

Your questions...
answered



Welcome!

When you move to a WCS Care home we want you to feel that every day is well lived.

We'll invite you to keep doing the things you've always done and provide opportunities for you to try new experiences.

*And we do this by asking our carers to deliver against **four simple values:***

- Play
- Be there
- Make their day
- Choose your attitude

By delivering value-based care we believe we can help you live the life you want.

This document contains the answers to the most common questions we get asked. If you can't find the answer to your question here, please speak to the home manager who'll be able to help.

If you can't find the answer you need here, **speak to the home manager** who'll be happy to help!





Accommodation

Is there a choice of single or shared rooms?

Most of our homes offer single rooms only, however we do have double apartments for people who want to stay together at **Castle Brook** in Kenilworth. We can also, where possible, accommodate people in adjoining rooms in our other homes.

Are there ensuite facilities?

- Each bedroom in both of our new build homes, **Castle Brook** and **Drovers House**, has an ensuite bathroom with a toilet and shower
- All bedrooms at the **Sycamores** have ensuite toilets
- 60% of bedrooms in our other homes have ensuite toilets and we're adding ensuite showers where possible as part of our improvement programme. Please ask the manager of the home you're interested in who will be able to give you details for their home.

Can you decorate and re-arrange your room to suit yourself?

All rooms are decorated in neutral colours when residents move in. Redecoration and rearrangement of the room to suit your own tastes can be arranged with the home manager, subject to health and safety requirements.

Can you bring your own furniture and television?

All rooms are provided fully furnished, however you can bring your own furniture by arrangement with the home manager, subject to fire safety requirements.

We don't supply televisions as standard because every lounge has a TV where people can watch programmes together and socialise. If you'd like a television in your own room you can bring one, and other electrical equipment, subject to electrical safety checks which the home manager will arrange.

If you enjoy watching movies we have a dedicated cinema at Castle Brook – a lovely destination where you can sit back in style and enjoy your favourite film on the big screen with popcorn, ice-cream and drinks.

Can I have my own telephone?

Yes. At **Castle Brook** and **Drovers House** we use a digital telephone system which removes the need for a landline, and we're able to transfer your current BT telephone number if you'd like to keep it. Where we don't use a digital phone system, the home manager will be able to explain the options available for having a landline installed.

Is there a nurse call system for assistance?

Yes. Every room, bathroom, toilet and lounge has a pull cord to request assistance from staff. We're changing the way we pick up nurse calls and are moving to silent running, where staff pick up calls via handheld devices, removing a stressful noise you can sometimes hear in a care home.

Enjoy a movie at our **dedicated cinema** at Castle Brook



How many plug sockets are in rooms?

All rooms are fitted with at least two double plug sockets for your use.

Can you control the heating in your room?

Yes. All radiators are fitted with thermostatic control valves, which you can adjust to suit your own preferences.

Can you lock your room and is there a secure place for valuables?

Yes. All rooms are lockable and have lockable facilities in them. You'll be supplied with keys when you move in.

Where will I eat?

The homes are arranged into several households which are self-sufficient with their own lounge, dining and kitchenette facilities.

If people wish to eat meals in their own rooms they can.

Are there toilets near communal areas?

Yes. There are shared toilet facilities, with hand basins, which are suitable for wheelchair access adjacent to all communal areas.

Are there both showers and baths?

Yes. There are both assisted baths (adapted to help people in and out of the bath), and wheelchair accessible showers in all of the homes.

Rooms in our new build homes, **Castle Brook** and **Drovers House**, have bedrooms with ensuite shower facilities.

We've also installed luxury spa baths in some of our homes and have a programme of replacement in place across the group, which will eventually see all homes benefitting from these relaxing baths that provide a bubbling spa experience, complete with lights, aromatherapy scent and music.

How often will my room be cleaned?

Rooms are cleaned every day, as are all communal facilities, although we obviously appreciate some residents will want to do this for themselves, so we'll support them to do as much or as little as they like.

Home life

Are there any rules and restrictions e.g. going out, time of return?

No! There are no restrictions. We just ask that you sign out and in, or notify us so we can monitor for care, medication and fire safety procedures.

Can I go out on my own?

The entrance to, and exits from, the home are securely locked, although doors to our secure gardens are open so outdoor facilities are always available. If you want to go further afield a risk assessment will be carried out with you, taking into full consideration your wishes and safety. If it is agreed that you need an appropriate level of support to get out and about, we'll put this in place to make this happen.

Can I choose when to get up and go to bed every day?

Yes. You can carry on with your usual routine as there's flexible support available to support your personal preference.

How will my privacy be respected?

Every room is lockable and you will have your own set of keys. Carers will always knock and wait for a response before entering your room except in an emergency. They'll only enter your room in your absence when absolutely essential e.g. to retrieve something you've asked for, to clean.

Will I be checked on at night?

Yes. We'll ensure you're sleeping well and have any night time needs met.

At Castle Brook and Drovers House we use a system called acoustic monitoring to support our night time care. This system uses software that listens in the background for unusual noises from your room. If you're sleeping well, we won't need to disturb your sleep unnecessarily, which can leave you feeling tired the next day. If a sound is picked up from your room, a carer will be sent to help you if needed.

We'll support you to keep doing the things you've always done



Are residents involved in decisions about life in the home?

Yes. There are regular meetings with the home manager about the running of the home. Residents can be involved in as much or as little as they like, from the recruitment of staff to menu planning, gardening to the organising of events. It's really up to each individual.

When can family and friends visit?

Whenever you'd like them to. This is your home so they can visit you at any time, we simply ask that they sign in and out for fire safety procedures and respect the privacy of other residents if visiting during early or late hours.

We also have a relatives' gateway. This online tool gives access (where the relevant consents are in place) to care notes so that relatives can keep up-to-date with your daily life online, from anywhere in the world with an internet connection. It can also be used for sharing photographs and messages between residents, relatives and the care team, keeping everyone in touch.

Can a relative stay over for a visit?

We have dedicated guest rooms at **Castle Brook** and **Drovers House**. Please try to give us as much notice as possible if your relative would like to stay over.

We will try to accommodate overnight visitors at our other homes but can only do this if a suitable room is available.

Can I bring my pet to live with me?

Please speak to the home's manager so they can learn more about your pet and the level of care it will need. They'll have to consider the wellbeing of other residents in the home e.g. allergies, however we do have a number of pets in our homes and will try to accommodate these requests where we can.

Animals are frequent visitors to our homes, from pet therapy dogs to reindeer at Christmas, and we keep chickens at some of our homes for fresh eggs which we use in our kitchens.

Are there smoking and non-smoking areas?

All of our homes are non-smoking indoors, however there are covered smoking shelters provided outdoors in the gardens.



Friends and family can visit whenever you'd like them to



There are lots of **activities, exercises and outings** to choose from

What are the arrangements for handling money?

All of our rooms are provided with a lockable cabinet to store your valuables in if you wish. We can also look after your money if you want us to.

Are there regular activities?

Yes. Every home has dedicated 7-day-a-week Lifestyle Coaches who lead on activities, exercise and outings. There's a quick overview of our activities below – please feel free to ask the home's Lifestyle Coach for more information when you visit.

- When you move into one of our homes we'll ask you about your hobbies and pastimes and enter this information into our matching software. This will match you with carers and residents who share your interests and help us to provide and suggest activities that you may enjoy – be that taking part in one of our regular clubs, or even running a club to share your passion with others.
- Our Lifestyle Coaches hold two, fun exercise classes a day – one of which will be outside whenever possible.
- We also offer Out & About trips twice a month from every home in partnership with Oomph! who provide a minibus and dedicated trip conductor. Speak to the home's Lifestyle Coach to find out more about recent and upcoming trips.

- We're introducing new ways to keep active too – at **Castle Brook** and **Drovers House** you'll find specially designed table tennis tables, from the BAT Foundation, which have sides to keep the ball in play for longer – a bit like a squash court.

- **Castle Brook, Drovers House, Dewar Close, Fairfield** and **Sycamores** have cycle paths in their gardens and a special side-by-side bike for two which provides a wonderful excuse to get outdoors. We have plans to introduce these bikes to other homes too.

- We encourage everyone to carry on with familiar routines and get involved in the daily activities of the home – making drinks and snacks, washing up, gardening and dusting – whatever you're used to doing and want to do.

Is there internet access?

Yes. All of our homes have free wifi that's available in every room for residents and relatives to use.

Can you cater for special diets?

Yes. All of our meals are prepared to the highest nutritional standards for older people and are cooked on site. We always offer a range of choices at every main meal, as well as lighter options, pureed foods and meals to suit particular dietary requirements. Snacks and drinks are always available and residents are encouraged to make their own drinks and light-bites where possible.



We have kitchenettes where you can make light bites, snacks and drinks

I like making my own food. Will I be able to carry on doing this?

Yes. We have kitchenettes on our households where you can prepare light bites, snacks and drinks. We're also happy to welcome residents into our catering kitchens where you can help prepare the day's meal or do some baking if that's something you enjoy doing.

At Castle Brook we've introduced traditional kitchens to each household where all of the meals are prepared, so that residents can contribute to the preparation of food and enjoy the smell of it cooking in the oven.

What are the arrangements for washing my clothes and bedding?

We have laundry staff available seven days a week and will provide this service in line with your individual preferences. We'll label your clothing and bedding when you move in to your new home so we can make sure your items are returned to you once they've been washed. New items are then tagged when purchased or brought into the home. We collect and return laundry to you within 24 hours, washed, ironed and folded.

At Castle Brook we have a traditional launderette where residents can do as much or as little of their own laundry as they choose.

For residents who are happy to have their laundry done for them, our laundresses will still provide this service.

How will I get my hair cut and styled when I move in?

Every WCS Care home, apart from the **Limes**, **Mill Green** and **Newlands**, has a hair salon where visiting hairdressers can be seen.

If your own hairdresser is happy to use our salon we're also happy for them to come and do your hair in your home.

The salon is suitable for ladies and gentlemen, and each home has its own appointment book and price list.

We can also help you to maintain and paint your nails, so if you like a bit of colour just ask for details.

Fees

Our fees are set out on a separate sheet and up-to-date fees are available on each home's page of our website.

How are fees collected?

Fees are payable one month in advance on the first day of each month by standing order.

What are the notice conditions in the contract and are there any fees payable after a resident's departure?

The charge will be levied from the first night of occupancy until such time as the room is vacated. For planned discharges, we ask for a notice period of four weeks where appropriate.

Is a refundable room deposit required?

No. We don't take a deposit for rooms. You simply pay from occupancy until the room is vacated in full, as noted above.

How are the fees calculated?

The monthly fee is one twelfth of the annual fee. The annual fee is calculated by multiplying the daily rate (one seventh of the weekly fee) by 365 days (366 in a leap year).

Fees are payable one month in advance on the first day of each month

Do I need to sign a contract?

Yes. The home manager will talk through all of the WCS terms and conditions and clarify all costs before providing you with a copy for signature and agreement.

What do the fees include?

There are no hidden charges. Fees cover your room and accommodation, heat and light, laundry services, access to TV and sitting rooms available to every resident, food, non-alcoholic drinks and snacks.

They also cover the care and support you'll receive from staff, and use – according to individual needs – of the aids and appliances available in the home, such as hoists, lifts and occasional use wheelchairs.

Under what circumstances will the fees change?

Fees are reviewed annually and will be effective from 1st April each year. If your care needs change, e.g. from residential care to higher dependency care, it may be necessary to increase the fees in line with our tariff. The home will always conduct a review and give four weeks' notice of any fee increase.

Do I have to pay for my room if I'm absent e.g. in hospital or on holiday?

If you will be returning to the home you will need to pay for the room as long as it is yours. However if you're away for more than six weeks you can seek a 10% reduction in charges until you return to the home as we still need to provide fixed costs such as the staffing.

Will I have to move out if I run out of money to pay my private fees?

No. We'll support you to apply for social funding, if your financial situation means you no longer meet the requirements for privately funded care, so you don't have to move out.

Other important questions

How will I know who works in the home?

All of our team members wear a name badge so you and your visitors will know who they are. Our home management team's dress code is smart, casual workwear, whilst our care team's is based on polo shirts which are coloured depending on their role, making it easier to identify them around the home.

What if I, or my relative, lack capacity to make decisions about care and welfare?

A mental capacity assessment will be done for every decision that needs to be made for your welfare. In the event that you are considered not to have mental capacity, a decision will be made in your best interests in full consultation with a person holding a lasting power of attorney and/or an advocate.

How do you manage confidentiality?

Our staff training programme, which is refreshed when any changes come into effect, covers confidentiality so all staff are up-to-date.

All of your personal data will be stored securely in line with the Data Protection Act 1998 and the new General Data Protection Regulation 2018 which comes into effect in May 2018.

Who do I speak to if I have positive or negative feedback?

We have duty managers available from 8am to 10pm seven days a week. The name of the duty manager will be displayed on the welcome board in the home. We also have comments cards, available at reception in each home, which can be filled in anonymously if preferred and returned to head office.

You can email the home, using the contact details on the back of this booklet, or WCS's Chief Executive on chief.executive@wcs-care.co.uk, who also has a telephone hotline: 01926 856130.



All our team members wear a name badge so you know who they are



We're regulated by the Care Quality Commission

If you raise a concern that is not addressed appropriately or in a timely manner, please raise this with the home's manager.

If you're still not happy with the response you receive you can raise a complaint which will be dealt with by our Head of Care Services and Quality.

You can request a copy of our complaints policy from the home manager or you can find it on our website at www.wcs-care.co.uk/talk-to-us

We regard all feedback as positive as part of our commitment to continual improvement.

Can I keep my own GP?

Yes you can, if your usual GP is within the home's catchment area. If not, we can offer you an alternative based on our experience.

How will my relatives be kept up-to-date with things that are important to them?

- With your permission, we'll contact your relative/s by their preferred method of contact with any important information related to your life and care, for example, GP visits, changes to health and care plan, and any special events you'd like them to come to.

- We also have a relatives' gateway. This online tool gives access (where the relevant consents are in place) to care notes so that relatives can keep up-to-date with your daily life online, from anywhere in the world with an internet connection. It can also be used for sharing photographs and messages between residents, relatives and the care team, keeping everyone in touch.

Do I need insurance cover?

We hold all appropriate insurances, however if you bring items into the home, which have a high individual value, you must have your own insurance in place for these.

How is WCS's care regulated?

We're regulated by the Care Quality Commission, sometimes referred to as the CQC. The rating for every home is displayed in the home and on our website.

A copy of each home's full report can be found by following the links on our website or by visiting www.cqc.org.uk



Our homes

Attleborough Grange	attleborough@wcs-care.co.uk	024 7638 3543
Castle Brook	castlebrook@wcs-care.co.uk	01926 353 160
Dewar Close	dewar@wcs-care.co.uk	01788 811 724
Drayton Court	drayton@wcs-care.co.uk	024 76 392 797
Drovers House	drovers@wcs-care.co.uk	01788 573 955
Fairfield	fairfield@wcs-care.co.uk	024 76 311 424
Four Ways	fourways@wcs-care.co.uk	01926 421 309
The Limes	limes@wcs-care.co.uk	01789 267 076
Mill Green	millgreen@wcs-care.co.uk	01788 552 366
Newlands	newlands@wcs-care.co.uk	01926 859 600
Sycamores	sycamores@wcs-care.co.uk	01926 420 964
Westlands	westlands@wcs-care.co.uk	01788 576 604
Woodside Care Village	woodside@wcs-care.co.uk	01926 569 300



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