



Welcome to  
*Abbeydale*

## SERVICE USER **GUIDE**



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**This document is available in a larger print on request**

**Thank you for choosing Abbeydale and our team to support you with your care.**

**We are accredited, regulated and inspected by the Care Quality Commission and other independent bodies.**

## **Who are we - Management Team / Staff Structure**

Willover Limited is the Registered Provider of the service. The company is operated by Mike Shepperson and the Registered Manager is Karen Jenkinson.

Mike took over the running of Stanley House and Abbeydale after completing a BA honours degree in Business Studies. The Care Homes had been opened and operated by his father. Stanley House (previously Stanley Boys School) was opened in 1975 and Abbeydale (previously a hotel) in 1986, and have remained in the family since that time. Many of the original features of the buildings can still be seen, and add to the ambiance of the Care Homes. Since starting in 1997 and taking over in 2002, Mike has been responsible for all parts of the buildings and mechanical services, payroll, invoicing, and finance. He and Karen share a joint responsibility for staffing & policies, inspection responses/actions. Mike supports Karen in service development plans, marketing, and the general day-to-day management of the service.

Karen qualified as a Registered Nurse in 1986, and has worked in Elderly Care in the NHS, held various management positions in Care Homes and spent several years managing a specialist Brain Injury and Rehabilitation unit. Karen became manager of Stanley House in 2008 and took over the joint management of Stanley House/Abbeydale in January 2012.

Both Karen and Mike have an 'open-door' approach and are available should you have matters you wish to discuss with them.

Both Care Homes have deputy nurse managers who support the managers, and the teams in their Homes. The Homes each have a full-time admin who works Monday to Friday, 9am to 5pm, and are available to help residents, relatives and friends with any (non-care) queries they may have.

There are Senior Carers who lead and support their Care teams, and an activities team providing a range of stimulating and varied activities. We have a maintenance team who provide cover 7 days a week.





## Accommodation at Abbeydale

The layout of Abbeydale encourages individuals to be cared for in a homely environment that also provides a high standard of nursing and personal care. The building is laid out over 4 floors with the communal areas on the ground floor, and bedrooms spread over the lower ground, ground, first and second floors. The doorways within the Home are all of sufficient width to allow wheelchair user access.

The bedrooms all have wheelchair access from the passenger lift. The accommodation is provided in a combination of single and several double bedrooms. Due to the style and nature of the building, the bedrooms are of varying size, aspect and character.

There are comfortably furnished sitting rooms where residents can spend time relaxing, watching television, reading, listening to music, or joining in with social activities taking place. There is a walk-through dining room (although residents can enjoy meals in their own rooms if they prefer). There is a smaller lounge area that tends to be quieter than the main lounge. Our double-glazed heated conservatory can serve as an area for residents to spend private time with their family and friends, and can also provide a space for social activities to take place.

There are three spacious bathroom areas. One has ceiling-track hoist provision, another is a hoist-access 'spa' bath. There are also walk-in shower/wet-room areas. Toilet facilities are within easy reach of the bedrooms which do not have en-suite facilities. All rooms have the facility for a commode to be used in if necessary.

Our fire alarm system is regularly tested with staff conducting drills. The fire alarm will sound a continuous bell. In the event of a fire, everyone in the Care Home will be advised by a member of staff of the action to be taken.







## Care - What you can expect from us

People who use our service have the right to expect:

- ✓ To have care provided appropriate to their needs by staff whose competencies, experience, training and attitudes make them suitable for such a role, and who will provide care in a friendly, appropriate, and respectful manner
- ✓ To be treated as an individual, to make their own decisions on matters which affect them, and to participate as fully as possible (with the help of a friend, relative or advocate if so desired) in drawing up a Care Plan, reviewing it, and agreeing any modification
- ✓ To have personal privacy for their belongings and their affairs
- ✓ To be listened to at all times and to have their thoughts, opinions and attitudes respected and considered
- ✓ To have their values, beliefs and chosen lifestyles respected at all times
- ✓ To have their dignity respected at all times irrespective of their abilities
- ✓ To be encouraged to be as independent as possible, to be enabled to take risks and to live a lifestyle which is, as far as possible, adapted to their personal choice and preferences
- ✓ Not to be discriminated against for any reason such as race, age, colour, religion, sexual orientation, gender, physical and financial circumstances and to have all such needs respected and accepted
- ✓ To have access and be supported to maintain relationships with friends, relatives, community groups, religious community and to be assisted, where necessary, in making such arrangements
- ✓ To recognise and fully understand the needs and rights of relatives and friends
- ✓ To facilitate access to personal files and information held about them in accordance with data protection regulations and in line with Power of Attorney
- ✓ To have access to a formal complaints process and to be represented by a relative/friend/advisor
- ✓ To provide access to an interpreter or advocate if required.

## Activities / Social Stimulation & Fulfilment

We promote and encourage all individuals to continue to enjoy hobbies and meaningful activities, achieve personal aspirations, or indeed discover new ones.

Our activities team is available to support a diverse range of stimulating social activities. Volunteers support our activity provision for which we are very grateful for their time and dedication. There is the opportunity to join in with a varied and interesting programme of social activities and events. These vary dependent on the weather and people's preferences and include:-

Gardening, Arts and Crafts, Music Sessions & Singing, Board games, Reminiscence and Memories, Baking, Poetry, Dancing, Armchair Exercises, Quizzes, Film Afternoons, Theme Days, Visits from our local Nursery etc. A visiting library service is available.

We love to share the lovely things that happen in the Care Home by putting photographs and short videos on our social media page. Social Media enables resident's family and friends to feel involved in their loved one's daily activities, and they regularly tell us how much they enjoy seeing what fun we get up to in the Home.

We always make sure we have asked for consent before posting on our social media page.

Regular residents meetings are held giving lots of opportunities for discussion and having a say about what is important to residents about living/staying at Abbeydale.

We host regular events with musical entertainers and other visiting entertainment, and external outings are arranged, which have included trips to the garden centre, war memorial, a farm visit and day out on a canal boat. Our residents can enjoy trips out shopping, for lunch, visiting the pub, and the local park.

A hairdresser is available in the Care Home every week, or alternatively residents are able to have their own hairdresser/therapists visit them in the Home.

We respect and support every individual to have their cultural, spiritual and religious needs met.

**We always welcome visitors and the support they provide. We have an open visiting policy but ask that relatives and friends try and avoid mealtimes where possible so that these times remain quiet and unhurried for our residents to fully enjoy their meals.**



## Admission

Prior to admission, we encourage viewings of the Home so that people can see firsthand the range of excellent facilities we provide, meet our lovely team, and have the opportunity to discuss their individual needs. We can offer trial respite stays that can be extended to a longer term arrangement. Day Care is also available. Admission into the Care Home will be an agreed process following us having carried out a pre-admission assessment of needs.

The first few days are spent settling in, and getting to know each other

We will be completing important paperwork, such as Risk Assessments, the Contract, and Initial Care Plan etc. Over time, the team will gather more information to then put together a detailed and comprehensive Care Plan.

There are call bells in all areas of the Care Home and staff will ensure those who are able know how to use them. For any resident not able to operate these, systems are in place to check on individuals regularly.

Each resident is allocated a keyworker.

The Care Homes are 'aligned' to GPs from Park Farm Medical Centre at Allestree, who are responsible for providing patient care here. They work closely in conjunction with an Enhanced Clinical Practitioner Community (ECP) who also oversees patient care for that GP surgery.

We can assist with sourcing Dental Care provision.

Optical services are available with visits made to the Care Home.

Chiropodist services are also available with our regular visiting qualified Chiropodist.





## Advocacy Services

## Age UK Derby and Derbyshire

15 The Morledge Derby  
DE1 2AW

☎ 01332 343232

 01332 299318

✉ [derbyadmin@ageukderby.org.uk](mailto:derbyadmin@ageukderby.org.uk)

## ONE Advocacy Derby

Sinfin Library,  
Arleston Lane,  
Derby,  
DE24 3DS

✉ [referrals@oneadvocacyderby.org](mailto:referrals@oneadvocacyderby.org)

✉ [support@oneadvocacyderby.org](mailto:support@oneadvocacyderby.org)

## Choice and Consent

We are committed to promoting choice for all of our residents. By talking to you and your relatives/representatives we will establish a highly personalised plan of care and support, which will consider your individual choices, wishes and preferences. We will ask you (or your representative) to consent to care and treatment provided.

Care Plans and Risk Assessments will be developed and reviewed on an ongoing basis, and will also be updated where there is a change in your health and needs.

To support you making choices and giving consent we will present information to you in a way that you can understand.

Any restrictions on choice, for example for reasons of health and safety or wellbeing, will be discussed with you and - where appropriate - through best interest decisions involving and consulting with professionals involved in your care.



## Comments, Concerns, Complaints and Suggestions

We aim to provide all our residents with excellent service. We hope you will provide feedback to let us know that you are happy with our service. If you would like to leave a positive review, please speak to a member of the team who will provide you with a review card. Our team really values and appreciates positive comments about the service we deliver.



We always try to deliver our best and need your help to tell us if we haven't quite got things right, or where you feel we could improve. Our complaints procedure is in place to help us make sure that we can put things right as quickly as possible, and improve what we are doing.

If you are in any way unhappy with any aspect of the service we provide, please either talk to the nurse in charge or a member of the management team.

If you wish to make a complaint, the procedure is on display in the entrance hall. It provides the timescales where we will acknowledge your complaint and further timescales where you will receive a written response. Full details of the complaints procedure are available on request.

If you feel that you are being abused in any way, by any person, or are worried that someone you know may be being abused, please let us know immediately. All our staff are required to report any incidents of concern which may affect your health, safety or welfare, and all our staff have received training in Adult Safeguarding procedures.

You can also raise any concerns about care with:

### The Local Government Ombudsman

PO BOX 4774  
Coventry CV4 0EH

☎ 0300 061 0614

### Social Services

Derby City Council , Saxon House  
Heritage Gate  
Friary Street  
Derby DE1 1AN

☎ 01332 293111

**Minicom** 01332 256666

✉ [customerservices@derby.gov.uk](mailto:customerservices@derby.gov.uk)

### Care Quality Commission

Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

☎ 03000 616161

🌐 [www.cqc.org.uk](http://www.cqc.org.uk)

✉ [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

If you need assistance with raising a concern please ask for details of independent advocates.



## **Confidentiality**

We have a commitment to keeping in confidence any information we hold about you or any information that you choose to tell us. We have a Confidentiality Policy which staff must follow at all times. All staff have a duty of care not to disclose confidential information to anyone outside the service. The only exception to this may be where we believe that to withhold information about you may affect your safety or well being.

## **Data Protection**

In accordance with the General Data Protection Regulation (GDPR) 2018, we operate policies and procedures that prohibit unauthorised access to, or disclosure of personal information. You have the right of access to personal information held about you. If you wish to access any information please let us know.

## **Electrical Appliances**

In order to comply with health and safety requirements we may ask you to ensure that any electrical appliances you use are subject to testing. Please also make us aware of any faults as soon as possible. Mobile telephones should be charged on a hard surface.





## **Fees and Payment**

The fees payable include the provision of all meals, a laundry service (exclusive of dry cleaning) and all necessary personal care but do not include medical requisites (other than prescription items), hairdressing, private podiatry, newspapers and magazines, clothing, toilet requisites, items of a luxury or personal nature, or provision of staff to accompany you to hospital or medical appointments.

If you are self-funding the placement, the fees payable by you will be notified to you or your representative/next of kin prior to admission, and shall be based on your pre-admission assessment that will be completed prior to admission. Fees are reviewed at least annually and in the event of any fee increase, we will notify you or your representative.

Fees are payable in advance. The first invoice issued will include the fees covering the period between the date of your admission and the invoice date, together with the fees covering the following 28 days. Subsequent invoices will be for fees covering the following 28 days.

All fees are to be paid within 14 days of the date of invoice by electronic bank transfer, cheque or Standing Order if requested.

Fees for short term (respite) care are payable in advance for the whole period up to 28 days unless otherwise agreed in writing by the Home.

You may become eligible for local authority social care funding support if your capital or income drops to the Government set threshold. In these circumstances we will assist you in making a referral to Social Services for assessment. However, there will always be a top up payable on this rate.

You may also become eligible for full NHS funding should your medical and nursing needs determine. In these circumstances the fees will be paid by the NHS in full.

## Financial Provisions

In the event that you are temporarily absent from the Home for 7 days or less, the Home will retain the bedroom for the period of absence. Fees will continue to be charged in full and payable as above.

If you are absent for 8 days or more the Home will retain the bedroom for a period agreed with you or your representative/next of kin. In order to retain the bedroom, a charge of 80% of the full rate will be payable.

In the sad event of death, your room will remain "yours" until it has been cleared of all personal items and effects. We would always ask and expect your representatives or next of kin to remove all personal possessions. Unless there is prior agreement with the Care Home we would expect all personal effects to be removed within 7 days. Any delay could mean we have to remove items for storage or disposal. Please note that whilst the room remains assigned, this will continue to represent a chargeable service.

Services such as Podiatry, Hairdressing and the delivery of Newspapers/Magazines will be organised for you by our Admin or Nursing/Senior team. All extra items provided to you at a cost will be charged to your account. An invoice will be issued every three months or whenever the balance reaches approximately £25.

The fees notified to you relate to the bedroom allocated to you on admission. Both the Home and you or your next of kin/representative may request a change of bedroom, but this will only take place by mutual agreement and after agreeing any associated increase or decrease in the fees charged.

If you are funding care privately you may be entitled to a contribution to the cost of your nursing care by the ICB (Intermediate Care Board) who fund this element. This is called FNC (Funded Nursing Care). The room fees quoted are net of this payment and this money will be retained by the Home to fund the cost of your Nursing Care.

It is not our policy to administer any spending allowance which you are entitled to receive. These allowances must be paid directly to you or your representative or next of kin.



## Financial Transactions

Staff are not permitted to have access to your Credit or Debit Cards and PIN for the purpose of obtaining cash from automated cash dispensers, banks or post offices or making purchases. Any financial transactions will be undertaken and recorded in line with the fees section above.



## **Gifts and Gratuities**

To protect everyone concerned, our policy is that under no circumstances, staff past or present benefit from any resident's will, or large gift items.

Staff cannot accept monetary gifts but we will accept donations to either the residents or staff fund (any such donations will always be received with thanks and formally acknowledged by letter).

At the Manager's discretion, residents and relatives may give small tokens of appreciation to the staff as a team such as a box of chocolates, sweets, cakes, or tins of biscuits, for example.

## **Health and Safety**

In supporting people with illness or disability, there can be a difficult balance to be struck between helping you to experience as much independence as possible and making sure you are not exposed to unnecessary hazards. We carry out Risk Assessments that are reviewed regularly, and will be tactful and compassionate in our interventions to try to keep you safe. We have a responsibility to try to make sure that you are safe and protected at all times.

## **Housekeeping / Laundry**

There is an onsite laundry service which is staffed every morning. To assist our staff in swiftly managing laundry collection and return, we ask that you add name tags to all your clothing/ items that need to be laundered by us. We recommend that you bring in easy to launder items of clothing, although dry cleaning can be arranged as a chargeable service. A Housekeeper oversees the cleanliness of the Care Home and the Laundry. Our Housekeeping team offers a basic repair service.

## **Insurance and Personal Property**

We have public liability and employer's liability insurance in accordance with statutory requirements. Whilst we encourage people to bring in personal possessions, please be aware that you will need to ensure you have insurance cover for any items valued above £50. We do not have facilities to store valuables and encourage relatives to arrange for collection and safekeeping. There are small lockable facilities in every room for the storage of medication, purses etc. In the event of loss of keys, a spare can be obtained from the manager and a small deposit may be charged.

## Meals / Catering

Our Catering teams are led by professional and experienced Chefs. The Catering staff endeavour to provide a varied, appealing, wholesome and nutritious diet. The menu rotates four weekly and offers several choices at each meal. We are able to cater those who may want/require a vegetarian/vegan/gluten-free diet, or other alternative requested diet choice. We cater for those who may need a modified diet i.e. smooth, fork-mashable, or fortified. Special occasions are celebrated and can be catered for i.e. Birthdays and Wedding Anniversaries.

## Mealtimes

### Breakfast

8.30 to 9.30am

### Lunch

12.30 to 1.30pm

### Tea

5 to 6pm

### Supper

8 to 9pm

Hot and Cold drinks, Wine and Beer (alcoholic and non-alcoholic), and snacks can be provided at any time.

## Pets

If you wish to bring/have pets you should discuss this with the Manager who will consider the ability of the Home to support you in caring for your pet.

## Policies and Procedures

We have a full set of policies and procedures, which ensure the delivery of quality care services. A complete set of our policies and procedures is held in the office and we can make arrangements for you to see them if you wish.

## Staff Training and Qualifications

Our highly-skilled staff team work to values that include respecting dignity and independence. All of our staff complete induction training, and ongoing mandatory training courses relevant to their job roles. We retain a complete record of all qualifications, credentials and experience gained for each staff member whether part-time, full-time, or bank. We provide Care Certificate training for care staff, and promote ongoing personal development.



## Standards and how we maintain them

We are committed to ensuring that our services continue to meet people's needs. Throughout our service provision, we assure that we have systematic and ongoing monitoring procedures. Delivering a high quality service is one of our main priorities; we achieve this through a number of ways.

- ✓ Pre admission Assessment, Care Planning and Risk Assessments
- ✓ Monthly Care Plan reviews
- ✓ Auditing
- ✓ Staff supervision
- ✓ Completion of yearly Quality Assurance questionnaires with our residents, staff and visitors.
- ✓ Feedback from Professional we work alongside
- ✓ Regular resident meetings
- ✓ Full involvement of the resident, family members and/or representatives in all aspects of the above

This process allows us to obtain an in-depth view of our residents' expected outcomes, review and amend when/where necessary and monitor how they are being achieved.

## Telephone and Internet Services

We encourage and support people to stay in touch with family, friends and the wider community. You may have a landline / internet installed in your own room. Once ordered we will assist your chosen telephone provider in the installation as necessary but they will charge you directly for the installation costs, line rental and call costs. Our staff can provide support to dial numbers or send emails. There is WiFi throughout the Home and you are welcome to connect to it using your mobile tablet, or computer. Please ask members of the team for the password.

## Withdrawal of the Service

Very occasionally it becomes necessary for us to terminate a contract. Such action would normally only take place due to the following reasons:

- ⚠ Because of a serious health and safety risk
- ⚠ Very rarely, due to unacceptable behaviour being displayed by the resident/family member
- ⚠ Very exceptionally, when the services we are able to provide are insufficient to meet the needs of the resident
- ⚠ Persistent non-payment of invoices (if self-funding)



