

Woodleigh Christian Care Home

Residents Contract

Including terms and conditions

Specially prepared for

Date of Admission:

Date:

Room Number:

Norfolk Drive, Mansfield, Nottingham, NG19 7AG

t: 01623 420459 f: 01623 636512

e: care@woodleighcare.co.uk w: www.woodleighcare.co.uk

Woodleigh Christian Care Home Ltd Company Number: 4461490

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This document should be read in conjunction with the user guide.

More general, but not contractual, information is included on our website, brochure, statement of purpose and picture book.

Terms and Conditions

1. Introduction

This agreement is between Woodleigh Christian Care Home and **the resident** named in schedule A.

This agreement relates to the acceptance by the resident of accommodation at Woodleigh Christian Care Home

Admission to this home can either be on a permanent or respite care basis.

Woodleigh Christian Care Home and the resident agree that there is no intention to create a landlord/tenant relationship and that the control of any room occupied by the resident remains at all times in the legal possession of the home.

2. Admission Policy

Admission to the home is based on a number of criteria:

- ♦ The individual has a need for the care we can provide.
- ♦ The individual wants to come to Woodleigh.
- ♦ They are over the age of 50.
- ♦ We would not accept a resident who in the assessment of suitably qualified staff:
 - -was mentally incapable as their primary diagnosis.
 - -was “medically unstable”.

That is you require residential or nursing care, including continuing or palliative care, on a permanent or respite basis.

Although a Christian home, we aim to provide care based on Christian principles and standards, there is not an expectation or requirement that residents are practicing Christians.

All prospective residents will be pre-assessed by a competent person.

3. Trial Period

It is our sincerest intention to provide a secure, comfortable and happy home suited to individual's special requirements. The home undertakes to consult the resident and/or, with the resident's consent, their family together with any others acting in their interests in all matters to do with their well-being. The decision to become a resident should not be taken lightly. For this reason the first four weeks of the stay is considered a trial period. Occasionally it is in all parties' interest to extend the trial period by a further period and the home reserves the right to do so, giving one-week's written notice. The maximum trial period is 3 months.

4. Information on admission

On admission we will require the following information, all of which will be treated on a strictly confidential basis

- Name and address of your GP.
- A letter, if relevant, from either your GP, ward sister, district nurse or hospital consultant outlining your present state of health including any previous or ongoing health problems, and also a copy of your NHS medical card or NHS medical number.
- Any drugs to be administered should be handed to the Home Manager or their deputy.
- General information about you and an assessment of your needs will be taken prior to and on admission to help us better meet your care and personal needs.

5. Fees

The fees are based on a number of factors including, but not solely, on the type of care that is provided, the type of room and any specific additional services agreed. The fee is shown on schedule A of this contract.

Your financial situation and care needs will determine whether social services and/or the NHS will contribute to the cost of your care. The type of care and source(s) of funding for your fees are shown on schedule A of this contract.

Where residents have been assessed by social services to have insufficient funds to privately fully meet their cost of care, then it may be necessary to ask a “third party” to contribute to the total fees. If this is the case then the “third party” will be asked to sign schedule A of this contract.

Under current legislation VAT is not currently applied to fees, therefore fees are expressed exclusive of VAT.

5.1 When residents are funding their own care

- Schedule A of this contract gives the details of the fee and who has agreed to pay.
- If you have been assessed as needing nursing care (but not Continuing Health Care) then the NHS pays part of the fees. This element is paid directly to the home from the government. This element is in addition to the personal care fees. It is often referred to as the FNC element.
- Where Social Services or other government agencies are meeting part of the fee only, then the balance of the fee to be as per section 6.
- Payment of fees, except the free nursing element, will be by standing order directly to the home.

- All residents or their representatives will be invoiced on a regular basis, usually quarterly, in respect of additional expenditure incurred by the resident. If expenditure is more than £100, then an invoice will be raised monthly.
- In the event of a resident's savings starting to approach the current government level at which they become eligible for state assistance, the home will endeavour to ensure that the resident can continue to live in the home and assistance will be given to contact the Local Authority.
- If residents are eligible for the "12-week disregard" according to government rules then the first period of care may be paid by and/or through social services. At the end of that period, and if the resident is still classified as self funding the fees will be paid as per this section of the contract. A change in fee may apply at this point.

5.2 When residents are funded by the NHS - usually called continuing health care funding (CHC)

- The fees will be paid directly to the home from the relevant clinical commissioning group (CCG).
- Some "non-care" costs are not covered by the PCT and may be payable by the resident or a "third party". If this is the case, then this element will be identified on Schedule A of this contract.
- All residents, or their representatives, will be invoiced on a regular basis, usually quarterly, in respect of additional expenditure incurred by the resident. If expenditure is more than £100, then an invoice will be raised monthly.
- If circumstances change and the resident becomes self funding, then a new schedule A will be issued and fees may change.

5.3 When residents are funded by their Social Services Department

- When residents are formally assessed as qualifying for a contribution to the total fees from social services then this will be paid directly to the home from Social Services.
- In these cases we will normally ask for a "third party" to contribute to a top-up to our full fee.
- Schedule A defines whether the third party element will be paid **via Social Services or directly to ourselves.**
- If you have been assessed as needing nursing care then the NHS, through the CCGs, pays part of the fees. This element is paid directly to the home from the government. This element is in addition to the Social Services personal care fees and any "third party" contribution.
- All residents, or their representatives, will be invoiced on a regular basis, usually quarterly, in respect of additional expenditure incurred by the resident. If expenditure is more than £100, then an invoice will be raised monthly.
- Third parties who agree to meet the fees in whole or in part must sign Schedule A to this effect.

- If circumstances change and the resident becomes self funding then a new schedule A will be issued and fees may change.
- If residents are eligible for the “12 week disregard” according to government rules then the first period of care may be paid by and/or through social services. In these cases we will normally ask for a “third party” to contribute to a top-up to our full fee. At the end of that period, and if the resident is still classified as self funding the fees will be paid as per 5.1 section of the contract. A change in fee may apply at this point.

The following is applicable to all residents

6. Payment dates and methods

- Normally fees are payable every 4 weeks in advance. If applicable we will write to you separately with details of payment dates, standing order form and fees due.
- If applicable payment shall be by standing order. Payment by any other means will attract an administration fee of £5 per week.
- The home reserves the right to charge interest at the rate of 4% above the base rate of the Royal Bank of Scotland on outstanding bills.
- In the event that social services or other government agencies are meeting the fee in full or part, then their payment dates for their element(s) of the fees will be as contracted with them. Their contract in respect of financial areas to supersede this contract, excepting that in no circumstances does the home agree to reduce fees where the resident occupies a shared room.

7. What the fees include

Fees include the cost of

- The type of care as identified in schedule A
- Accommodation (in either a single or shared room),
- Food and drink,
- Heat and light
- Laundry carried out on the premises. (specialist cleaning will be charged separately)
- Most activities within the home (special events and outings may incur a charge)

8. What the fees do not include, these will be chargeable extras

- Personal newspapers/periodicals,
- Hairdresser, (a price list is displayed in the hairdressers room)
- Chiropodist, (maybe free if referred by GP)
- Occupational therapist,
- Physiotherapy (maybe free if referred by GP)
- Beauty therapist,
- Dry cleaning,

- Statutory electrical tests on their personal electrical equipment,
- Treatment by dentist or opticians,
- Clothing or personal toiletry items,
- Private telephone costs.
- Outings
- Items of a personal nature
- TV license (usually the government allow a reduced fee or free license depending on age)
- Anything not specifically listed as included
- Transport and staff accompaniment to hospital or other appointments.
- The home reserves the right with prior consultation with the resident, to charge for transport costs, where transportation to health care facilities is of a level in excess of normal expectations.
- The home reserves the right to charge a fee to hold a vacancy for any prospective resident. This fee is payable in advance and is non refundable in any circumstance.
- In the case of continuing care clients who are provided with additional services over and above what the NHS will pay, for example a larger room, additional support etc.

9. Review of fee

Fees are reviewed annually. However, changing legislation can have a considerable impact on costs that must invariably be reflected in fees. In such instances there may need to be interim reviews. Four weeks notice, in writing, will be given of any change in fees.

Occasionally levels of care required for individual residents can increase and in these circumstances, increases in fees may have to be implemented on an interim basis. Four weeks notice, in writing, will be given of any change in fees.

10. Respite Care (if applicable see schedule A)

This contract applies to all periods of respite care, separate contracts will not be issued for each period of care. Equally if a resident decides to become permanent then this contract will apply.

11. Insurance and Personal Possessions

A major specialist insurance group properly insures the home. A full copy of the policy document is available on request. The policy includes:

- Residents valuables up to an individual's total limit of £500
- Includes an excess per claim of £50.
- Excludes certain risks.
- Requires all personal items to be fully named.

All personal items, including clothing, are to be clearly and permanently named. No responsibility can be taken for items not named. Clothes are to be marked with sewn in woven nametags. The Home cannot be held responsible for woollens or items of clothing made from wool, as they require specialist dry cleaning.

Residents are encouraged to bring personal items in to the home such as photographs, pictures and ornaments. All valuable assets must be declared to the Administrator upon admission for insurance purposes. Safe-keeping can be arranged by the home. The home accepts no responsibility for loss or damage to such items not under its safe-keeping. Where additional insurance is required, the resident is responsible for the additional cost.

12. Personal Allowance

Our policy is for the home not to handle resident's "personal allowance" but to expect the resident, a relative, friend or appointed representative to handle it. Your personal allowance will be handled (where applicable) on the basis of the signed agreement included in schedule A of this contract.

13. Small needs account

Where a resident or their representative requests we will hold a small amount of cash on a residents behalf. A statement of use will be issued every 6 months or on request. Copies of receipts and income will be kept at home.

Following feedback from relatives and residents we are changing the way we invoice for resident's Small Needs Accounts. This money, spent on hairdressing, chiropody, TV license and other small day to day expenses, and is managed by the administrator. Instead of keeping a small amount of cash for each resident we will invoice residents (or their appointed representative) either monthly if a resident is spending more than £100 per month or quarterly if less. If a resident wishes us to hold, in our safe, some cash on their behalf we will of course continue to do so. Records of the account and receipts are always available for inspection, please contact the home manager. The policies and procedures for handling small needs are available on request.

14. Outings

Visitors are encouraged to take residents out although they must advise the 'Person in charge' that they intend to do so. The home accepts no responsibility for the resident during such outings.

Outings organised by the home are chargeable and normally these are subsidised by the 'Residents Fund' to whom the payment should be made.

15. Termination of Agreement

Four weeks' notice, or payment in lieu, will be required should a resident decide to leave the home, except during the trial period in which case one week's notice will be required. Although it is the aim of the home to care for clients lifelong, the home may give four week's notice requiring the resident to leave the home under the following circumstances:

- Late payment of fees.
- If the primary healthcare team advises that, the home can no longer provide the future needs of the resident.
- If we assess that we are no longer able to meet the residents needs.
- Any circumstances, or behaviour, which may be seriously detrimental to the home or welfare of other residents.

In exceptional cases 2 weeks notice will be given if

- Your behaviour or that of your visitors is seriously detrimental to the welfare of other residents, staff or visitors
- Behaviour could compromise the operation of the home.

16. Assignment

Woodleigh Christian Care Home may at any time assign this agreement, or any right or obligation arising under this agreement by operation of law or otherwise, to Woodleigh Christian Care Home Limited (or its nominee), without the consent of the resident.

17. Arrangements on leaving the home

A reasonable time period is provided for relatives/ representatives to clear the room and will be charged for. Any articles, remaining at the home, and unclaimed, will be freely disposed of after a period of 3 months. The full charges will apply for 3 days after the room has been cleared.

18. Arrangements if hospital care is required

When you are absent from the home, whether as a result of hospitalisation or any other reason, the home will not allow any other resident to occupy your room without your prior consent or that of your representative.

In the event of a prolonged holiday or absence you will be required to pay full fees to maintain residency.

Failure to pay will result in 1 month's written notice being given and the room cleared and the full fees charged up to the end of the notice period.

19. Safety precautions

You have a responsibility for the safety of the home, which you share with others: therefore

- Safety regulations must be respected
- Fire drills and inspections are carried out at regular intervals and your cooperation is essential.
- Fire regulations and concern for the comfort of all residents the home is a no smoking building.
- There are clear guidelines on smoking, alcohol and drugs for the protection of residents and staff.
- Items of furniture, such as armchairs, T.V and radios bought into the home must comply with current fire safety standards.
- To minimise the risk of cross contamination the home operates a no pets policy, although well behaved visiting pets are normally welcome.

20. Sundry

The resident or representative is asked to provide the following information to assist the Home:

- Name, address and telephone number of next of kin.
- Any particular wishes of the resident concerning funeral arrangements.
- Any social or cultural tradition that the resident requires to be kept.
- Medical history and details of current prescribed medication.
- Special dietary needs and dietary preferences.

Residents are encouraged to personalise their rooms but in the interest of safety, residents, their families or visitors are not permitted to hang pictures or put up shelves in the bedrooms. This will be undertaken by the staff.

It is the policy of the home to ensure that a resident's room is private. Notwithstanding this where notice has been given by either party, the home reserves the right to show visitors the residents room, after giving the resident due warning.

The home reserves the right to move the resident to an alternative room if this is in the best interest of maintaining care to the resident.

21. Resident records and confidentiality

A personal record of each resident is kept by the home and access to these records is available to the resident or legal representative. It is also available, on request, to their family or representative with the prior consent of the resident or their legal representative. All records are kept confidential.

22. Complaints

At *Woodleigh Christian Care Home* we aim to maintain the highest standards of care but appreciate that from time to time there may be areas of concern, which need to be discussed. The resident, their relatives, friends or representatives are invited to raise any concerns that they have over actual standards of care, or any other matter, in the following manner:

If you are pleased with the level of services provided or if you think staff and the procedures of the home have made a difference we want you to tell us. You can make comments or compliments either by speaking to or by writing to our staff that you have direct contact with, or any member of the management team. There are also "Care to Comment" cards in the foyer that can be completed.

If a resident, relative of a resident or someone acting in the interests of a resident have cause to complain and the senior carer on duty has not been able to resolve this for you then bring the matter to the attention of the manager by telephone, by post or in person. The home manager will acknowledge the complaint within 2 working days and will then investigate the matter fully, recording the detail and offer an explanation of the incident/occurrence and advise you what action has been taken.

If the manager has not resolved this matter to your satisfaction, within 28 days, you may bring this to the attention of the owners, John and Gail Walton by telephone (01623 420459), by post (c/o *Woodleigh Christian Care Home*) or in person. They will acknowledge the complaint within 2 working days of being made aware of the complaint and will then investigate the matter fully.

If the matter has then not been resolved to your satisfaction, you may contact the following:

Organisation	Address	Contact Details
Care Quality Commission (CQC)	City Gate, Gallowgate Newcastle , NE1 4PA	Tel: 03000 616161 Email enquiries@cqc.org.uk
Nottinghamshire Social Services	Customer Relations, ASCHD, County Hall, West Bridgford NG2 7QP	Customer Service Ctr. 08449 80 80 80 www.nottinghamshire.gov.uk
Health Services Ombudsman	Millbank Tower Millbank London SW1P 4QP	Tel: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk

The "Useful Links" page on our web site also list other independent advocates that may be of assistance. www.woodleighcare.co.uk

Please help us resolve any issue promptly by bringing any complaints to our attention as soon as possible.

23. Regulators Details

Woodleigh Christian Care Home is regulated by the **CQC** and complies with the Health and Social Care Act 2008.

The registration certificates of the home and the registered manger are on display in the foyer of the home.

The local office details are detailed below: -

CQC Eastern regional contact team,

National Correspondence

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

24. Force Majeure

Neither party shall be liable for any breach of its obligations under this contract resulting from causes beyond its control. However each party agrees to keep the other informed if they become aware of an event of force majeure. Neither party shall have any liability to the other in respect of the termination of this agreement as a result of an event of force majeure.

25. Law

This agreement shall be governed by and construed in accordance with English law and the parties agree to submit to the non-exclusive jurisdiction of the English courts.

Schedule A

This schedule should be read in conjunction with the contract terms and conditions.

Resident and type of care provided		
Residents name	RESIDENTS NAME	
Date of Admission	ADMISSION DATE	Room Number 35
New or updated Schedule	New Date of change :n/a	
Type of care provision	Continuing Health Care/ Residential / Nursing	
Time scale of provision	Respite / Permanent	

Breakdown of the source of fees		
	Invoice Name and Address	Amount £ per week
Invoice name and address of person paying on behalf of resident		
Local Authority/CCG		
Third party		
Total – personal need care, excludes FNC	TOTAL	
Health Authority Nursing (FNC)		

I agree to be bound by the terms and conditions of this agreement, and confirm that I have read and understand the user's guide and had access to the statement of purpose. I also understand that this agreement does not remove any of my statutory rights.

	Sign and print name	Date
Resident		
or representative		
Capacity of representative.		
Witness		

In the case of resident's whose fees are paid in full or in part by a third party, the undersigned appointee, representative or next of kin hereby agrees to pay the fees and any arrears that may fall due should the resident named above leave the home.

Signed & Printed		Date
Capacity		
Address		

Representing the Home	Signed	Date
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Schedule B

Agreement on use of personal allowance

Our policy is for the home not to handle resident's personal allowance but to expect the resident, a relative, friend or appointed representative to handle it. This section only applies to residents who are partially funded by social services and who are allocated a "personal allowance"

	Name of Resident	Date
A	I wish to retain independent use of my personal allowances	Yes No
	Signed (Resident)	
	Signed (Representative)	
OR		
B	My representative shall be handling my personal allowance on my behalf.	Yes No
	Name of Representative	Date
	Signed (Resident)	
	Signed (Representative)	
OR		
C	I wish Woodleigh Christian Care Home to receive and handle personal allowance	

Small Needs Account

Following feedback from relatives and residents we are changing the way we invoice for resident Small Needs Accounts. This money spent on hairdressing, chiropody, TV license and other small day to day expenses and is managed by the administrator

Instead of keeping a small amount of cash for each resident we will invoice residents (or their appointed representative) either monthly if a resident is spending more than £100 per month or quarterly if less. If a resident wishes us to hold, in our safe, some cash on their behalf we will of course continue to do so.

Records of the account and receipts are always available for inspection, please contact the home manager.

	I wish Woodleigh Christian Care Home to maintain a small needs account on my behalf	Yes No
	I wish the money to be used; (delete as applicable)	
A	As considered appropriate by the manager and staff	Yes No
OR		
B	To only be spent on the following :- Please list...	Yes No
	Signed (Resident)	Date
	Signed (Representative)	

Appendix A Consent Form

There are many parts of the care delivery at Woodleigh Christian Care Home that require signed consent. Please read through the form below and sign if you agree to the proposed actions.

Name:

DOB:

Care Profile	Date	Signature Resident/NOK
<i>I hereby given consent for professional bodies and Woodleigh care staff to access my care plan.</i>		
Photographs	Date	Signature Resident/NOK
<i>I hereby give consent to photographs/videos being taken for the purpose of identification, in the event of an accident or deterioration of skin integrity and photographs/videos to be taken at social events or outings and used in media publicity</i>		
Outings	Date	Signature Resident/NOK
<i>I hereby give consent to be taken on supervised trips/ outings</i>		
Medication	Date	Signature Resident/NOK
<i>I hereby give consent for staff to administer prescribed medication as required</i>		
Personal Allowance	Date	Signature Resident/NOK
<i>I hereby give consent for Woodleigh to keep safe and administer an amount of personal allowance for me (this should be no more than £50)</i>		
Computerised systems	Date	Signature Resident/NOK
<i>I hereby give consent to enter personal details onto any computerised systems that Woodleigh uses</i>		

Appendix B

Financial Correspondence

When you become a permanent resident in our home, we shall have to send you letters from time to time regarding financial matters. As a result we need to know how you prefer to deal with such matters and we would be grateful if you would consider the options below, complete the form and return it as soon as possible.

Please tick the appropriate box and sign below:	
I do not wish any person other than myself to receive letters or forms regarding my financial affairs	○
I would like letters and forms regarding my financial matters to be sent to the person named below instead of myself	○
<p>Name and address of the person who is to receive letters regarding your financial matters instead of yourself:</p> <p>Name: _____</p> <p>Address: _____</p> <p style="text-align: center;">_____ Postcode: _____</p> <p>Telephone No: _____</p> <p>Relationship to you: _____</p> <p>If this person holds power of attorney for you please provide details, together with a copy of their appointment (if not already held by the home)</p>	
<p>Signed (by applicant) _____ Date: _____</p>	

Appendix C

Agreement to Care Fees

To be signed by or on behalf of the Resident for admission to Woodleigh.

I agree to pay the fees to Woodleigh Christian Care Home. I accept that the fees will be reviewed:

- a) Annually
- b) When there is a change in the care needs and may not remain at the same level.

I understand and accept that should I not pay the fees due I may be asked by the Home Management to find alternative accommodation. I agree to accept full responsibility for this.

1. Self Funding	
<p>My financial position enables me to pay the full fees to Woodleigh Christian Care Home for some length of time.</p> <p>I have assets of £_____</p> <p>I will liaise with the Home Manager in the event that my capital reaches the upper level of the statutory threshold.</p>	○
2. Local Authority - Fully Funded	
<p>I do not own any freehold/leasehold property and my liquid capital is below the upper level of the current statutory threshold.</p> <p>My care is being provided by the Local Authority.</p>	○
3. For those Residents who receive NHS Continuing Care funding	
<p>My care is being paid fully or partly by the NHS.</p> <p>Should the NHS at any stage withdraw the funding, I agree and accept responsibility for the payment of fees, subject to my financial circumstances.</p>	○
4. Local Authority / Self Funding - 12 Week Property Disregard	
<p>I own a freehold/leasehold property(s) at:</p> <p>_____</p> <p>_____ Postcode: _____</p> <p>I agree to sell the property as soon as possible upon admittance unless Woodleigh Christian Care Home agrees otherwise. If the fees I am asked to pay are less than the normal fee because my capital is tied up in the property I agree to pay any shortfall from the full fees to Woodleigh Christian Care Home after the sale of the property backdated to the date of my admission to the Home regardless if my care is paid by the Local Authority (12 week property disregard) or by weekly temporary amount.</p> <p>I agree to provide Woodleigh Christian Care Home with a copy of the completion statement upon the sale of the property.</p> <p>I am aware that if my property is not sold within six months of my admission to the Home, Woodleigh Christian Care Home reserves the right to charge interest of any outstanding fees after the six month period at base rate of 4% pa. If the twelve week property disregard option was in place the above rule regarding interest charges on any outstanding fees does not apply until after this 12 week property disregard.</p>	○
<p>Signed By: _____ Date: _____</p> <p>If not the resident, please state relationship: _____</p>	



Welcome to Woodleigh Christian Care Home



A guide for residents, relatives and visitors about joining our community

Our Ethos

Here at Woodleigh, we value person centred care above everything else. That is why we will always put you at the centre of all that we do.

Our mission is to make you feel at home, involved and be reassured that you will receive the best care. We hold regular resident meetings and you choose your own key worker so that all your wishes, likes and dislikes can be heard and acted upon.

John Walton – Home Owner

In 2003, John realised his dream of running his own business where care – of both staff and residents – was paramount to his every day work.

He enjoys seeing the care of individual residents being tailored just for them and for their future ambitions to be realised and hopefully met with the help of the staff within the homes.

John is married to Gail who is a GP in Ilkeston and they have three children: Tim, Hannah and Tom. Spare time revolves around involvement with the family sports commitments and with Trinity Methodist Church in Long Eaton.



Rachel Williams – Home Manager



Rachel has over seven years experience working in care for older adults, and has specialised in care for people living with dementia. She is passionate about her role at WoodleighCare and has been with the company since 2014 when Baily House opened, training many of the staff. She believes in providing care that recognises everyone as an individual, treating their needs and wishes with dignity and

respect. Rachel is always looking for new ways to deliver great care and strongly advocates regular staff training and professional development. She herself has gained her NVQ Level 5 registered managers award and is eager to ensure that all other staff at across the WoodleighCare group have the opportunity to progress in their careers, to the benefit of all the home's residents.

The Home

Woodleigh Christian Care Home can have up to 44 residents at any one time. Accommodation is split over 2 floors and therefore feels like a small, homely environment to live in. The home boasts a TV in each bedroom. We have 3 lounges, 2 dining areas, 2 relaxation areas, and a hairdressers room. We have all the equipment we need to meet your needs. Our handyman Stephen looks after the home and will help you to personalise your room as you wish when you move in.



The Woodleigh Team

Home Manager – Rachel Williams



Clinical Lead - Sharron Craddock

Chaplain – Helen Curzon

Kitchen Manager – Diane Griffiths

Head Housekeeper – Lea Wall

Ambitions Coordinator - Marion Hicks

Handyman – Jeff Dennis

Visiting Staff

Our hairdresser visits on a Monday and a Wednesday.

Our chiropodist, optician and dentist visit regularly and at short notice for any urgent requests.

Summary of Statement of Purpose

The home aims to supply environment and quality of care that allow the residents to have the opportunity to enhance their quality of life and stimulate them to maximise their full potential – socially, intellectually, emotionally, physically and spiritually. We aim to:

1. Ensure the human rights and rights of citizenship are respected for those who use the service.
2. To provide individual and bespoke person centred care and support.
3. Ensure that people who use our service including their families and representatives are involved in the planning of their care at all stages, and appropriate consent is obtained.
4. Obtain quality assurance feedback from the people who use the service and act on suggestions in order to improve delivery of the service.
5. To work together with people and organisations to maximise quality of life.
6. Provide a complaints procedure to ensure those who use the service are listened to.
7. Provide trained staff, who continually renew their training, to meet the needs of those who use the service.
8. Ensure that the home is free from discriminatory behaviour or language and that people who use the service are treated with dignity and respect.
9. Develop a culture within the home whereby those living here feel that they are in control of their lives and enable and empower people to achieve their ambitions and wishes.
10. To evolve and develop as an organisation
11. We aim to provide care based on Christian principles and standards although there is not an expectation or requirement that residents are practising Christians.

Facilities

3 lounges

2 relaxation areas

2 dining rooms

Hairdresser

Laundry

Wifi

Minibus

Telephone

Newspapers

Personal TV

Homemade fresh food

The Care

We are registered to provide nursing, residential and dementia care- permanent or respite. The care team is led by the Care Manager. We make sure you have contact from other health professionals while you are here, and make sure you do not miss out on services. We will have people with all kinds of needs living here, from people who need a little help, to people who need considerable help, and support for everyone in between.

We work closely with you and your family to plan the care that is right for you. We listen to your preferences and act on them. We listen to you and find out about what gives you a good quality of life. We know that this is different for different people. Our care plans do not just address your physical needs; we plan and deliver holistic care – care for you - the whole person. We include spiritual care, prayer and daily devotional time for those who want it.

We know that you are people who need mental challenges and stimulation. We know at times your feelings need the most attention and support from us and at other times you may want to be alone. We are sensitive to you as a person, we are all people, we all have strengths and weaknesses, and we are all in it together.

Food and Nutrition

We have a catering manager and assistant cooks to prepare your meals. They provide you with choices on a day to day basis, and you will be involved in planning the seasonal menus. We know that everyone is different and we listen carefully to your preferences about your food. We want you to really enjoy the meals, and take time and trouble to make sure the food is right for you. All of our food is homemade on site.

Privacy and Dignity

- Single, lockable bedrooms will be provided for all the residents
- All members of staff will knock and obtain permission from the Resident before entering a bedroom. Visitors will not be shown into bedrooms without the occupant's permission.
- Residents must give informed consent before any information is disclosed provided this complies with the requirements of Mental Health legislation and other legislation relating to confidentiality
- Personal procedures are undertaken in private and staff will always use the manner of address preferred by individual residents.
- Residents are allowed as much time as they need to complete their own chosen activities. Flexibility is built into the routines at the Home so that residents are able to complete their chosen activities, with the minimum of staff intervention.
- Financial transactions involving individual residents are conducted in private.
- Complaints are treated with sensitivity and residents should be able to voice concerns without fear of reprisal.

Activities

We work hard to maintain close links with the community in and outside of the home and we encourage you to do the same. We will ensure that we listen to your likes and dislikes and offer you activities based on this. Woodleigh focusses on your ambitions and abilities and we strive to make your time with us as enjoyable as possible. We have regular trips out in our minibus, to Matlock, the cinema or even for afternoon tea.



Whatever you want to do – we are here for you.

If something is not quite right...

At Woodleigh Christian Care Home we aim to maintain the highest standards of care but appreciate that from time to time there may be areas of concern, which need to be discussed. The resident, their relatives, friends or representatives are invited to raise any concerns that they have over actual standards of care, or any other matter, in the following manner:

If you are pleased with the level of services provided or if you think staff and the procedures of the home have made a difference we want you to tell us. You can make comments or compliments either by speaking to or by writing to our staff that you have direct contact with, or any member of the management team.

If a resident, relative of a resident or someone acting in the interests of a resident have cause to complain and the team leader on duty has not been able to resolve this for you then bring the matter to the attention of the manager by telephone, by post or in person. The home manager will acknowledge the matter within 2 working days and will then investigate the matter fully, recording the detail and offer an explanation of the incident/occurrence and advise you what action has been taken.

If the manager has not resolved this matter to your satisfaction within 28 days, you may bring this to the attention of the owners John and Gail Walton by telephone (01623 420459), by post (c/o Woodleigh) or in person.

If the matter has then not been resolved to your satisfaction, you may contact the following:

Organisation	Address	Contact Details
Care Quality Commission (CQC)	City gate, Gallowgate Newcastle , NE1 4PA	Tel: 03000 616161 enquiries@cqc.org.uk
Nottinghamshire Social Services	Customer Relations ASCHD, County Hall West Bridgford NG2 7QP	Customer Service Ctr. 08449 80 80 80 www.nottinghamshire.gov.uk
Health Services Ombudsman	Millbank Tower Millbank London SW1P 4QP	Tel: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk

The “Useful Links” page on our web site also list other independent advocates that may be of assistance. www.woodleighcare.co.uk

Please help us resolve any issue promptly by bringing any complaints to our attention as soon as possible.



Registration

We are registered with the Care Quality Commission who are responsible for ensuring that standards are maintained. The home is inspected on a regular basis and copies of the report are available online and at anyone's request.

Registered Provider

Woodleigh Christian Care Home Ltd
Norfolk Drive
Mansfield
Nottinghamshire
NG19 7AG

Responsible Individual: John Walton

My Life Story Book

Let me tell you a little bit about myself so that, when you are caring for me, you will know what makes me “tick” and how you will be able to respond to my needs and wishes.

My full name is _____ and my preferred name is

_____. I was born on _____

in the town of _____

I came to live at Woodleigh on _____

This is a photograph of me



I will include photographs, letters, postcards, souvenirs and mementoes in my Memory Box and Scrapbook.

CALENDAR

Which dates are important to you, for example birthdays, anniversaries? You can also include dates of any achievements and successes. These dates can also be occasions that make you feel happy or sad.

January	February
March	April
May	June
July	August
September	October
November	December

Additional Comments (for example, which dates do you like to celebrate, which dates make you feel sad?)

My Early Years and Childhood Memories

Where and when I was born

My Parents' Names **(Put birthdays on calendar)**

My Brothers + Sisters, and their Names and Ages **(Put birthdays on calendar)**

My Nieces and Nephews **(Put birthdays on calendar)**

What my Parents did for a living

Where I grew up

Where I went to school. My memories of school life, the games I played, the friends I had

Growing Up and My Teenage Years

What I did when I left school? Any qualifications?

What did you want to be when you grew up?

My first job. Did I enjoy it?

My job history, and the one I liked the best / worst, and when I retired

My hobbies and interests and what I did in my spare time

My memories of Church and Sunday school

My holiday memories as a Child

Family Life

When I first met my husband/wife and the place where we met

My Wedding Day – the memories – the friends – the party **(Put date in calendar)**

Our first home as Man and Wife

Our children – names and ages. What they are doing now **(put birthdays on calendar)**

Family holidays – Where we went both here and abroad

Our first car

Our pets (include type of animal, name, age)

Adult Life

As you got older, who were your friends? Who do you still keep in touch with?

What hobbies did you have?

Where are the main places that you have lived?

What places are special to you? What places did you like to visit or travel to?

What main events through your life were significant or special to you?

War Time History

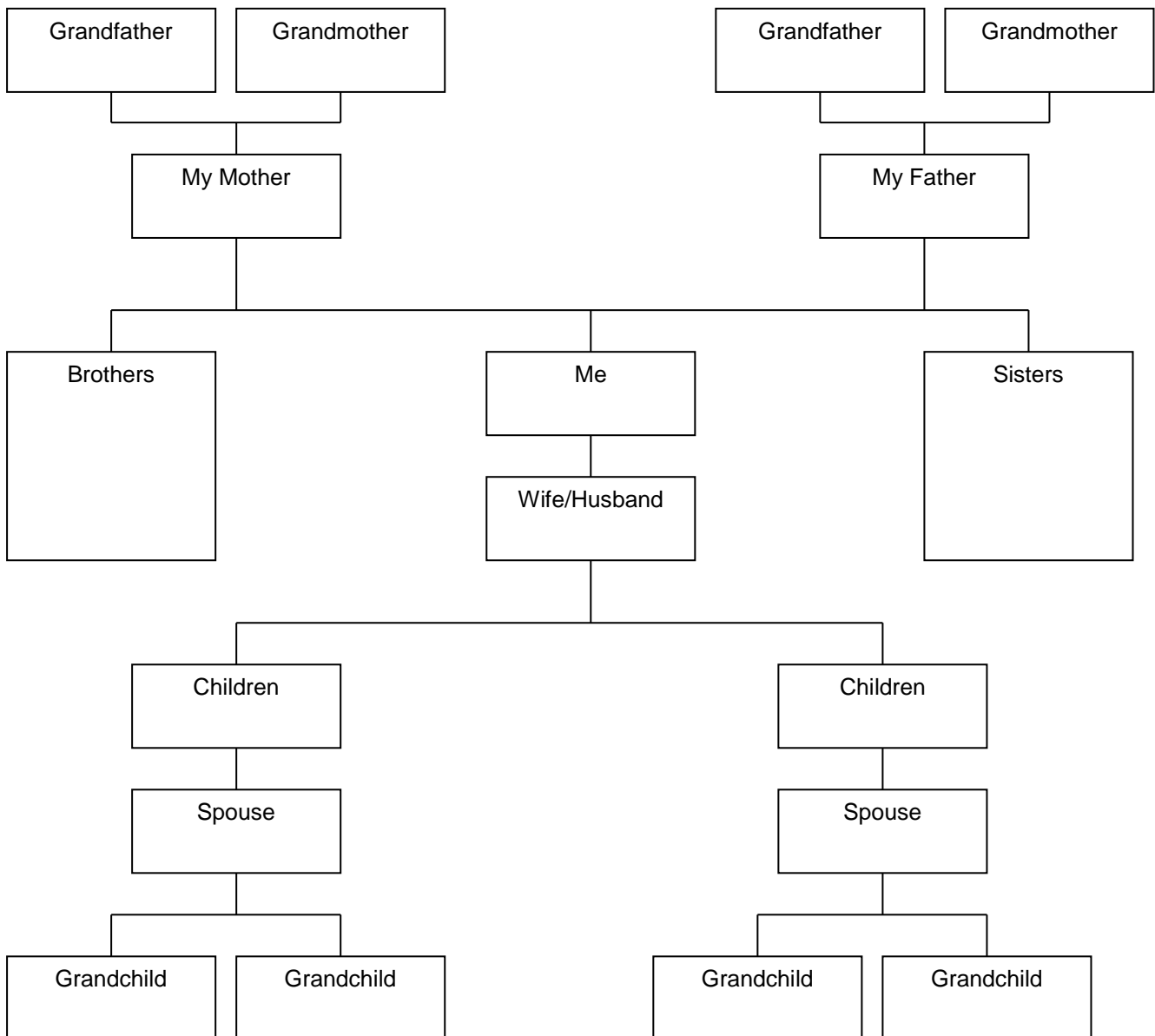
My war-time occupation (if born before 1922)

My war-time experiences (that I remember and don't mind talking about)

My childhood memories of the war (if born after 1922)

Coping with rationing and other stories post-war

My Family Tree



My Life Now

These are the things you should know about me and my current situation. These things will help to give you a better idea of my personal preferences, likes and dislikes

My favourite food is:	
My favourite drink is:	
My favourite type of Music is:	
The kind of clothes I like to wear:	
My idea of a real treat is:	
What makes me happy:	
What makes me laugh:	
What makes me angry:	
What makes me embarrassed:	

What makes me upset:	
The kind of things I worry about:	
Favourite TV Programme(s):	
Favourite Radio Programme(s):	
Favourite Film(s):	
Favourite Books / Poetry / Newspapers:	
I hold membership to the following organisation(s):	
These are the things which I dislike:	

My Preferences

Getting Up	Very Early / Early / Late
My first drink of the day is	
I wear glasses	Yes / No
I wear hearing aids	Yes / No
I wear dentures	Top / Bottom / Full Set / None
Males - I like to shave daily	Yes / No (How often?_____)
Males - I prefer to shave with	Electric Razor / Wet Shave
Females - I like to wear make up	Every day / Occasionally
Bathing - I prefer a	Bath / Shower
I like to mix with other people in the communal areas	Always / Sometimes / Never

I like my meals:	In the dining room / In my own room
I would like to join in with activities indoors:	Yes / No / Maybe
I would like to be considered for trips outdoors:	Yes / No / Maybe
I like supper before bed	Yes / No
I like to retire:	Very Early / Early / Late

Your Beliefs

Do you have any religious / spiritual beliefs?
Do you like to attend a weekly church service?
Are there any religious or spiritual days or dates that are special for you?

My personality:-

My attitude to life is:-

These are my beliefs and expectations to life in general:-

I also have the following habits, fears and phobias:-

Other things you need to know:-

Other important dates I wish to be reminded of:-

Important Memories:-

Life Achievements:-