



THE PINES CARE HOME

BROCHURE

STATEMENT OF PURPOSE



www.pinescarehome.co.uk

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THE PINES CARE HOME

CONTACT LIST

MAIN NUMBERS

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Andy Paynter – Director / Responsible Individual



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Email andy.paynter@madogcaregroup.co.uk

Manish Kumar – Company Accountant



Tel 01766 523904 / 07894 293385 Email manish.kumar@madogcaregroup.co.uk



Introduction

The Pines is situated in the heart Criccieth with overlooking views of the castle and the bay. In the past it has been a shop and a hotel before becoming a small residential home over 25 years ago.

Madog Nursing Home Limited T/a The Pines Care Home acquired the home in 2008 and completed a refurbishment of the old property. We also built a brand new wing adding a further 20 beds. We look forward to welcoming you to our home. Our sister home is the Madog Care Home, Porthmadog, www.madogcaregroup.co.uk

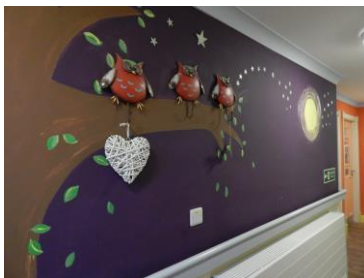
We are currently registered for 38 individuals. We provide Residential & Nursing Dementia care.

Philosophy of Care

We understand everyone is unique and through person-centred care we will ensure everyone living with us are happy and feel a sense of self-worth. We will bring quality and satisfaction to their daily life.

We will provide an environment that is safe and secure.

The right to choice, privacy, dignity, individuality and confidentiality is respected at all times. We will be responsive towards the ever changing needs of our residents. This will be delivered through strong leadership and professional, qualified, well trained, caring staff who embrace our philosophy.



Visiting

Visitors are welcome at the home at all times.

Gwen or the Nurse in Charge are available to discuss any concerns or queries you may have. We actively support visiting as contact with friends and family plays an important part in our resident's well-being.

The Management

The overall responsibility for the functioning of the Home is that of the Madog Nursing Home Limited. The home manager runs the home on a daily basis.

The Home manager is Gwen Maurice. Prior to joining the company Gwen was a Chef owner of a Hotel and has extensive knowledge of various dietary needs. Gwen has successfully fulfilled several management roles within the company over the last 6 years. Gwen holds level 2 in dementia awareness and NVQ level 5 in Management & Leadership. Gwen is also Area Manager of the Madog Care Group and oversees our sister home.

Gwen can be contacted on Tel. 01766 526615 / DDI 01766 523900 / Mob. 07568 128588 or gwen.maurice@madogcaregroup.co.uk

The Clinical Lead is Maria Stromsholm. Maria is a qualified RMN with many years of dementia care experience.

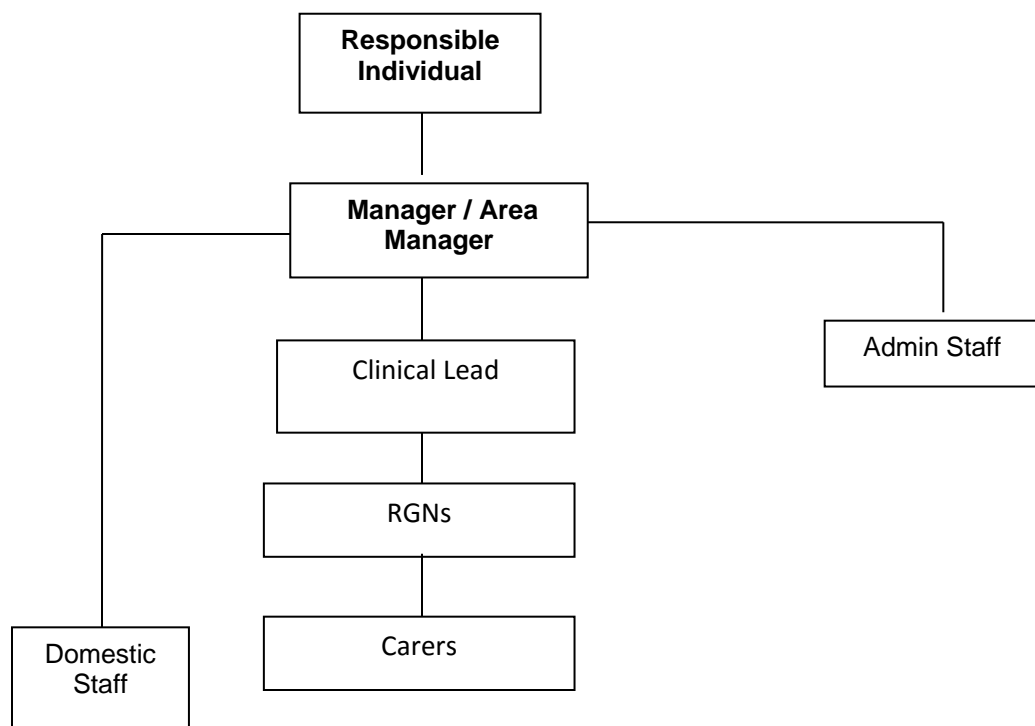
Andy Paynter (ACMA CGMA) is the Responsible Individual and has the overall responsibility for the company and the home. Andy is a qualified Management Accountant and has over 12 year's experience in the care industry. Andy is trained in dementia awareness. He can be contacted at any time on 07931333182 or andy.paynter@madogcaregroup.co.uk

Staff Numbers & Qualifications

The home presently employs :-

- 1 Manager
- 1 Clinical Lead
- 5 RNs
- 30 Health Care Assitants
- 2 Cooks
- 2 Kitchen Assistants
- 1 Handyman
- 3 Cleaners
- 2 Laundry Workers
- 1 Managerial / Admin Staff

Organisational Structure



Staff Training

- All staff must complete a Training Induction Programme when they join the home. This will include an element of initial shadowing.
- Protection of vulnerable adults (POVA) training, dementia awareness & fire awareness is mandatory.
- Staff concerned with the handling and moving of residents are fully trained.
- A First Aider is always available in the Home.
- The Home is committed to give training to staff - pertinent and consistent to care of the elderly and their clinical and nursing needs.

All cooks and assistant kitchen staff have food handling and hygiene certification and have been trained in Food Hygiene Awareness.



Admission

Admission to the Home will mainly be on a planned basis. The Manager or Clinical Lead will visit potential residents, following referral, to carry out an assessment to determine if we can provide the care they need. The potential resident along with their relatives will be invited to visit the Home so they can discuss their expectations of the care offered.

For self funded residents who are self-referred, the Clinical Lead or the Manager, will visit the individual at home undertake an assessment of care.

Emergency admissions will only be accepted if the Manager is made aware of all circumstances surrounding the request for admission and that the Home can meet their needs.

If the potential resident resides within the locality, they may remain with their current G.P. However, anyone from out of the locality will be able to register with the local Health Centre

Person-Centred Care

A risk assessment will also be carried out to identify any potential risks to the individual, staff or other residents. It is our aim to meet the individual's physical, psychological and spiritual needs.

We aim to enhance the sense of well-being and fulfillment in an environment where individuals can enjoy support, comfort, safety and security. We will endeavor to gain as much information regarding the required care, from the individual, their relatives and from any other parties involved in the care using the 'This is me' template, prior to admission to the Home.

We will produce a person-centered care plan (PCCP). This care plan ensures that the residents care is bespoke to them as an individual. It will give quality of life, happiness and a sense of security in their dementia stage. It will provide the individual's own preferences such as how they like to spend their day and dietary preferences. It will also highlight on areas where the person needs assistance.

Care plans will be reviewed every month or earlier if circumstances dictate. The Clinical Lead, nurses and care team will administer (where the resident is unable to do so for themselves) and monitor any side effects of prescribed medication. Any concerns will be addressed with the individual's G.P. / C.P.N.

A medication review will be carried out every 3 months/or as required.

Key Worker

Each resident is allocated a key worker on arrival at the home. This is to provide reassurance and stability for the resident and also ensure their needs are met.

The Environment

The home provides accommodation for all activities of daily living and is furnished to a high standard.

There are two Lounges. The first is located on the ground floor of the existing building and with a Sea view. The other is the 'Sun Lounge' on the lower ground floor of the new extension looking onto the courtyard.



There is a quiet room on the ground floor of the new extension. We also use this as a sensory room.

The dining room is on the lower ground floor of the original building. This has been styled as a street side café with shop fronts.

The beauty salon on the ground floor of the original building provides an enjoyable experience our residents.

The bedrooms are located within the new extension and on the four floors of the original building. Access to all floors is by of stairs or lift.

Currently there are 38 single bedrooms, the majority with en-suite facilities. All the bedrooms are equipped with call bells. Televisions can be made available for individual's bedrooms if requested. There are extra accessible toilets and bathrooms throughout the home. Telephone points are available in a majority of the rooms.



We encourage residents and their families to bring personal items and furniture with them. Any personal electrical equipment can be brought in after safety testing.

The home has a pleasant court yard with access available to all residents. Smoking is not permitted in the home, but we can offer designated and supervised smoking areas externally. Laundry facilities are provided for personal clothing.

Meals

Food is freshly prepared daily by the cook using fresh local produce and available all day.

There are three main meal times when we aim to have most of the residents dining together, breakfast, lunch and supper.

Residents who are unable to join us in the dining room are given their meal in their room assisted by a health care assistant.

Staffing

We operate on high staffing levels to ensure we can meet the needs of the residents. There is a Registered Nurse on the premises 24/7.

The majority of the staff are local and many are fluent in both Welsh and English.

The manager is based in the reception area of the home. The Clinical Lead & Nursing Team are based in the nurse's station on the lower ground floor of the new extension.

The Staff are selected through a very thorough interview process ensuring they have the right characteristics to provide excellent dementia care. All relevant staff receives training in dementia care and many have, or are working towards, relevant QCF qualifications. Training is also done periodically to refresh staff and ensure their skills are up-to-date.

All staff receives regular supervisions and appraisals.

Consultation

We constantly strive to provide a home that caters for the needs of all the service users. We will consult regularly with them, their relatives and significant others where possible by means regular meetings, questionnaires, and the monthly review meetings.

Religious Services

Religious preferences will be respected and catered for, and the home will welcome any representatives of any religious denomination, providing private space for consultation if required.

Pets

The Home does not allow residents to have pets. However, visitors are encouraged to bring pets with them when they visit.

Activities / Entertainment

Our Activities Co-ordinator is Anna Pearson. Anna is also a Senior Carer.

The person- centered care plan is invaluable in providing activities specific to the individual service user's needs.

The Home also provides facilities for group leisure activities. These include;-

TV, movies, radio, music

Games, books and magazines

Relaxation & activities in the garden (weather permitting).

Outings, beach walks, shopping, café for tea and cake, garden centre

Fancy dress days

Outside entertainers also perform at the Home from time to time.

We also aim to make every day needs such as meal times and bathing an 'activity' where the resident has personal one-to-one contact with a health care assistant.

All participation in any activity will be by resident's choice.

Privacy & Dignity

We respect the right to privacy and dignity whilst residing in the Home and are constantly reviewing the environment we provide to ensure that both are maintained. The rights and wishes of the individual will be respected and any barriers to obtaining these will be overcome, through regular monitoring and evaluating the care we provide.

Equal Opportunities

It is the aim of the management of the home to treat everyone equally in the delivery of treatment. This is regardless of their sex, sexual orientation, religion, race, age, disability and linguistic background.

Advocacy

If a resident is or becomes unable to exercise their rights to their best interest, a person may be appointed to speak for them on their behalf. Such a person acting in this way is known as their "advocate". This person could be a relative, friend, professional person and so on. The Home's policy is never to act as advocate for a person in our care as there is a potential for conflict of interest.

Rights of Residents

Emphasis is placed upon rights, as an integral part of the quality of care the Home provides. Residents are provided significant rights, moral, ethical, social, political and legal. The Home has a responsibility to ensure those rights are never infringed and that our residents exercise their rights.

Independence

We are aware that our residents have given up a good deal of their independence by entering the home. We therefore encourage independent interaction, for instance self-care skills, and we will tactfully provide assistance as and when required. We will encourage the continuances of hobbies & interests.

Other Services

Access to professionals such as a District Nurse, Optician, Dietician, Physiotherapy and Psychologist are arranged as necessary

We also have a hairdresser and chiropodists attending periodically.

De-Escalation

All staff are trained in de-escalation. This training is also enhanced with the knowledge acquired and passed down through the 'Dementia Awareness' course.

The home also has a sensory room and various quiet rooms to assist in de-escalation.

All residents will be assessed for risk of harm. Any form of restraint will only be considered when alternatives have proven to be insufficient and to prevent harm to themselves or others eg. bed rails on beds. This will be with relative's consent.

Fire Precautions

A fire risk assessment has been completed by a qualified practitioner.

We maintain a 'Fire Records' to ensure we continually monitor all aspects of fire safety.

Notices identifying actions to be taken in the event of a fire are displayed in prominent places within the home. The fire alarms and fire extinguishers are prominently marked and are checked regularly by an external company. Fire alarms are tested internally on a weekly basis, emergency lighting monthly and we carry out regular fire drills.

All staff receives the appropriate fire training and all electrical equipment is tested periodically.



Comments, Concerns and Complaints

At the Pines we do the utmost to ensure that the care, services, attention and courtesy provided to residents, and their families and friends, meet the highest standards at all times. We invite feedback on our care and services; please let our staff know any comments you may wish to make.

We recognise that concerns do occasionally arise, and welcome them being brought to our attention at the earliest possible opportunity. Please discuss any concerns you may have with a member of staff as soon as possible. If the member of staff is unable to address your concerns immediately, he/she will bring the concerns to a more senior member of staff who can take the necessary action.

If you feel the concerns require addressing as a complaint, please ask to see the senior nurse on duty or contact the Manager, Gwen Maurice, who will be pleased to discuss your concerns and advise how they will be addressed. If you wish to make a formal complaint, please write directly to:



Gwen Maurice, Manager
The Pines Care Home, Mona Terrace, Criccieth, LL52 0DE
Tel: 01766 522615 / DDI 01766 523900 / Mob 07568128588
Email : gwen.maurice@pinescarehome.co.uk

If you are not satisfied with the responses of the Manager and staff, or do not feel able to
Andy Paynter, Responsible Individual



The Pines Cares Home, Mona Terrace, Criccieth, LL52 0DE
Tel: 07931333182 Email : andy.paynter@madogcaregroup.co.uk

Please rest assured that all concerns and complaints brought to our attention will be treated with the highest degree of confidentiality and respect.

We will inform you in writing of the outcome of the investigation and any action taken to remedy the situation as soon as possible, and in all cases within 14 days, although this period may be extended for a further 14 days, with your agreement.

If a local resolution of your complaint is not possible, you can request formal consideration of your complaint. We will then resolve the problem as soon as is reasonably practical, and in any event within 35 working days. You will then receive in writing a summary of the nature and substance of the complaint, the conclusions and the action to be taken as a result. A copy of this letter will be sent to CSSIW and the local authority.

Should these lines of action not prove satisfactory to you, or you do not feel able to approach us directly, you have the right to make a formal complaint to the statutory regulatory body as follows:

Care and Social Services Inspectorate for Wales (CSSIW), Sarn Mynach, Llandudno Junction, Conwy, LL31 9RZ
Inspector : Gillian Davies Tel: 0300 062 5609

You may also wish to bring your concerns to the attention of Social Services:

Gwynedd Social Services (Dwyfor)
Canolfan Frondeg, Pwllheli, Gwynedd. LL53 5RE
Tel: 01286 704418