

GLYNN COURT

Residential Care Home



Service User Guide



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A warm welcome awaits you at Glynn Court



We try to make it a pleasant experience for all of our residents.



The second house is for more active and independent residents.

Glynn Court

Summary of contents of the Service User guide

The first thing that you will find when you come to Glynn Court is a very friendly atmosphere. Situated in the New Forest, it is a peaceful place staffed by fully trained and very caring people.

As an organisation, Glynn Court always puts it's residents first in terms of *everything*. Whatever your concerns are we will always address them and we hope to solve any problems to your satisfaction.

As a resident, you can expect us to protect your privacy, your dignity, your security, your health, your religious needs, your independence as well as your well being.

We hope residents and their families will treat the home as their own and so we have an open visiting policy. All visitors are welcome and we will try to ensure that privacy is available if required.

The standard of food at Glynn Court is very high. We encourage residents to participate with menu planning. The home has a separate dining room but residents are able to eat in the lounge with individual tables or to take their meals in their rooms if they wish.

Glynn Court is regulated by **The Quality Care Commission**.

You will find further details of all this information contained in the body of this booklet.

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Glynn Court Residential Home

Service User Guide

This statement outlines our aims, objectives and philosophy of care. Should any question arise from the statement the management team will be happy to discuss any points or concerns. The rights of our residents are our primary concern and so our philosophy of care reflects this in the services and environment we provide and in our encouragement of the residents to exercise their rights to the full.

Aims and Objectives

Our aim is to provide high quality social and residential care to meet the specific needs and wishes of our residents. It is stressed to all new potential residents that Glynn Court is not a nursing home. Glynn Court is registered as a two star service with Hampshire Social Services and the Care Standards Inspectorate with a rating of **GOOD**. We aim to offer and provide high quality care with sensitivity and understanding in a warm happy and comfortable homely environment.

Accommodation & Facilities

There are two buildings to Glynn Court. The house consists of two shared rooms one with a conservatory the other with an unsuited on the upper floor. The house has four single rooms, a kitchen a lounge and two bathrooms and two toilets. The house is for more independent residents. All the rooms are comfortably furnished, carpeted and decorated and residents are encouraged to bring in any small items of furniture, such as favourite chair, television, ornaments, photographs and pictures.

The main building consists of 22 rooms 5 of which are double rooms. There are 5 communal toilets and 3 communal bathrooms (with hoists) for residents. All doors are lockable from the inside for privacy and there is a nurse call alarm in each room to call for help as needed. All floors are level and a stair lift available for upper floor rooms, and hand rails are fitted throughout the home for safety. There are a lifting hoist, wheelchairs, walking frames and walking sticks for residents ' use.

Philosophy of Care

Our philosophy of care is to provide an excellent standard of care to all our residents. Those who live in the home should be able to do so in accordance with their own individual requirements and should benefit from the care given. Glynn Court aims to provide its residents with a secure, relaxed and homely environment in which their care, well-being and comfort is of prime importance. We place the rights of residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

Residents shall live in a clean, comfortable and safe environment and be treated with respect and sensitivity to their individual needs and abilities. Staff are responsive to individual needs and will provide the appropriate degree of care to assure the highest possible quality of life.

To meet these client needs the care services provided are designed to achieve the following objectives:

- A service of the highest quality that will improve and sustain overall quality of life.
- Flexible delivery of care services while respecting each resident's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take appropriate risks.
- Respect for each resident's needs and values in matters of religion, culture, race or ethnic origin, sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- Managing and implementing a formal program of staff planning, selection, recruitment, training and personal development to enable care needs to be met.
- Making the best use of resources and to maximize value for money.
- Provide written information on procedure for handling complaints, comments and compliments.

Care staff will strive to preserve and maintain the dignity, individuality and privacy of all residents. The resident, their family and friends are involved as much as possible in preparing an individual care plan which assesses the residents needs and capabilities, plans for specific care needs and documents all care and professional help delivered.

The care plan will be formulated individually to support each resident 's needs allowing independence, privacy and upholding their dignity in the following ways:-

Privacy

This is observed by:

- Helping each resident with intimate needs and situations discreetly and appropriately.
- Allowing and helping residents to furnish and equip their rooms to their own wishes.
- Giving them the choice to use their own room for meals, leisure and entertaining.
- Offering residents the choice of where and with whom they spend time.
- Giving privacy to receive and make telephone calls if they wish,
- Enabling them to open and read mail and see visitors and advisors.
- Ensuring information regarding each resident remains confidential.

Dignity

Disabilities can undermine dignity – to avoid this, each resident will be treated as a valued individual by assisting them to maintain as close a lifestyle of their own as possible. This is achieved by ensuring they have their own clothing and that their personal appearance is as they wish. Also, in offering a range of activities that enables residents to express their individuality, we try to eliminate any discrimination that may occur through physical or mental disability.

Independence

We understand our residents have given up a great deal of their independence when they become part of a communal group residing in a residential home. We therefore encourage clients to continue to use every opportunity to think and act for themselves by:

- Providing personal and technical assistance in a tactful way
- Maximising each resident ' s ability for self care.
- Interaction with others and continuing normal daily living activities unaided.
- Assisting residents to take reasonable and informed risks.
- Encouraging and promoting contacts with activities and interests outside the home.
- Encouraging residents to be involved with and contribute to their care and it ' s recording.

Security

We aim to provide a secure environment and structure of support:-

- Offering assistance in situations that could be dangerous for residents.

- Protecting residents from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by residents.
- Creating an open, positive and inclusive atmosphere.

Civil rights

We work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways:-

- Ensuring that residents have the opportunity to vote in elections.
- Preserving for residents full access to the National Health Service.
- Helping residents to claim all appropriate welfare benefits and social services.
- Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Choice

We aim to help service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:-

- Providing meals which enable residents as far as possible to decide for themselves where, when, and

with whom they consume food and drink of their choice.

- Offering residents a wide range of leisure activities.
- Enabling residents to manage their own time.
- Avoiding wherever possible treating residents as a homogeneous group.
- Respecting individual, unusual or eccentric behavior in residents.
- Retaining maximum flexibility in the routines of the daily life of the home.

(Outcome 5: Meeting nutritional needs.)

Lifestyle

We aim to provide a lifestyle for residents that satisfy their social, cultural, religious and recreational interests and needs.

- Help residents to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

Fulfilment

We want to help residents realize personal aspirations and abilities in all aspects of their lives:-

- Understanding each resident's histories and characteristics.
- Responding to the personal, intellectual, artistic and spiritual values and practices of every resident.
- Respecting our residents' religious, ethnic and cultural diversity.
- Helping maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.

Choice of home

Every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice, we will do the following:-

- Publish a statement of purpose and a detailed service user guide.
- Give each resident a contract specifying the details of the relationship.
- Ensure that residents have their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted that we can meet their needs as assessed.
- Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

Personal and health care

We draw on expert professional guidelines for the services the home provides:-

- Produce with each resident, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
- Arrange for appropriate professionals to meet the health needs of each resident.
- Establish and carry out procedures for the administration of residents' medicines.
- Safeguard privacy and dignity in all aspects of health and personal care.
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

(**Outcome 4: Care and welfare of people who use services.**)

Concerns, complaints and protection

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time. We address this by:-

- Provide a simple, clear and accessible complaints procedure.
- Take all necessary action to protect residents' legal rights.
- Make all possible efforts to protect residents from

every sort of abuse.

(**Outcome 14: Lead effectively to manage risk of inadequate services**)

Pre Admission Assessment

All residents are assessed by the manager prior to admission to ensure that, as far as possible, we can meet all individual needs and requirements to guarantee a comfortable and happy stay with us. A letter confirming this assessment will be sent out prior to admission. However, should needs change to the extent that it is felt the home can no longer meet the residents needs, a review with resident, relatives and resident 's social care manager will be made to find suitable alternative accommodation. An induction period of a week will be offered to all new service users wishing to view our service, an assessment will be conducted before admission and the opportunity for you to meet your key worker or senior before admission can be arranged to help make your stay more personal and comfortable.

Care Plans

The care provided is based on a thorough assessment of a wide range of needs and a systematic and continuous plan of care is formulated for each resident. The formulation of the care plan relies on the participation of the resident, social worker if available and family. Each resident will have a key worker who is supported by a senior carer employed at the home, they will involve the resident or family as much as possible to make the plans more personal centred for each individual resident. We do like the resident to sign the plan where able to show that they agree and have been consulted at all reviews.

(**Outcome 4: Ensure effective, safe and appropriate personalised care through effective assessment, planning and delivery**)

Facilities

The home is friendly and comfortable and aims to provide a safe,

homely environment. We have a range of equipment to assist with all aspects of daily living including; special pressure relieving mattresses, hoists, bath hoists, and a stair lift. All rooms are furnished but residents are welcome to bring in any of their own pieces or pictures that they wish. However, this must be subject to inspection and assessment by the manager to ensure they meet the Health and Safety requirements in the interests of both residents and staff.

Environment

The physical environment is designed for the resident's convenience and comfort which includes:

- Maintaining the building and grounds in a safe condition.
- Maintaining the décor of the home in an appropriate scheme and condition.
- Ensuring communal areas are safe and comfortable.
- Providing toilets and bathing facilities suitable for residents in our care.
- Providing specialist equipment is available to maximise and maintain resident's independence
- Ensuring staff are trained to be able to assist through knowledge of correct use of equipment.
- Providing accommodation that meets the CQC regulations
- Ensuring residents have safe and comfortable bedrooms with their own personal property around them.
- Ensuring the premises is kept clean and hygienic and free from malodours.
- That appropriate systems are in place to deal with the control of infection and disposal of household and clinical waste.
- That the heating and lighting of the home are

adequate and maintained.

(Outcome 10: Safety and suitability of premises)

Staffing

We are aware that our staff will always play a very important role in residents' welfare. To maximize this contribution, we will do the following:-

- Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs.
- Provide an appropriate number of staff with qualifications in health and social care.
- Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare.
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

(Outcome 11: Manage Quality by Employing the Right People)

Staff training

All members of undergo mandatory annual training sessions in Basic Health and Safety, First Aid, Client Handling and Fire Safety and Medication handling. All new staff has to complete a induction programme relating to Skills for Care in the first six weeks of employment. Some staff have completed specialist training in Dementia Care.

Management and administration

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following.

- Ensure the manager is qualified, competent and experienced for the task.
- Create an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard residents' interests.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its residents.
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

(**Outcome 19: Lead effectively to manage risk of inappropriate managers.**)

Catering

Glynn Court has an established cook who has knowledge and experience of catering for specialist individual dietary needs. The home has a separate dining room but residents are able to eat in the lounge with individual tables or to take their meals in their rooms if they wish. Help is always given to residents who are unable to eat and drink independently and relatives are welcome to come in at meal times both to see the food that is provided and how their relative is assisted and to join them for a meal if they wish.

(**Outcome 5: Ensure personalised care by providing adequate nutrition and support**)

Laundry

We have an in house laundry system but we ask that all items of personal clothing are marked with the resident 's name before it is brought into the home. Anything requiring special laundry care should be dealt with by relatives and the staff made aware of this.

Activities

We try to provide stimulating activities and entertainment for any resident who wishes to participate. We have various games and indoor activities that are undertaken by the activity coordinator with the residents three times a week the home also has visiting entertainers such as Everyday Miracles who specialise in Dementia Reminiscence activities. Family and friends are welcome to participate when they are visiting and if residents have their own hobbies and interests that they wish to continue, this is also encouraged and assisted. Residents are encouraged to take the opportunity to visit the town for shopping or coffee at the local pub or restaurants, residents can be accompanied by staff and travel tokens are available from the office to pay for taxi services.

Religious Needs

We have a monthly visit from a lay preacher from the local C/E and fortnightly visits from the Catholic church that give communion and conduct a short service for those who wish to participate. All other denominations and religious needs are catered for as required by request.

Visiting

We hope residents and their families will treat the home as their own and so we have an open visiting policy. All visitors are welcome and we will try to ensure that privacy is available if required.

Refreshments are available during your visits should you wish. Please just ask one of the carers if you would like something and we will do our best to provide it. If your family member is ill and you wish to stay overnight we will try and accommodate you in this please speak to the manager.

Advocacy

Should any resident be without personal representation can seek advice from Mrs Duncan who can contact an external advocacy service. This will then provide that person with impartial representation should they require it. Residents will be assured of privacy and confidentiality regarding this with the opportunity to meet with the advocate in the privacy of their own room and without the presence of any home employee unless they wish it.

Consulting service users about the way the home operates.

Residents are regularly consulted about the way the home is run and are encouraged to give suggestions. There is a residents ' committee which meets as necessary. Menu planning specifically includes residents ' requests and favourite meals. Surveys of user satisfaction are distributed throughout the year, and results are documented and placed on display in the lobby and discussed with residents at their meetings.

Fire Precautions

The home has a written policy in the event of a fire. There is an audible fire alarm system, fire extinguishers of the appropriate category for each area, emergency lighting, smoke and heat detectors, automatically

closing doors have now been installed.

All other doors being kept closed at all times so we respectfully ask visitors not to prop them open. The system is serviced and maintained as per the statutory requirements and all staff undergo regular training and update sessions to ensure everyone 's safety. Day staff have a training revision every six months and night staff every three months. In the event of a fire all residents and visitors should follow the instructions of the senior carer on duty to ensure everyone 's safety.

Service Providers

Mrs Sally Crook is the Registered Provider. The Company is owned by Mrs Crook and Mrs Gorst. Mrs Crook holds the title of Senior Director with Mr John Miller and Mrs Gorst.

Registered Manager

The Registered Manager is Mr Mark Dann. RMA NVQ Care Level 4.

Mr Dann is available between the times of 9-5 Monday - Friday for meetings with staff, residents and relatives. Should anyone wish to talk to him when he is not on duty the Deputy Manager Pat Buckberry can contact him to arrange a meeting.

Regulating Body

Glynn Court Ltd is regulated
by the Care Quality Commission.

To contact the Quality Care Commission:

By Telephone: 03000 616161, By Fax: 03000 616171, By Email: enquiries@cqc.org.uk, On the Internet:: <http://www.cqc.org.uk>

Inspection Reports

The home is inspected twice yearly by an inspector appointed by the Commission for Special Care Inspections. The reports are available in the main reception for all to read should that wish to and the management team are available for discussion or explanation of any points in the reports should this be required.

In conclusion: we hope that everything at Glynn Court is driven by the needs, abilities and aspirations of each resident rather than by the staff and managements desires. Whilst this is not always easy to achieve we will endeavour to maintain this as the focus of our policies, services, activities, resources and facilities.



Finance.

STATEMENT OF CHARGES AND SERVICES

SUPPLIED BY GLYNN COURT LTD (HEREAFTER KNOWN AS THE HOME)

In respect of the Service User:

.....

1 The Home 's charge of: £..... per day is for accommodation, including food, and personal care.

1 The Home 's charge of: £..... per day is broken down as follows:

1.1 For accommodation at: £..... per day

1.2 For personal care, food and Domestic facilities at: £..... per day

1.3 The services referred to at 1.1 to 1.3 above include the following:

1.3.1 Where accommodation, is concerned:

.....
.....
.....

1.3.2 Where personal care, food and domestic services is concerned:

.....
.....
.....

2 The charge referred to in 1 above shall be paid as follows:

[Where the Service User is local authority funded]

2.1 The amount of £..... will be paid to The Home by Council for non-registered nurse services, each calendar month, by the following method:

2.2 The service user contribution of £.....will be invoiced to the service user or advocate on the first of the month to be paid by the 15th of the month by cheque to Glynn Court Ltd or by Bank Giro Credit monthly.

[Where a private top-up has been agreed, in respect of the local authority price]

2.3 The balance between the Home 's charge and the sum of the amount paid byCounty Council for non-registered nurse services shall be paid to the Home by on the fifteenth day of each calendar month. commencing on admission to the home by cheque or Bank Giro Credit.

Signed by the Service User or Representative

.....

Print Name.....

Signed by Representative of Glynn Court Ltd

.....

Print Name.....

Date.....



Glynn Court is set in a quiet location situated near to Fordingbridge in the New Forest.

Glynn Court is a friendly comfortable place that puts the needs of it 's residents first and foremost.

The entrance to Glynn Court is not imposing and it provides a welcome atmosphere as soon as one walks in through the door.



GLYNN COURT
Residential Care Home



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