



**Grosvenor Nursing Home  
Victoria Street  
Abertillery  
Gwent  
NP13 1PG**

**Telephone Number: 01495 320 444**

**Fax Number: 01495 212 520**

**email: [grosvenornursinghome@gmail.com](mailto:grosvenornursinghome@gmail.com)**

***SERVICE USER GUIDE***

## **GROSVENOR NURSING HOME**

Grosvenor Nursing Home was built in 1993 and is privately owned by Lightend Ltd, Mr Rashid Habib & Mrs Josephine Rashid who are Directors of the company. The building is purpose built and is dual registered, offering accommodation for elderly male and female persons over 65 years of age requiring both nursing and residential care. It has thirty six single and three double rooms each bedroom has a wash hand vanity basin, commode, suite of furniture, single bed, nurse call bell system. All bedrooms meet CSSIW minimum standards. The home is currently registered to provide 30 general nursing beds and 12 personal care beds and 1 for under 65. The Home is managed by a Manager and a Clinical Lead. It offers 24 hour nursing care which is provided by experienced qualified nursing staff, who have had appropriate training and a special interest in the care of the elderly. The home employs a team of care assistants who provide personal care. Domestic staffs are assigned to keep specific areas clean while allowing a flexible approach to personal choice in resident's bedrooms. Catering and laundry staffs are also employed.

Each room has enough space for small items to be brought in or, if you prefer, we are more than prepared to empty the room to enable residents to bring in their own furniture if so required.

Other features include two lounges, a dining room and a conservatory on the ground floor. Located on the first floor is a smaller lounge where residents can sit quietly and comfortably. Laundry and hairdressing facilities are situated on the ground floor.

## **PHILOSOPHY OF CARE**

We recognise that each person is unique and has a right to receive appropriate skilled care to meet his/her requirements. Care is provided on an individual basis that is flexible and is sensitive, to the resident's needs and wishes. We promote independence and choice while assisting the person to maintain their dignity. We have both male and female care assistants and your choice of who you would like to care for you will be respected regarding bathing etc. The Home Manager reviewed biannually and evaluated annually, if necessary action would be taken accordingly.

## **CONFIDENTIALITY**

Confidentiality of information is respected by all staff at Grosvenor Nursing Home, all Staff adhere to a strict policy and signs a code of professional conduct statement. Files containing resident's personal information are kept in locked cabinets and cupboards. Information relating to individual residents will be handled with the utmost confidence. Information will only be passed to people directly engaged with the individual's care on a need to know basis. Information will not be disclosed to any other individuals except with the express permission of the resident.

## **PERSONAL BELONGINGS**

All personal items of clothing brought into Grosvenor need to be labelled. We endeavour to keep a record of each resident's personal clothing and belongings for which we rely on the residents and their families for help. We would ask that all clothing is clearly marked with the full name; including any new items, to assist the laundry staff identify individual items of laundry. In addition any items of jewellery, documents bank books etc can be kept in the safe for which a receipt will be given. We provide resident's families their choice, if they wish to do their laundry themselves.

## **CATERING**

A dining room is situated on the ground floor with French doors leading onto a patio with seating and tables. Meals are served anywhere the resident wishes to eat or in the dining room. Staff interact with residents at meal times, discussing residents choices, also assists to feed residents as appropriate. Menus are planned and set changing weekly over a period of four weeks. We also provide a choice of meals daily and cater for special diets, including religious and cultural needs and individual preferences, as far as practical.

Due to Health and safety issues, only kitchen personnel are allowed in the kitchen for meal preparation/cooking. Kitchen staff are only too happy to provide drinks and snacks for residents or their families on request.

**Meal Times**

7.30 am - 10.30 am	Breakfast
11.00am	Tea/ Coffee/Cold drinks & Biscuits
1.00pm	Lunch
3.30pm	Tea /coffee/Biscuits/Cakes
6.00pm	Tea
8.30pm	Supper & Milky Drinks

**PETS**

Pets are welcome in the home when resident's families bring them to visit.

Grosvenor has no set rules on allowing pets. Any resident wishing to bring a pet into the Home would have to discuss this with the manager prior to admission.

Any request will be judged on its merit, and consideration would be taken re:

- The ability of the resident to care for their pet
- The type of pet
- Needs required by the pet
- The suitability of the building
- A risk assessment would be required to encompass other service users, staff and visitors
- Who would be responsible if the owner's health deteriorated

## **DAILY AND SOCIAL ACTIVITIES**

We have a resident activities co-ordinator in the home Monday to Friday. If you have any preferred activity or any suggestions then please speak to Mandy Reed.

Our aim is to provide a lifestyle which satisfies the resident's social, cultural, religious and recreational interests and needs.

Your religious beliefs and practices will be respected; every effort will be made to enable you to attend your preferred place of worship. If you are no longer able to attend it can be arranged for someone from your faith to visit you at the home.

Professional entertainment is provided on a monthly basis by local artists visiting for sing a longs etc, other activities include bingo, quiz nights to crafts and reminiscence day. Information regarding entertainment can be found on notice board in the foyer and within the home.

## **LIFE LONG LEARNING**

At Grosvenor we assist residents if they wish in maintaining hobbies and interests they have followed before moving into the home. We will also assist residents in pursuing new interests. A library is located near the home; collages are also located in the surrounding areas; where information on various courses and learning activities are available. Staff will access information on the resident's behalf regarding types of courses and learning activities and will support them in their chosen activity.

## **ADVOCACY**

Welcome pack is available for all new admissions displayed on the notice board called as 'Independent Advocacy' is available in Neat Port Talbot area. If any concerns Woodside Staff will contact the Advocate if necessary to support residents.

## **VISITORS**

Visitors are welcome and must sign the visitor's book, entering time of arrival and departure for the fire role. All visitors will be asked to state the purpose of their visit.

Residents do not have to have visitors or particular named visitors if they do not wish to do so.

Visitors are asked to consider the privacy of other residents.

Visitors can be received in the privacy of the resident's own bedroom.

There are no specific visiting times, although we ask visitors to consider meal times.

Families are welcome to join the activity co-ordinator in arranging and taking part day trips, fund raising and activities.

Families are welcome to take an active part in supporting their relatives, escorting during hospital appointments etc.

If there are any concerns please see a member of staff on duty. Information regarding the complaints procedure is on display in the foyer and a copy is enclosed in this guide.

### **OPEN DOOR POLICY**

We always endeavour to offer the best care to Grosvenor Nursing Homes' residents and welcome any advice, guidance, support or constructive criticism to help us be vigilant and to assist us as we constantly monitor, review and improve the care we provide and the services that we offer. Residents and families are both spoken to on a regular basis for any concern/complaints they may have, this is done on informal basis. Thank you cards are displayed on the board.

### **SERVICES AVAILABLE AT GROSVENOR NURSING HOME**

**24 HOUR GP SERVICE:** Residents are encouraged to keep their long standing GP of choice. Arrangements can be made for change of GP if requested. Referrals to health professionals are via GP.

**COMMUNITY DENTIST:** Arranged on request by staff.

**OPTICIAN:** Six monthly reviews for all residents.

**SOCIAL WORKERS:** Assigned to each resident.

**CHIROPODIST:** (Private) calls six weekly

**HAIRDRESSER:** Weekly

**IN HOUSE LAUNDRY SERVICE**

**VISITING LIBRARY**

**VISITING AUDIOLOGY** via referral

**SPECIALIST NURSES** via GP referral

**LOCAL AMENITIES** bus stop, Social centre, shops and pubs are all close by

### **FEES AND CHARGES**

The weekly fee includes accommodation, full board including any special diets, personal care and full laundry service.

Any periods of less than a week shall be charged pro rata on a daily basis.

Either party can terminate the residency by giving one month's written notice.

Any charges paid in advance relating to the period of time following termination will be refunded.

Should the resident be admitted to hospital at any time his/her room will be held for their return on payment of a weekly retainer of 100% for the first six weeks.

In addition the home can arrange the following services, at an extra charge, as required by individual residents.

- Hairdresser

- Chiropodist

The resident is responsible for a television licence used in their own room if under 75 years of age.

Any electrical items brought into the home for personal use must, under current safety laws, be tested yearly for which we will pay.

## **COMPLAINTS PROCEDURE**

At Grosvenor we strive to offer a service that is efficient and reliable. This service will be delivered by staff who are caring and well trained and courteous.

If you feel the service has disappointed your expectations please tell us. Perhaps a simple explanation will put your mind at rest. If you still have concerns, this is our complaints procedure.

- **Who can complain?** - Any person, or their representative, who receives our service.
- **What is a complaint?** - Any expression of dissatisfaction or disquiet about the home or the service provided.
- **How do I complain?** - Ask to see the manager, clinical lead or senior staff on duty. We will listen to what you have to say, and complete a "Complaints Record". Hopefully, at this stage the problem can be resolved.
- **What will be done** - Sometimes a problem might need longer to solve. More facts may have to be gathered, or a satisfactory solution found. We will do this within 28 days, and you will be kept informed of the outcome.

## **MAKING A COMPLAINT**

**Policy :**



All complaints, no matter how small are dealt with promptly and effectively as it is our wish that the service user's stay in Grosvenor Nursing Home is a happy one.

**Purpose :**

We always endeavour to offer the best care to Grosvenor Nursing Homes' residents and welcome any advice, guidance, support or constructive criticism to help us be vigilant and to assist us as we constantly monitor, review and improve the care we provide and the services that we offer.

**Responsible Position :**

**Staff Nurse :**

1. On receipt of a complaint, will discuss the complaint and record it in the Home's complaint book.

**Home Manager :**

2. Will deal with anybody who is not satisfied with the response given by the Staff Nurse or Clinical Lead.

3. Will ensure this policy is undertaken by all staff.

**Owners :**

4. Will be informed by the Home Manager of any serious complaints and of the

unsatisfactory resolution of any such matters.

The Home's complaint procedure is adhered to in the following stages:

**Stage One :**

We request if any service user (or his/her relative, advocate or visitors to the home) wishes to make a complaint or to suggest ways in which we can improve

services, they first inform the Qualified Nurse who will discuss the complaint(s) and record it in the Home's complaint book.

**Telephone:** **Mrs Cynthia Shenxane**  
**Deputy Manager, Grosvenor Nursing Home**  
**01495 320444**

**Response time:** **Within 7 days**

### **Stage Two:**

Should the complainant still not be satisfied about the way the complaint has been dealt with or of the outcome of the investigation, they may wish to take this matter further by writing to the owners of Grosvenor Nursing Home who will address the matter.

**Contact Name :** **Mr Rashid Habib (Owner)**  
**Address :** **Grosvenor Nursing Home**  
**Victoria Street**  
**Abertillery, Blaenau Gwent**  
**NP13 1PG**  
**Telephone:** **01495 320066**

**Response Time:** **Within 7 days.**

### **Care Standards Inspectorate for Wales**

The service user, his/her family members, advocate has a right to contact the Care & Social Services Inspectorate Wales at any stage if they are not satisfied about the standard of services being provided at the Grosvenor Nursing Home.

**Contact Name:** **CSSIW South East Region**  
**Address:** **Government Buildings**

**Rhydycar  
Merthyr Tydfil  
CF48 1UZ**

**Telephone: 0300 0628757**

**Contact Name: Aneurin Bevan Local Health Board**  
**Address: Anvil Court**  
**Church Street**  
**Abertillery**  
**Blaenau Gwent**  
**NP13 1DB**  
**Telephone: 01495 325400**

All complaints, no matter how small are dealt with properly and effectively, as it is our philosophy that the service user's stay in Grosvenor Nursing Home is a happy one.

### **STAFF TRAINING**

We are very keen that all our staff continues to gain knowledge and new skills. Several of our staff are currently undertaking training awards which test and develop their new skills. These are known as NVQ's (National Vocational Qualifications).

You may be asked if you would mind helping with one of these awards. If you agree, one of the staff would be watched and assessed while they work with you. The purpose of this is to check they are meeting the required standard of the awards they are undertaking.

If this is required, the process will be fully explained to you and should take no more than half an hour. Please feel free to say no if you do not wish to participate.

**GROSVENOR NURSING HOME**  
**STAFFING STRUCTURE AND QUALIFICATIONS**

<b>Designation</b>	<b>Post holder</b>	<b>Qualifications</b>
Responsible Manager/Owner	Rashid Habib	RGN 1 NVQ Level 4 Leadership & Management
Deputy Manager	Cynthia Shenxane	RGN 1
Staff Nurse	Lydia Mogome	RGN
Staff Nurse	Julie Llewellyn	RGN 1
Staff Nurse	Christina John	RGN 1
Staff Nurse	Mercy Essah	RGN 1
Care Coordinator	Pervaiz Masih Gill	NVQ 3
House Keeper	Karen Allen	
Head Cook	Joy Price	

Handyman Laundry	Terry Broad Sharon Haines	
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### **FIRE PROCEDURE**

**If the Fire Bell Rings** and you are in your bedroom:

- Keep the door to the corridor shut
- Stay where you are and you will be instructed what to do by a member of staff

If you are elsewhere in the building:

- Wait for a member of staff to instruct you and guide you to a safe place
- A roll call will be taken

Every Week the fire alarms will be tested, you will be informed when this will take place. Staff also have a procedure to follow in the event of a fire. When the fire service arrive, you are requested to co-operate with them.

