

Good

CareQuality  
Commission

INSPECTION JULY 2019



knights care

**Welcome to...**

**Abbey Court Care and Nursing Home**

*Proudly at the heart of Leek since 1996*



# Our Values

## Respect

We are always welcoming and ensure our service users feel respected by our staff. We do not tolerate any negative behaviour, bullying, discrimination or inequality.

## Compassion

We listen and respond to our service users and their loved ones in a kind and sensitive manner.

## Person-centred

At Knights Care we put our service users at the heart of everything we do. We ensure the care we provide is person-centred by listening and responding to their individual wishes and needs.

## Safety

We follow professional guidelines and have policies and procedures in place to ensure the environment is safe for our service users and staff.

## Excellence

We make great efforts to meet standards and strive to be the best we can be. Systems are in place to check the quality of care and improve the service where necessary.

## **Directory of Contents**

- 1. Our Service – an Overview**
- 2. Lifestyle and Activity**
- 3. Useful Information – the ‘Need to Know’ bit**
- 4. Our People - how we work**
- 5. Services and Fees**
- 6. Knights Care – our Ethos, Vision and Strategy**
- 7. Useful Information - Legislation and Best Practice Including:  
Mental Capacity Act 2005, Consent, Best Interest, Deprivation of  
Liberty Safeguarding, Lasting Power of Attorney, Advance  
Decisions.**
- 8. Complaints, Suggestions and our Compliments Policy and Procedure**

## 1. Our Service – an Overview

*Abbey Court Care Home is a purpose built 52 bed care facility. It is owned and operated by Knights Care Ltd, a family run business that has been in the care industry for many years.*

*Abbey Court offers Nursing, Residential, Dementia and Palliative care. We also provide (emergency and planned) respite care which can offer sometimes much needed relief for those caring for a family member at home. In ensuring outstanding care, we work in partnership with both local authorities and health services and of course our residents, their families and loved ones, who lie at the heart of everything we do.*

Residents enjoy 24-hour care and service from the friendly and experienced staff team who strive to meet the needs and wishes of every individual in a person-centred manner. This team includes very well-trained care assistants and highly qualified experienced Registered Nurses, as well as numerous support staff – including housekeeping, laundry, lifestyle and activity and of course our kitchen team.

All residents can receive phone calls using the home's mobile handsets. In addition, residents may choose to have their own private phone line in their bedroom, this can be arranged through any telecoms provider of your choice. There is also a nurse call system to ensure we respond to our residents' needs as quickly as possible, 24 hours a day.

Abbey Court has been designed to be a warm, safe, secure and inviting place to live. The reception area is a welcoming environment. Our team are always delighted to meet, greet and assist visitors and guests, relatives and residents as they move around the home. Each of the floors offer a main lounge which is a spacious social area. Seating is arranged in manner encouraging interaction, whilst maintaining opportunity for privacy and personal space. The lounges also accommodate dining tables and chairs to enhance the prospect of residents with limited mobility. This also encourages our residents to enjoy a quality dining experience – not only a highlight of the day, but also an essential nutritional element of their personal care and wellbeing.

Additional smaller lounges allow opportunities for gatherings, small functions, quieter times, and more personalised group activities to be enjoyed. These include one which is set up with Skype, enabling our residents to talk to their family and friends around the country or around the world... Plus we have the 'Court Cabin;' our retail facility for those little essentials, (and essential treats!), whilst another one hosts the residents' weekly 'Silver Screen Cinema Club'

Abbey Court provides quality accommodation and care in 50 rooms. Two are very large, and as such could accommodate a married couple or partners who may choose to live together. Alternatively, these rooms can be utilized for highly dependent residents who require a lot of equipment and space – or those who prefer to enjoy both sleeping and private lounge facilities. All bedrooms are decorated to the highest standards, with vibrant, plush fabrics and soft carpets or wood look flooring, offering an aesthetically pleasing but above all comfortable and homely environment. Rooms have en-suite washing facilities and some include a private toilet. Each room has fittings to accommodate TV, internet and telephone if required. Communal

technology assisted bathing facilities are found on each floor with walk in wet rooms available for those who prefer to shower.

Abbey Court has a dedicated onsite laundry and kitchen. Our housekeeping Team Leader supervises the domestic cleaning and laundry staff teams ensuring personal items are laundered in a timely manner and returned to residents' rooms in good order and ready to wear.

*Our home is a happy, safe, welcoming family home; it is filled with love and laughter, compassion and care, and is proud to have person centred dignity and respect at its core.*

*Welcome one, welcome all.*





## 2. Lifestyle and Activity

*Meaningful activity plays a central role in the day to day life of Abbey Court. A programme of daily activity, trips, pet therapy, exercise, music and entertainment, spiritual support, hairdressing and much, much more is available to all residents. The team ensures that every resident is included regardless of their ability or circumstances – individual person-centred programming ensures that not only do we celebrate every resident as an individual, but also that one is ever left out. These programmes are organised and coordinated by our own in-house team, employed specifically to ensure residents are happy, entertained and as active, stimulated and inspired as possible.*

Abbey Court has its own disability friendly mini-bus which our Lifestyle and activity team use to co-ordinate outings for residents - such as pub lunches, revisiting local sights n 'old haunts', attending organised coffee mornings or appointments, catching up with old friends...or maybe just a drive through the beautiful local countryside.

The team also ensures that our residents and their families and loved ones are empowered to express their choices and put them into action. Not only is there a monthly 'Residents Advisory Forum' allowing them to design activity programmes and choose destinations for trips, they also choose the stock for the 'Court Cabin' and the mobile retail trolley 'The Snap Wagon', take the lead at regular Residents and Relatives meetings and are encouraged and empowered to complete an annual satisfaction survey.



### **3. Useful Information – the ‘Need to Know’ bit**

#### **Pets – our ‘4-legged family’**

*We know that people love their pets and may wish to bring them with them when they move into their new home.* We of course have a responsibility to all our residents to ensure everyone’s Health and Safety, and safety and comfort. But hey – we have our own furry friends at home too - we will always try to keep loving families together – be they 2 or 4 legged!

#### **Medication and GP**

*If a resident expresses a choice to self-medicate and is assessed to have capacity and be safe to do so, we are happy to provide help and advice as required. Otherwise all medication is managed by our qualified staff team and dispensed and ordered in partnership with their doctor.*

New permanent residents would as a matter of best practice be registered with the home’s GP, although they do have the choice to retain their own if required. Our GP will attend our home as and when required. Regardless of that, they commit to visiting our home on a weekly basis and any resident can be added to their consultation list as necessary. We also work with our GP in fostering close and supportive relationships with other healthcare professionals across a whole range of services in Leek and Staffordshire.

#### **‘Eats and Drinks’**

*The Chef Manager liaises with residents to establish dietary and nutritional needs, and food choices/preferences. Menus are planned and agreed through consultation with residents. Meals are prepared on site from the most appropriate sourced produce and ingredients by our own team.* Equally, meal choices can be adapted and presented in varying different consistencies, ensuring that every resident, regardless perhaps of their ability to swallow or other digestion-based challenges, can enjoy tasty and nutritious meals, anytime they choose to.

In addition to lunch and supper, there is an extensive choice served for breakfast – much of which is chosen by residents at the time and prepared there and then. A wide range of both snacks and more substantial main meals is available in our home 24 hours a day...

...as are tea, coffee and other hot drinks, juices, water and a range of fluids supporting residents’ essential needs for hydration. Families and friends are always welcome to join their loved ones to enjoy some ‘eats and drinks’ – be that a cuppa and a biscuit, homemade cakes or one of our main meals. That also includes our wonderful festive lunches and regular themed events and parties...



## **Electrical Items and Personalising your Room**

*Residents are welcome to bring their own personal items into their rooms – perhaps a TV, favourite lamp, radio and so on.* However, all items require safety (PAT) testing before they can be used at Abbey Court. We can do this quickly for you and is a free service. Just let us know and we can organise this all for you.

In the same way, residents and their loved ones are not only welcome to, but encouraged to personalise their rooms, with pictures, maybe a favourite chair or piece of furniture and so on, making the whole experience feel more familiar and homely.

Any furniture, for example upholstered chairs etc, must confirm to appropriate fire safety legislation and expectations. We will be pleased to advise on this and to assist in getting the room set how you would like it- including putting up pictures on the like. Just tell us what you need – we will do all we can to make it happen.

Once an admission date has been agreed for a new permanent resident, we will always endeavour to ensure that where possible their room is available to friends and family a couple of days prior. This enables those little personal touches to be put in place prior to their arrival...an even warmer welcome!

We would recommend that expensive items such as jewellery are kept to a minimum, but it is always the choice of the folks involved. Perhaps talk with us first...?

## **Visitors**

*We operate an ‘open door’ policy at Abbey Court. Families, friends, visitors and guests are welcome to come and go as they wish, when they wish. No need to make appointments, and we do not have any set visiting times.* Should you however wish to speak to a specific member of the team, it is probably advisable just to check when they will be around and tailor your visit accordingly.

All visitors are asked to sign in when they arrive and sign out when they are leaving. It's all about fire safety, resident safety and knowing who is in our residents' home at all times.

Whilst we offer a very relaxed and warm welcome to any visitors, we would not generally expect guests to arrive either very early in the morning or very late at night... Equally, we do not have ‘protected’ mealtimes as such. We do however ask visitors to recognise that distracting some residents' attentions during meal service is not always the best way to encourage them to focus on eating and the nutrition they need. Visiting and sharing a meal with them could however be hugely beneficial to their appetite and intake...

If family, friends or visitors are bringing any items in for residents, for example new clothes, food or sweets, perhaps homely remedies/over the counter medication, we really do know. We need to update inventories, ensure nutritional/sugar level compliance and confirm medication compliance and compatibility, respectively.





#### 4. How We Work

**Registered Provider**

Adam Knights

**Registered Manager**

Richard Lawson

**Assistant Manager & Clinical Lead**

Dan Mihai & Sandra Keeble

**Administrator & Admin Team**

Lyn Drury & David Bowyer

**Registered Nurses**

**Senior Carers/Team Leaders and Care Assistants**

---

**Lifestyle and  
Activity**

**Kitchen**

**Housekeeping**

**Maintenance Team**

**Team Manager**

**Chef Manager**

**Head of Housekeeping**

**Lifestyle Team**

**Cooks and  
Kitchen Assistants**

**Domestic and Laundry  
Assistants**

**Head Office**

Knights Care Ltd, Dunston Innovation Centre, Dunston Road, Chesterfield, S41 8NG

01246 488688 / [Info@knightscore.com](mailto:Info@knightscore.com) / [www.knightscore.com](http://www.knightscore.com)

## 5. Fees and Services

*Knights Care are committed to providing an outstanding service, exceptional care and value for money.*

All fees are subject to a detailed assessment of the potential resident's dependency and needs and appropriate room prior to admission. This will be carried out by a senior member of our team at a mutually agreeable time. Fees are therefore set on a case by case basis.

However, as a very general guide for those who are self-funding, fees generally start from £750 per week for residential guests, and from £750 (**plus FNC**) per week for residents requiring nursing care.

Those residents benefitting from the financial support of the local authority or indeed CHC will clearly not be paying those levels of fees- we will manage those payments separately and directly with the service in question on their behalf.

Fees for respite stays are calculated on a nightly basis, allowing maximum flexibility for all involved. Whilst there is generally a minimum stay of 7 nights, there is no further limitations. Respite stays are charged at £130 per night, fully inclusive.

We ask that all regular fee payments are paid by Direct Debit. It is far simpler for all concerned and doing so does attract the following benefits: **2% discount for all self-funded residents or a £5 payment on account towards sundry items for those residents supported by Local Authority.**

Residents/families generally set up a small personal 'account' held in the admin office and use this to pay for any optional extras listed below. Establishing this with an initial deposit of around £100-200 would be appropriate. The admin team will maintain an accurate itemised statement of account, available to see at any time, and will also let you know as and when a little top up might be required.

### *Included and covered by the Weekly Fee*

- Highly trained staff on duty 24 hours a day, 365 days a year.
- All homemade food, drinks and snacks
- Laundry and housekeeping services
- Residents' private room and all social and public lounges and areas
- GP Visits and access to appropriate professional services including free eye and vision checks in our home (Fee payable for glasses or vision aids)
- Call System
- Lifestyle services and social activities – meaningful activity, music, trips out and all aspects of our personal centered activity and lifestyle programme
- Spiritual support

*Optional Extras – paid for from Residents Personal Account/Private payment*

- Hair Dressing
- Chiropody and **Physiotherapy**
- Newspapers
- Personal toiletries and retail items from the ‘Court Cabin’ or ‘Snap Wagon’
- Private phone lines and satellite television
- Dry Cleaning
- Dentist

## 6. Summary of Knights Care – Our Ethos, Vision & Strategy

*To enable both you and us to be confident that Abbey Court is compliant and offering outstanding care and service, we are constantly reviewing what we do and how we do it. We will ensure that our service is consistently modernised and developing, and passionately embraces current best practice.*

Everyone, from every part of our company is involved in our strategy and ‘owns’ our ethos. We aim to inspire and innovate. Some of the key elements that come together to evolve and craft our ethos, vision and strategy are:

1. Robust Policies & Procedures, Audit & Compliance Systems and Governance
2. Targeted Recruitment & Retention of Key Staff
3. Person Centered Care Planning
4. Staffing Level / Shift Reviews based on and responsive to the needs of our residents
5. Ongoing Staff Professional Development, and a culture that encourages and empowers this
6. Recognition and Response, through social media interaction, Carehome.co.uk and other appropriate channels
7. Refurbishment Program throughout the home
8. Local and wider Community Integration, Partnership and Positive Interaction and Engagement – encouraging Empowerment for our residents and their families, and our staff team.

## 7. Useful Information Regarding Legislation and Best Practice

### Mental Capacity Act 2005

*The Mental Capacity Act 2005 (MCA) protects and empowers people and allows people to plan for the future. It applies to everyone involved in the care, treatment and support of people aged 16 and over, living in England and Wales who are unable to make all or some decisions for themselves.*

The Mental Capacity Act 2005 has 5 key principles:

Principle 1: *'A person must be assumed to have capacity unless it is established that he lacks capacity.'* (Section 1(2))

Principle 2: *'A person is not to be treated as unable to make a decision unless all practicable steps to help him to do so have been taken without success.'* Section 1(3))

Principle 3: *'A person is not to be treated as unable to make a decision merely because he makes an unwise decision.'* (Section 1(4))

Principle 4: *'An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.'* Section 1(5))

Principle 5: *'Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.'* (Section 1(6))

Whenever the term 'a person who lacks capacity' is used, it means:

A person is unable to make a decision or take a particular action for themselves at the time the decision or action needs to be taken.

A person is considered to lack capacity if they are unable to:

1. Understand information about the decision to be made (the Act calls this 'relevant information')
2. Retain that information in their mind
3. Use or weigh that information as part of the decision-making process, or
4. Communicate their decision (by talking, using sign language or any other means).

### Consent

*Under British Law nobody can give consent on behalf of another person unless they have been lawfully authorised. This authorisation is given in the form of a Lasting Power of Attorney for Health and Wellbeing and/or Lasting Power of Attorney for Finances (see LPA below for more details).*

If a person is not able to consent and they have not appointed a Lasting Power of Attorney, then a decision should be made in the persons best interest.



## Best Interests

*If someone is found to lack the capacity to make a decision the MCA states that a decision should be made in their best interest. To do this we will always consider “What they would always have wanted”.*

We will consult with family members and others who have previously known the person that lives with us e.g. GP, Social Worker, to help us make a decision.

## Deprivation of Liberty Safeguards (DOLS)

**In certain cases, the restrictions placed upon an individual who lacks capacity to consent to the arrangements of their care, or for example exercise unbridled free movement and choice, is considered to be a deprivation of their liberty.**

Where this appears to be the case we are required to evidence and justify the reasons we think this is appropriate and that it is in the best interest of the individual concerned. This judgement is also liable to be inspected – this could be by the local authority, CQC, independent advocacy services. This is an important process designed to protect the best interests of those who may not be able to do it for themselves, or indeed have anyone to represent them.

## Lasting Power of Attorney (LPA)

*A Lasting Power of Attorney (LPA) is a legal document which allows you to appoint someone who you would like to make decisions on your behalf, should you become unable to do so in the future. It lets you choose a person (or people) you trust to act for you. This person is referred to as your attorney.*

There are two different types of LPA: property and affairs LPA and health and welfare LPA. Each type covers different decisions and there are separate application forms for each. You can choose to make both types, or just one. You can have the same attorney for both, or you can have different attorneys.

### Property and affairs LPA

A property and affairs LPA covers decisions about your finances and property. If there comes a time when you can't manage your finances anymore, the attorney will do this for you. This can include paying your bills, collecting your income and benefits, or selling your house. However, if you wish to, you can restrict their powers, or place conditions on what they can do. It can only be used once it has been registered at the Office of the Public Guardian (OPG). The OPG is responsible for the registration of LPAs. It can then be used even while you have mental capacity to deal with these things yourself.

### Health and welfare LPA

A health and welfare LPA enables the attorney to make decisions on your behalf about your health and welfare, when you are unable to make these decisions for yourself. This could range from where you live and day-to-day care such as diet and what you wear, to future treatment pathways and hospital admission

As such, you can give your health and welfare attorney the power to accept or refuse life-sustaining treatment on your behalf. You will be asked whether you wish to do this or not on the form, and you will need to state your intention clearly.

It's important to be aware of the effect this decision can have on any advance decision that you have previously made. If you allow your attorney to make these treatment decisions for you, this will overrule any previous advance decision. If you choose not to give your attorney this power, your advance decision will still stand.

A health and welfare LPA can only be used once the form is registered at the OPG and you are in a position where you don't have the mental capacity to make decisions about your own welfare.

Lasting Powers of Attorney are just one way to plan ahead. Other considerations could include making an advance decision about your future care. If you are ever unsure about any of this, never be afraid to seek advice.

## **Advance Decisions**

*An advance statement is a written statement that expresses a person's preferences, wishes, beliefs and values regarding their care. It is not legally binding.*

The aim is to provide a guide for anyone who might have to make a decision in someone's best interests if they have lost the capacity to make a decision or communicate their decision.

An advance statement can cover any aspect of a person's future health or social care. This could include:

- Any spiritual beliefs they hold.
- Where they would choose to be cared for e.g. at home, a hospice, nursing home or hospital.
- How they like to do things e.g. they prefer a bath to a shower, they like to sleep with a light on.

Other things you might think about are putting your finances in order and making a will or updating any previous will.

*More guidance and information can be obtained from the following sources:*

Government -

<https://www.gov.uk/government/publications/make-a-lasting-power-of-attorney>

Age UK –

<http://www.ageuk.org.uk/money-matters/legal-issues/powers-of-attorney/power-of-attorney>

NHS Choices –

[www.nhs.uk](http://www.nhs.uk)

Alzheimer's Society –

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## **8. Complaints, Suggestions, our Compliments Policy and Procedure**

### **Purpose**

*The registered Home Manager operates an ‘open door’ policy. You can pop into see him and discuss anything, anytime. You will be welcomed, listened to, respected, supported. Every effort will be made to allay concerns, rectify genuine issues and agree future action.*

The Registered Provider also operates an effective mechanism for the receipt, recording, investigation and resolution of all complaints, not only to comply with the regulations, but also to ensure outstanding care and service is delivered, always. The arrangements for investigation of complaints are fair and transparent.

Complaints and suggestions from Service Users or their relatives are a valued source of information regarding the quality of our service and are a primary source of information regarding possible abuse.

We fully support Care Quality Commission and Local Government Ombudsman guidelines are implement them fully.

### **Scope**

Service Users  
Relatives  
Other professionals and partner agencies  
Employees

### **Key Contacts:**

Staffordshire County Council contact details for complaints:  
Customer Feedback and Complaints Team, Staffordshire Place 2, Tipping Street, Stafford,  
ST16 2DH

Email: [complaints&customerfeedback@staffordshire.gov.uk](mailto:complaints&customerfeedback@staffordshire.gov.uk)

Tel: 0300 111 8000

For mini-com users please contact: 01785 276207

Ombudsman contact details:

Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH

Text: ‘call back’ and send to 0762 480 3014

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Clinical Commissioning Group (for services funded by the Clinical Commissioning Group)

North Staffordshire Clinical Commissioning Group, Morston House, The Midway,

Newcastle Under Lyme, Staffordshire, ST5 1QG

Tel: 0845 602 6772

Independent advocacy services  
Staffordshire County Council, Number 1, Staffordshire Place, Stafford, ST16 2LP  
Phone: 0300 111 8010

Total Voice - Umbrella  
Phone: 01785 336387

**For a copy of the full Policy and Procedure please contact the Home Manager.**