the central focus of our activities.
- Innovation** We embrace innovation and creative solutions.
- Partnership** We work in partnership with our service users, relatives, staff and others.
- Best Practice** We deliver best practice quality services through our excellent Staff.
- Diversity** We provide equality of service users to all and confront discrimination of any kind.
- Improvement** We continuously improve our performance through learning and review of outcomes.

HAZEL WREN CHIEF EXECUTIVE

Hazel has worked in health and social care for thirty years.

After qualifying as a nurse she spent her early career taking the lead in the programme of closure of long stay hospitals, the development of community based homes and the multidisciplinary teams to support people.

The following three years she managed an acute psychiatric admission and assessment ward in a acute hospital setting. During this time she wanted to strengthen her knowledge in management and was successful in gaining a Diploma in Management.

To extend her client base she became the Divisional Manager Primary Care and Community Services NHS Trust Responsible for 700 nursing and paramedic staff and 16 health centres.

Leaving the NHS in 1995 she became Chief Executive of a not for profit organisation. Setting the company up and transferring 11 Residential Homes and Staff from the Local Authority.

Her post prior to joining WCS Care Group Ltd was again with a not for profit company which had 26 Residential Homes transferred from Local Authority, she successfully negotiated a 30 Million Bank Loan to rebuild and refurbish these homes.

Hazel has extensive experience in the provision of care to a range of client groups, in staff development and in Business Management.

BRIEF HISTORY OF HOME



NEWLANDS is situated in the picturesque town of Kenilworth. This is a small but bustling town with a variety of shops, pubs, restaurant and of course the famous castle.

Kenilworth is only a short drive away from the larger town of Leamington Spa and the historic town of Warwick. Both beautiful places to visit with lots to do and see.

The home itself is separated into three main units, Grasmere, Warwick and Castle. Each unit has it's own lounge and kitchenette, toilets and bathroom.

Along the main corridor are the offices, main kitchen, laundry, dining room and garage.

The home is furnished to meet the needs of the service users and each individual room has a wardrobe, chest of drawers and bedside cabinet.

Each room is equipped with a nurse call system, TV points, easily accessible light switches and a washbasin with a mirror, shaving light and shaving socket.

NEWLANDS care philosophy is based on a customer led approach and a social model of disability. It emphasises an individual's right to make choices and take risks, have privacy and dignity respected at all times and to become an integral part of the local community.

Service users are encouraged to bring personal items such as pictures and ornaments and are welcome to bring small items of furniture where the size of the room permits.

Alternatively, we are happy to enable service users to completely furnish their own room with furniture provided that:

- ◆ The furniture is fire retardant, in good repair and does not create a hazard or risk to the well being of the service user or staff.
- ◆ The furniture fits into the room without compromising the safety of the service user or staff.



Within reason service users after consultation with the Home Manager and other service users may bring small domestic pets.

A telephone can be installed in your room at your own expense.



Meeting rooms can be made available on request to conduct private matters.

Visiting is discouraged after 9pm at night and before 9am each morning to show due respect for the other people living in the Home.

Visitors are required to sign the Visitor's Book which is located in the main reception area. This is to comply with fire regulations in order that we are aware of who is in the building at any time.



SERVICE SPECIFICATION

Newlands provides accommodation and support to young adults with physical disabilities. We provide interim, rehabilitative, respite and long term/palliative care placements to individuals with varying degrees of impairment. These may be congenital or acquired during their lives.

Care will be provided 24 hours a day 7 days a week by well trained, experienced staff group which reflects structured assessments of individual requirements.

Our philosophy is based upon the values found in Independence Matters. A belief that everyone has a contribution to make and has a right to control their own lives and our approach creates an open, positive and inclusive atmosphere.

At Newlands we see it as important that we listen to what the individual wants from the service user and we concentrate on working with them to minimise the effects the disability has upon them.

Service users will be fully involved in the drawing up of their plan of care and agree outcomes.

The service will be delivered in a way as to enable service users to develop self respect and feel valued members of the community.

We develop a person 's confidence in themselves and support individuals to acquire the skills, knowledge, responsibilities and confidence they need to live independently where required.

We use a multi disciplinary team approach liaising with other professionals such as occupational therapist, physiotherapist, adult education, and advocacy services.

Health needs are important and need to be monitored. Service users will be supported and facilitated to take control and manage their own health care to maintain and maximise both their physical and mental health but no more so than us working with the individual to ensure that they are involved in meaningful activity and lead fulfilled lives.

Our actions involve listening to the person and discussing what outcomes they would like to see achieved. Working with them to enhance life skills and adapting interventions to assist them in a way that is unobtrusive.

Our aim is that our service will be person centred, and underpins the principles of rights, choice and inclusion. We support independence not dependence and will allow everyone to enjoy a good life including the ability to contribute fully within the community.

INTERIM CARE / REHABILITATIVE CARE

We will provide interim care packages for service users whose long-term aim is to return to the community in their own homes. And or rehabilitative care where the purpose is to promote the most effective recovery so as to maximise the chance of successful implementation of a long term outcome.

The admission into Newlands can be for one or more of the following reasons:

- ◆ To allow a period of assessment in relation to the activities of daily living.
- ◆ To determine, report and record the individual capabilities in relation to these skills including risk areas and risk management.
- ◆ To allow the production of an action plan that will enhance or maintain existing skills.
- ◆ To await appropriate housing or to allow adaptations to housing to take place in existing properties.
- ◆ To work alongside a multidisciplinary team to develop and implement an appropriate care package.

This is a service for those people whose needs are relatively uncomplicated, physical or mental health is rarely fluctuating erratic or unstable and where there is no behaviour that challenges.

The service user may require regular assistance with their personal care mobility needs and health care support, regular emotional and or social input and support to manage their domestic requirements.



LONG TERM / PALLIATIVE CARE

We will provide long term or palliative care packages for service users whose needs are such as they can no longer be maintained within their own home.

The admission into Newlands can be for one or more of the following reasons

- ◆ A person whose condition has deteriorated to such an extent that it is no longer feasible for them to remain in the community.
- ◆ Following the death or breakdown of the family, which does not allow the person to remain at home.
- ◆ Following an accident or illness where they no longer require hospital care but are unable, or choose not to, return to his or her own home.

This is a service for those people whose needs are complex, physical or mental health fluctuates or may be erratic or unstable and where there is behaviour that challenges but can be defused or reduced by staff intervention.

The service user requires total assistance with their personal care, mobility and health care needs. This may include the risk management of mobility or immobility and skin condition. The management of incontinence, PEG regimes, wounds. The monitoring of nutritional status, mental health and the effects of medication, the provision of appropriate equipment and the close liaison with other health professionals to ensure the delivery of an efficient and effective service.



RESPIRE CARE



We will provide respite care packages either as part of a planned care package to enable those people who provide high levels of care in the community to continue to do so by relieving them of their responsibility from time to time.

Or

In a emergency situation where a package of care has broken down.

The needs of these service users may vary and assessment will identify the level of service required, this may be similar to that identified above (i.e. interim care, long term / palliative care)



ADMISSION PROTOCOL

New service users are admitted only on the basis of a full assessment carried out by the Home Manager and Care Manager.

- ◆ Referral made to the Home (All WCC referrals must be made by or checked with relevant social worker)
- ◆ Home Manager and Care Manager to undertake full assessment of need within 3 working days.
- ◆ Home to receive a single Care Management assessment form from Social Worker.
- ◆ If admission is likely, a visit to the home is organised.
- ◆ Admission to the home within 3 working days of visit..
- ◆ All admissions to be within 7 working days of initial referral.
- ◆ In certain circumstances delays will be inevitable. Should this be the case all relevant parties will be kept informed.

The first four weeks or longer if required, will be mutually recognised as a trial period. This allows for a full assessment of needs by both parties and allows them the opportunity to change their mind about a placement with Newlands. Service users will always be advised not to give up their own home until they are completely satisfied about the suitability of Newlands.

After the trial period, a discussion will take place with the prospective service user, re the suitability of the placement. Arrangements will be made for discharge if the placement is unsuitable.

Service users will be asked to ensure that all items of clothing are clearly marked with their name, assistance will be offered if required. This is to reduce the risk of clothing being lost in the laundry.

Newlands will maintain such records as required by the **Care Standards Act 2000**, which service users can access under the Data Protection Act.

Relatives and friends will be involved throughout the procedure where this is the express wish of the prospective service user.

The assumption underlying the admission procedure should be that service users are capable of making their own decision and have a right of choice. If a service user is unable to fully participate in informed decisions making, consideration should be given to advocacy in support.

EMERGENCY ADMISSION

Out of office hours or at the weekend, a situation may arise where a Social Worker may request an emergency admission. If there is no bed available, this will be explained to the Social Worker. If a bed is available, then the procedure is as follows:

1. A Senior Enabler or other competent member of staff will deal with the situation but liaise with the On Call Manager
2. They will need to obtain the following information:
 - Name and contact number of Social Worker
 - Name and address of the person being referred
 - Their Date of Birth
 - Their Condition and any relevant Medical history
 - The reason for the emergency admission
 - The name and address of their Doctor
 - Their next of kin details
 - Length of possible stay required
3. Having gained the relevant information, a decision will be made as to whether the admission is accepted and the Social Worker is informed.
4. The admission will be arranged as soon as possible
5. When the service user arrives, as much information is given about their care needs and a service user plan is completed
6. A case conference must be held the next working day to plan the future needs of the service user
7. All the relevant information is left for the Care Manager or Home Manager when they arrive on duty, including the circumstances surrounding the admission

STATEMENT OF OVERALL AIMS AND OBJECTIVES

1. To meet all identified income targets
2. To work within budget
3. To meet all of the requirements of the Commission for Social Care Inspection
4. To work in line with the National Minimum Standards for young adults
5. To work in a way that reflects the social model of disability (seeing the person as disabled by society, the impairment not itself a problem even though it may produce a different set of living requirements)
6. To work in a person centred way, applying person centred principles

**SERVICE USER INVOLVEMENT WILL BE AN INTEGRAL PART OF THE
PROVISION OF A QUALITY SERVICE**

SCALE Of CHARGES From 1st April 2010

Social Services Residents

Contribution rates will be as agreed with Social Services

NEWLANDS

HOTEL SERVICES*	£ PER WEEK
Standard Room	320

PERSONAL CARE	£ PER WEEK
Standard Residential Care	668
Medium Residential Care	741
Higher Residential Care	813

DAILY RATE	£170
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* Hotel Services Include Accommodation,
Meals Laundry And Support

To Calculate Your Full Charge, Add The relevant Level Of Hotel Services To The
Appropriate Level Of Personal Care

WCS CARE GROUP LTD

TARIFF FOR SELF-FUNDED DAY CARE 20010/11

SELF-FUNDED DAY CARE: £25.50 a day inclusive of meals

OR

£5.15 an hour if a full day is not required

BREAKFAST

- **C**ontinental £ 1.45
- **F**ull **E**nglish £ 2.70

LUNCH AND ALL BEVERAGES £ 3.85

PACKED TEA £ 2.10

BATHING [Where this service is offered]

- **P**artially **A**ssisted £ 6.80
- **M**aximum **A**ssistance £ 10.10

LAUNDRY £ 5.00

WCS CARE GROUP LTD

TARIFF FOR STAFF AND VISITORS MEALS

2010/11

[Inclusive of VAT]

BREAKFAST

Continental £ 1.78 per person

Full **E**nglish £ 2.85 per person

LUNCH

Snack e.g. Sandwiches £ 2.40 per person

Light Meal e.g. Baked Potato £2.40 per person

Full Cooked Lunch £ 4.75 per person

Pudding Only £ 1.5person

SUPPER £ 2.15 per person

PLEASE NOTE THAT VAT IS CHARGED ON ALL MEALS AT 20%

METHOD OF PAYMENT

INVOICES **MAY BE PAID IN A NUMBER OF WAYS:**

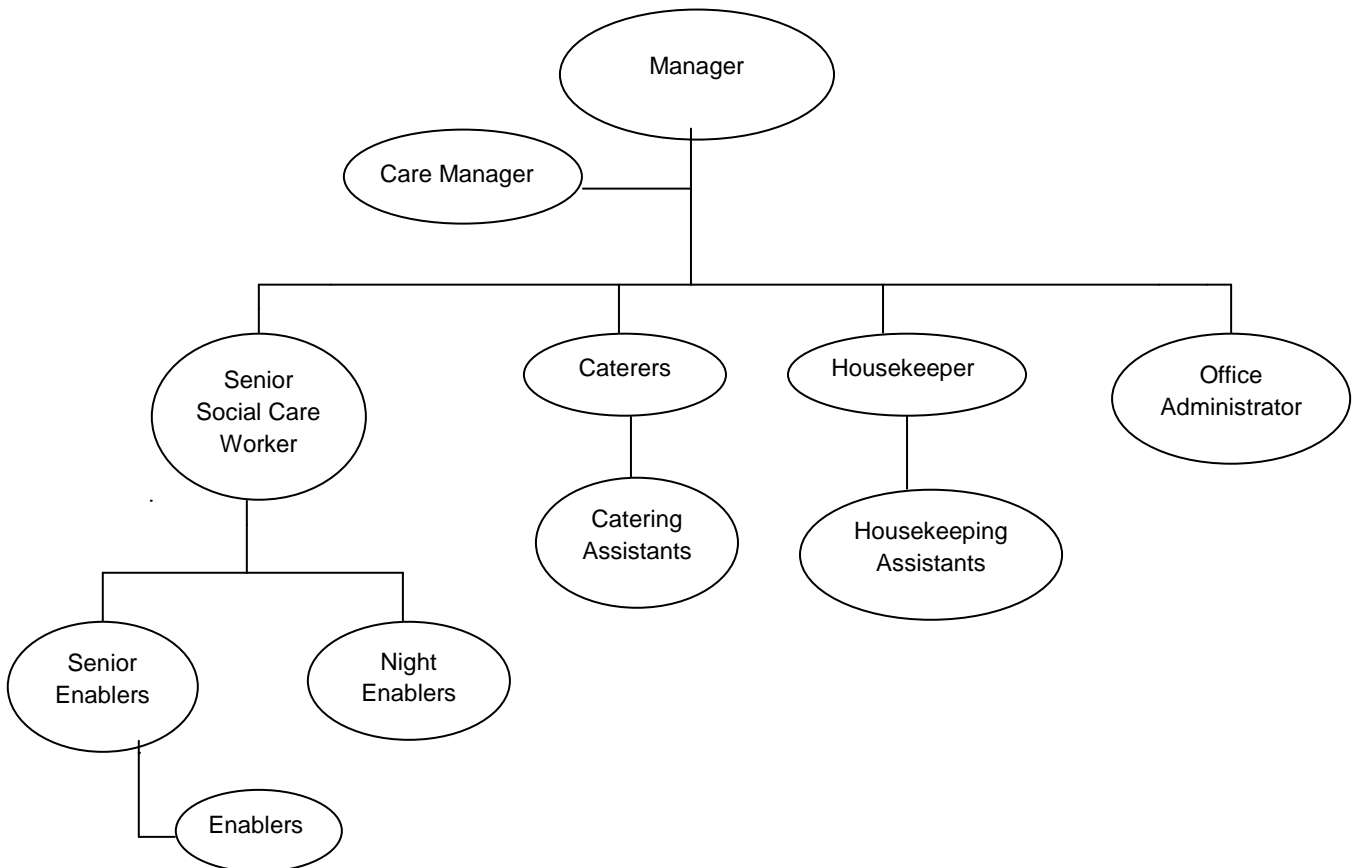
By Cash or Cheque to the Home

- £ Cheques should be made payable to WCS Care Group Ltd
- £ A receipt will be issued for all payments made

By Standing Order To Our Bank Account

- £ Regular monthly payments may be made by standing order
- £ Residents wishing to pay by standing order should complete their bank details and payment amount on a standing order form available from the Home and forward it to their Bank

THE STAFFING STRUCTURE AT NEWLANDS



The home employs approximately 50 staff, 33 of whom are directly involved in delivering care to the 26 people who live there.

Newlands staffing model from 07:30 to 15:00 is ten direct care staff on duty for 26 Service Users, from 14:00 to 21:30 is 6 direct care staff and from 21:30 to 7:30 three waking direct care staff are on duty, Non direct care staff includes Home Manager, Care Manager, Housekeeper, Administrator, Housekeeping Assistants, Caterers and Activities whose hours vary according to assessed needs of Service Users.

HOME MANAGER ~ Responsible for the overall management and day to day running of Newlands.

CARE MANAGER ~ Will deputise for the Home Manager and be responsible for the assessment and provision of care, and, allocation, supervision and development of care staff.

SENIOR SOCIAL CARE WORKER ~ Supports the Care Manager in the monitoring of care practice and systems.

OFFICE ADMINISTRATOR ~ Supports the manager in ensuring the administration service within the Home meets requirements.

HOUSEKEEPER ~ Responsible for hotel services, and health and safety within Newlands.

CATERERS ~ Responsible for the provision of quality, well balanced meals which reflect individual choice.

SENIOR ENABLERS ~ Work alongside Enablers and have specific responsibilities in ensuring a high quality provision of care. They will also, when trained carry out health care tasks for the Service Users.

ENABLERS ~ Responsible for delivery of care, 24 hours a day, seven days a week. Working to the requirements as laid down by the care plan.

PHYSIOTHERAPIST ~ Work with service users specialising in the treatment of physical dysfunction by therapeutic exercise and physical treatment.

ACTIVITY CO-ORDINATORS ~ Responsible for the organisation of Social Activity within and outside of the home.

HOUSEKEEPING ASSISTANTS ~ Maintain a clean, safe environment and provide quality cleaning and laundry services.

THE STAFF TEAM

Newlands ensures that service users are always involved in the recruitment process and feedback is sought from them on their opinion of an applicants ability to fulfil their role.



ANNA READ Is The Home's Manager and she is responsible for the day to day running of Newlands. Anna is a Registered General Nurse and has many years experience working with people with Multiple Sclerosis and prior to that with young adults with learning disabilities. Anna has worked for the company since March 2000 employed as a Registered Nurse. She became Care Manager at Newlands in April 2005 before taking on the role of Acting Home Manager in November 2007 she has achieved her A1 A2 Assessor Award and NVQ 4 Registered Managers Award.



CLIVE MACKRETH Is Care Manager and is responsible for the assessment and provision of care provided in the home, he deputises for Anna in her absence. Clive has 25 years experience in a variety of care settings, coming to WCS Care Group Ltd in 2004. He has NVQ 3 in care and is currently working towards his NVQ 4 Supervisory Management.

Both the Home Manager and Care Manager are responsible for the monitoring and risk management of mobility, skin condition and nutritional status. The Management of continence Peri- Endoscopic Gastrostomy feeding regimes, wound care and the mental and physical health of service users. This they do on a daily basis and when necessary they call upon the expertise of the Consultant, General Practitioner, District Nursing team and other care professionals from the local Primary Care Trust.



LAURA BARNETT IS SENIOR SOCIAL CARE WORKER and supports Anna and Clive in the monitoring of care practice and systems. Laura has worked for the company since November 2000 starting as an Enabler she has completed NVQ Level 2 in Care, NVQ Level 3 in Promoting Independence and NVQ Level 3 Supervisory Management.



JENNY PARTRIDGE IS OFFICE ADMINISTRATOR and she is responsible for all clerical, financial and administrative procedures throughout the home. Jenny has worked at Newlands since June 2006 she has completed NVQ Level 2 Customer Services and NVQ Level 2 Information Technology.

THE ACTIVITIES TEAM work with service users and concentrate on social activities.



Val Sabin organises and leads the activity program and fund raising, she has been at Newlands since November 2001, and has achieved NVQ Level 2 in Care.



Mark Creedon drives the minibus and ensures that all service users arrive where they want to be in safety and comfort, he has achieved NVQ Level 2 in Care.



Dan Sabin works on a one to one basis with service users and assists Val with group activity.

THE SENIOR ENABLERS work alongside the team of Enablers and have specific responsibilities to the Home Manager and Care Manager in ensuring the smooth running of shifts and the provision of care. They must have at least two years experience in care and have an NVQ Level 2 in care or equivalent. All of the Senior Enablers have many years experience and possess over and above the required qualifications, having or working towards NVQ Level 3 in Care, Certificate in welfare Studies, Diploma in Welfare Studies or Advanced Management in Care. They are also trained to carry out some health care tasks for service users for example care of a person using insulin, Emergency treatment for service users with epilepsy. The administration of medicines via rectal form, care of service users with Peri- Endoscopic Gastrostomy tubes, including administration of medicines and the use of oxygen.



THE ENABLERS are responsible for the delivery of care 24 hours a day, 7 days a week. Experience in care is desirable but not essential. A commitment to care provision and an enthusiasm to develop themselves is far more important. A thorough Induction and Foundation has to be completed and regular supervision and support is given at all times. The importance of applying a person centred approach and working with the individual in achieving outcomes is paramount. A desire to work towards NVQ Level 2 in Care is necessary.



THE HOUSEKEEPING ASSISTANTS at Newlands help to maintain a clean and safe environment and provide quality cleaning and laundry services. They are all working towards, or have completed their Induction and Foundation standards and therefore all the mandatory training. The team is led by Josie Wilson the housekeeper and she has over 25 years experience in residential care, the last 10 years in Housekeeping, Josie has achieved NVQ Level 3 in Catering and Hospitality and NVQ Level 3 Supervisory Management.



CATERERS they are responsible for the provision of quality well balanced meals which reflect individual choice. Chris has her Basic Food Hygiene certificates, Intermediate Food Hygiene certificate and training in HACCP. Chris also has NVQ Level 2 and 3 in Catering and Hospitality and her Assessors Award. Aaron has NVQ 3 in Catering and Hospitality.

STAFF TRAINING

All the staff employed at **N**EWLANDS are given training in regard to the job they are expected to do and further training to keep them updated and to take them on to enhance their career.

All staff are expected to cover the mandatory courses within their first six months of employment.

These courses consist of:

- **F**ire
- **H**ealth and Safety
- **M**anual Handling
- **B**asic Food Hygiene
- **P**rotection of Vulnerable Adults
- **I**nfection Control
- **F**irst Aid
- **M**edication (an accredited distance learning course)
- **D**isability Equality
- **P**erson Centred Planning

These courses are then updated every 2-3 years

Staff are then offered training linked to the NVQ units in the following areas:

- **I**ndependent Living Skills
- **R**espiratory Difficulties
- **P**ain Control
- **C**ommunication
- **N**utritional Needs
- **P**ersonal Care
- **T**issue Viability

- **C**are Planning
- **D**iabetes and Special Diets
- **P**alliative Care
- **P**eri- Endoscopic Gastrostomy Feeding

They can also complete qualifications in NVQ Care Level 2 and 3.

HEALTH CARE TRAINING

Care staff carrying out specific tasks such as Peri-Endoscopic feeds, Administration of Medication via PEG, Administration of Rectal Medication, Basic Wound Care. Will have completed the appropriate training with the Home Manager, Care Manager or other Health Care Professionals and will have been assessed as competent to do so.

PERSON CENTERED PLANS AND REVIEWS

In all **WCS Care Group Ltd** Homes every service user has their own confidential Person Centred Plan.

Person Centred care focuses on each person as an individual rather than on the symptoms of their illness or diagnosis.

This is a 'living' document which contains relevant information about:

- Day to Day Care the Service Users require
- Their likes and dislikes
- Level of service e.g. laundry, domestic and catering
- Information about their GP, next of kin, social worker and all relevant contact numbers
- Preferred mode of address
- Social history and brief pen picture (physical description)
- Health record
- Activities of daily living
- Rehabilitative programmes

The Care Manager will go over the Person Centred Plan with the service user within the first day or two of admission to ensure that the information we have is as accurate as possible, involving the next of kin where preferred, and agreed.

Information is entered daily with regards to care and well-being so that an accurate record is available.

The Person Centred Plans are reviewed monthly unless the care needs have changed in the meantime. To ensure that the information is accurate and reflects the care needs and requirements of the individual. This is a formal opportunity for service users to amend the care they receive, make suggestions as to how the care could be improved or make any general comments or complaints about the Home.

The company and the Home see complaints or comments as being a positive aid to improving our services and a copy of the WCS complaints procedure is incorporated in the back of this booklet for your information.

All of the information within the plan is confidential and only care staff and authorized personnel within the home have access to any information contained within. Consent is required, for any other person requiring access.

Service Users have access to their Person Centred Plan at any time, family members would require the witnessed consent of the individual.

ACCESS TO PERSONAL RECORDS

- When a Person Centred Plan is drawn up, it will be prepared in consultation with the service user or representative whose agreement will be required prior to finalizing the document.
- In addition, service users will be made aware on admission of their right to access their personal records and this will be reinforced at care reviews or more often if required.
- **WCS CARE GROUP LTD** is committed to this principle and will actively encourage service users to take an active part in ensuring the services provided meet their requirements.



LIFESTYLE, PERSONAL, DEVELOPMENT, EDUCATION, OCCUPATION, COMMUNITY LINKS, SOCIAL INCLUSION, LEISURE AND RELATIONSHIPS

Service User Participation and Consultation in all aspects of life in the home is essential. The opportunity to maintain and develop Independent Living Skills for example cooking, washing, managing trips out, budgeting is as important as providing activities.

Part of the staff role is to encourage, support and enable Service Users to carry out as many daily living tasks for themselves as possible and where new skills need to be acquired then a plan of learning is implemented. We recognise that risk taking is a vital and often enjoyable part of life and of social activities and that some Service Users will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a risk free environment though we will take care to ensure that service users are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or representative. Such risk assessments will be regularly reviewed with the participation of all parties in the light of experience.

NEWLANDS has it's own minibus and a full time driver to assist with both health and social appointments. Should a service user wish to use the minibus, it is necessary to book first with the Driver and then ensure a member of staff is able to offer escort (if needed).

We also offer a monthly programme of social events, details of which are available on the notice boards in each unit and in the information area off Grasmere Unit.

If you wish to do something other than that identified please speak to Val Sabin the activity co-ordinator. A number of Service Users attend college and if you wish us to help you look for work either voluntary or paid this is possible and can be built into your plan of care.

We also have regular Entertainment, Parties, Visiting Shows, Musicians, and a local Disability Equality Group Meeting, again details are available on the notice boards around the Home.

NEWLANDS are fortunate to have very good links with the local community and are assisted in a variety of ways by the local Lions, schools and churches.

NEWLANDS Has The Following Available To Anyone Living Within The Home:

- * Spa Pool
- * Computer Suite
- * TV, CD players and HI-FI in all lounges
- * Gas BBQ
- * Raised Flower Beds for the keen gardener
- * Dart Board
- * Numerous Board Games and jigsaw Puzzles

Arrangements will be made for service users to attend religious services of their choice: - The local Church of England church is St Johns and the vicar is Reverend Roger Turner. 01926 779297. The catholic parish of Kenilworth is served by the Churches of St Francis and St Augustine, the parish priest is Kevin Hooper. 01926 855244.

SPA POOL

Opened in 2008 as a result of fund raising efforts of Val Sabin our Senior Activity coordinator. A large proportion of the fund was donated by Kenilworth Round Table, the pool is used as a therapeutic treatment as well as general relaxation activity. It has an overhead hoist to allow access for all and service users are supported by staff to utilise.



PHYSIOTHERAPY SERVICE

Kelly and Zoe work on a part time basis developing exercise programmes to promote the physical development of those eservice users who may need additional support.

COMPUTER SUITE

Newlands has a suite of five computers with internet access. The staff team are on hand to support service users to access them.



EXTERNAL AND SPECIFIC SERVICES

If a service user lives locally they will be able to retain their own GP if they so wish, otherwise there are a number of surgeries that we have access to and the service user can therefore make a choice as to the one they would prefer, or they can ask the care staff for advice.

The Doctors surgeries we deal with are

- ◆ Castle Medical Centre 01926 857331
- ◆ Abbey Surgery 08444996932

Each surgery has it's own allocated District Nurses (Community Nurses) who can be accessed via the GP.

If a service user has a regular visit from a District Nurse whilst at home, for blood test, insulin injections or dressings etc. these will continue whilst at Newlands by the District Nursing Team.

Service users can if they prefer keep their own dentist for regular check ups, this is also acceptable although it may be necessary for a family member to take you for any appointments if the Homes minibus is already booked.

- ◆ University 02476 423523
- ◆ Lillington 01926 332242
- ◆ Heathcote 01926 317700

Newlands can arrange chiropody treatment via the NHS chiropody services who those whose are eligible. If preferred a private service can be arranged.

- ◆ Smalley Place 01926 859475

An optician service can be provided at Newlands or if preferred support will be given to access local opticians.

Other useful numbers

- ◆ Gray Opticians 01926 853331
- ◆ Independent Advocacy 02476 697443
- ◆ Council of Disabled People 02476 712984

CATERING SERVICES

When first arriving at **Newlands** the caterer will meet service users to discuss their likes and dislikes. This will be incorporated into the Person Centred Plan.

Meals are prepared by one of our Caterer's in the main kitchen, to a high standard to ensure that they are tasty, appealing and highly nutritious.

Meals can be eaten wherever wished the dining room, unit lounge, bedroom or in one of the gardens. Wherever possible service users should help themselves but support and assistance will be given if necessary



MEALTIMES ARE AS FOLLOWS

Breakfast ~ whenever wished. A continental breakfast of cereals, toast, fruit juice is provided and a cooked breakfast on request.

Lunch ~ between 12:30 ~ 1:30pm this is the main meal for most people and there is a choice of two meals. Every Sunday we offer a traditional roast meal. Vegetarian meals are available on request. Dessert is a choice of hot sweet, ice cream or fresh fruit.

Tea ~ between 4:30 ~ 5:30pm this is a light evening meal and varies daily.

Supper ~ this is served anytime throughout the evening on request and can be anything from a light snack to a more substantial meal.

A menu sheet will be offered daily to allow choice of the meals for the following day.

Individual dietary needs will be catered for, if advice is needed on diet a community dietician can be contacted on request.

The Caterers welcome any suggestions you may have concerning the services provided and hold regular meetings with service users to discuss Quality, Menu's etc.

NEWLANDS MENU

Breakfast

Is served from the Kitchenettes, you may help yourselves or the care staff will serve you on request. Please chose from any of the following:

Cereals ~ Weetabix, Cornflakes, Rice Crispies or Bran Flakes
Toast with Marmalade or Jam

LUNCH

You will be offered a choice of two main meals served with Seasonal Vegetables and a choice of Potatoes, Followed by Pudding

If you do not like either choice, alternatives to be considered are:

A Selection of Pies and Pasties
Fish Fingers, Sausages or burgers
Baked Potato with a choice of fillings

An alternative choice of puddings may be made from the following:

Ice Cream
Fresh Fruit
Yoghurts

TEA TIME

Please choose from any of the following:

Hot Meal of the day
Assorted Sandwiches or Toast
A Variety of Soups Yogurts, Ice Cream,
Home Made Cakes or Fresh Fruit

SUPPER

Hot drinks, Crisps, Biscuits, Toast, Cereals or Sandwiches

HOUSEKEEPING SERVICES

The Housekeeping services at Newlands are managed by our Housekeeper Josie Wilson.



On arrival she will talk to you, explain the services and also establish your specific needs which will be recorded in your Person Centred Plan.

We have a team of domestic assistants who work Monday ~ Friday 9:00am to 12:30pm. They will clean all communal areas of each unit on a daily basis.

On request they will visit rooms daily to clean sinks, empty the bin, vacuum etc.

If wished carpets can be shampooed or the room be spring cleaned, this can be arranged with the Housekeeper.

A persons right to privacy will be respected at all times and staff will not enter a room without agreement.

Laundry can be washed if wished or sent home we offer a personal laundry service. We would appreciate however that all clothing is clearly marked with some form of identification.

A service user can either arrange for care staff to collect their laundry from their room, or place it in the laundry basket in the unit bathroom. Once clothes have been laundered they may be collected from outside the laundry or they will be brought to your room by the care staff.

The Housekeeper And Domestic Assistants would welcome any suggestions
You May Have Concerning The Services Provided

SERVICE USERS VIEWS

We aim to give service users opportunities to participate in all aspects of life in the Home. Service users are regularly consulted both individually and corporately about how the Home is run. We hold regular service user meetings and quality assurance questions are raised each month. Our objective is always to make the process of managing and running the Home as transparent as possible and to ensure that the Home has an open, positive and inclusive atmosphere.

Aims and Objectives ~ these are set every year by the Home. They are closely linked to the Warwickshire Care Service's Business Plan but will also include the wishes of staff, service users and their family and friends.

Comments Books ~ these are available on each floor and we ask that you feel free to use them to make any comments about the service.

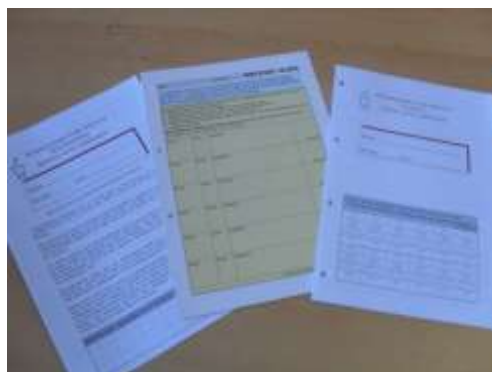
Regulation 26 Visits ~ these are monthly visits made to each Home either by a member of the Executive Management Team. During these visits service users and staff will have an opportunity to comment on the services in the Home.

Inspections By The Commission For Social Care Inspection ~ Service Users and their families and friends are consulted where possible during the visit and invited to speak to the inspector about the Home and the services provided. These reports are public documents available both in the Home and to other people who wish to see them.

Service Users Meetings ~ Regular meetings take place so service users have the opportunity to comment freely about the Home and the services provided. Service users will also be given the opportunity to implement changes that they see as important to improving the quality of their lives.

Quality Systems ~ We have various quality systems in place which are monitored monthly and review all aspects of the services we provide,

- * Care
- * Catering
- * Housekeeping



Service Users Comments

I'm happy living here because my room and the staff are nice, I'm able to make my own choices and live how I want.

Service User for 25 years.

It's a friendly happy home all the services provided are fine, I'm treated as an individual and make my own choices.

Service User for 2 years.

I like living here a lot the staff and food are 10/10, I choose what I want to do.

Service User for 3 months.

It's a nice place to be, safe environment always clean and tidy. The staff encourage me to be independent, the meals are good most of the time.

Service User for 14 months.

I didn't want to leave my home to come here because I thought I would be told what to do. But it's not like that the staff are all lovely and good, I feel safe here and I'm free to go out when I like and make my own choices.

Service User for 7 months.

COMPLAINTS

Newlands aims to provide a high level of support for all service users however if a service user has any complaints, or positive comments, about the services provided please feel free to make them to any member of staff in **Newlands**.

With agreement this will then be passed to either the Care Manager or the Homes Manager.

A Complaint will always be dealt with sensitively and confidentially and every attempt made to resolve it to the satisfaction of the complaint within 28 days. If this is not possible an update will be given on the reason for the delay.

Alternatively you can:

- ◆ Contact **WCS Care Group Ltd** either through the Homes Manager or Central Office which is located upstairs.

Telephone ~ 01926 864242

- ◆ Contact **Commission For Quality Care**
West Midland Regional Team
City Gate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone ~ 03000 616161

E-Mail: enquiries@cqc.org.uk

- ◆ Contact your **Social Worker** or the **Duty Social Worker** at the Social Services Office via Warwickshire County Council.

Telephone ~ 01926 410410

- ◆ In addition everyone has the right to go to the Local Ombudsman, a Solicitor or anyone else of your choice.

A Copy Of The Complaints Procedure And A Form For You To Complete If You Wish To Make Any Comments, Compliments Or Complaints Can Be Found In The Main Reception Area.

KEY POINTS TO NOTE

Smoking ~ Newlands is a non smoking building the designated area is Grasmere Quadrant.

Music ~ It is asked that all music played to be kept to a reasonable volume so not to disturb other service users and to be played in bedrooms, only, between the hours of 9pm and 9am.

Alcohol ~ The consumption of alcohol by service users is their right but we ask that it be kept to moderation and with no ill effects to others for example resulting in individual being loud, aggressive or abusive.

Where a disturbance occurs staff have been informed to call for assistance from the police.

Security ~ Service users may come and go from the building at any time. The doors will be locked at 6:00pm and the building made secure. Entrance into and out of the building after this time will be via the call bell system and at the service users own risk if unaccompanied. The doors will be unlocked at 7am each morning.

If a person is leaving the building please inform staff of when you are going and when you are likely to return and please sign out on the white board by the front entrance.

This is so in the event of a fire we are not looking for a person who is not here.

All bedrooms can be locked when you leave them, all service users are offered a key to their bedroom. A safe deposit box is available in each room for the storage of money and valuables.

Abuse ~ Physical and Verbal abuse of staff will not be tolerated, this includes foul language. Respect should be shown to all individuals within Newlands whether staff, visitors or other service users.

Lone Working ~ Where ever possible staff should work together, especially when delivering intimate personal care to ensure the safety of the service users and themselves. Some circumstances need to be handled in a sensitive manner and may not allow for the above ruling. When this happens the associating risks should be discussed and recorded.

HEALTH AND SAFETY NOTICE

The Fire Alarms are tested
every Friday at 1.30 p.m.
at Newlands



In the event of an outbreak of fire

You will hear a continuous bell and all fire doors will close automatically.

Do not panic

and if you are in an area where fire is not apparent, please remain where you are and staff will come to you to advise you what to do.

Please do not use the lift

Persons untrained in the use of fire extinguishers are advised by the Fire Brigade not to attempt to fight a fire.

Please sign in/out when leaving or entering the building.

FIRE POLICY & PROCEDURE

1. Introduction

1.1 In order to safeguard the safety of service users and employees and to meet legislative requirements, WCS has produced a policy and procedure which identifies precautions to be taken to ensure the safety of service users, staff and others from fire.

2. Policy

2.1 WCS will provide adequate means of escape in the event of a fire.

2.2 Adequate arrangements for detecting, containing and extinguishing fires will be put in place.

2.3 The need to give adequate warnings and put in place systems to evacuate all persons from a location will be recognised and actioned.

2.4 All fire fighting equipment will be maintained, checked and assessed.

2.5 Fire drills, tests, practices and training will ensure that all staff, and as far as is reasonable service users know the procedure to be followed in case of fire, including the procedure for saving life.

2.6 All staff will receive Fire Training as part of their induction and this will be recorded.

2.7 Risk assessments will be carried out annually aimed at identifying hazards and reducing risk.

3. Procedure

3.1 On hearing the alarm, all staff must go to the Fire Panel as quickly as possible, closing doors on the way and looking for visual signs of fire.

- 3.2 Service users must be reassured and asked to remain in situ either in bedrooms, lounge or communal areas.
- 3.3 Each Home will have a designated person(s) who will don a yellow jacket and:
- check fire panel for fault or fire location
 - Await call from Call Centre
 - direct members of staff and delegate specific responsibilities
 - collect signing in book/a register of service users, staff and visitors in building
 - await arrival of Fire Brigade
- 3.4 On arrival of Fire Brigade, designated person will give:
- location of fire
 - best entry to area
 - number in immediate area
 - information on evacuation
- 3.5 For information on the Fire Brigade's role, staff to be made aware of the flow chart
- 3.6 Staff must be made aware of action to take and relate to specific areas.
- 3.7 Each Home will have their own specific layout identifying fire extinguishers, call points and exits and these must be made known to all staff and residents at the earliest possible opportunity.
- 3.8 Each location will have its own particular fire drill but staff must follow common principles which are as follows:

- 3.8.1 Stay calm, do not panic, panic costs lives.**
- 3.8.2 Walk, do not run.**
- 3.8.3 If smoke detectors have not detected fire and you find a fire, go to the nearest call point, break glass and press button.**
- 3.8.4 Do not use the lift.**
- 3.8.5 On hearing a fire alarm, check the panel for the area zone.**
- 3.8.8 Never open a door where you suspect there may be a fire.**
- 3.8.9 Move service users as soon as possible out of danger (behind nearest fire door).**
- 3.8.10 Wait for the Fire Brigade.**
- 3.8.11 Never place yourself at risk.**

4. Conclusion

- 4.1 By responding to a fire calmly, swiftly and effectively and by knowing the policy and procedure, lives can be saved.**

I acknowledge that WCS Care Group Ltd Limited accepts no responsibility for the loss or damage to any personal property including sums of money which I may bring into the Home.

I have been informed by the Home's Manager/Care Manager/Staff on duty of the facilities which exist for the safeguarding of money and valuables and that I have the right to take out individual insurance if I wish.

Signed: _____

Name (printed): _____

Date: _____

Signed By Staff Member : _____

EMERGENCY PROCEDURES



- ☐ Each Home within **WCS CARE GROUP LTD** contains an Emergency Procedure Manual which is accessible to all staff.

- ☐ In addition an annual audit is undertaken aimed at reviewing the Emergency Plan to ensure all eventualities are covered, information is up to date as are guidelines on how to deal with any emergency which may occur.

VALUABLES AND INSURANCE



- ☐ Service users are requested to ensure that all valuables are kept locked in their lockable facility or placed in the Home's safe.

- ☐ Should they not do so, they will be requested to sign a release of liability form on admission, absolving **WCS CARE GROUP LTD** from liability for the loss of personal belongings, except for those which are secured or kept in the Home's safe.

- ☐ Service users should also consider taking out their own insurance cover for valuable personal belongings.

Most Recent Inspection Report

The most recent inspection report can be found in the main reception area and everybody can have access to it.

Monthly inspections are made by nominated personnel from Warwickshire Care Services and their findings can be found in the format of a report in a folder by the main reception office (Regulation 26)

Reports from other people authorised to visit and carry out inspections can also be found in the same folder and are available for public viewing, Fire Department, Environmental Health and Health and Safety Officers.