

# Drovers Call Care Home

## Brochure



# 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.

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## 1. Overview of the Service

Drovers Call Care Home is a purpose built 60 bed quality care facility. Owned and operated by Knights Care Ltd, a family run business which has over 25 years' experience in the care profession. It was rated 'Good' by CQC at the last inspection.

Drovers Call provides Nursing, Residential, Palliative Care and Specialist Dementia Care. In addition to this we have launched a brand new bespoke unit in June 2017. This unit can accommodate up to 5 residents in individual oversized bedrooms with ample communal areas. We also provide respite care which can provide much needed relief for those caring for a family member at home.

Residents enjoy 24 hour care from the friendly skilled staff who strive to meet the needs and wishes of every individual in a person centred manner. Those assessed as having higher dependency requirements have access to nursing care from qualified and experienced Registered Nurses.

All residents benefit from state of the art facilities within a modern build. 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. The nurse call system in all rooms support residents with effective and prompt attention.

Drovers Call Care Home has been carefully designed to offer a warm and inviting place to live. The reception area is a welcoming environment with staff members sited so there is always someone to greet and assist guests, relatives and residents. There are 3 floors, all offer a main lounge which is a bright open social area where seating is arranged in a manner which encourages interaction. An additional smaller lounge allows opportunity for gatherings, small functions, quiet time, and one-to-one activities. The dining area focusses on quality home cooked food which is prepared freshly on site by our chef and provides another prospect for socialisation and positive interaction.

Drovers Call Care Home provides high-standard accommodation. All rooms are decorated to the highest standards, with vibrant, plush fabrics and either carpets or wood effect flooring, offering an aesthetically pleasing and above all comfortable environment. Residents are encouraged to bring their personal items with them to make them feel at home from the outset. Bedrooms all have en-suite facilities consisting of a sink and a private toilet. Bathrooms are fitted to the highest specification with assisted baths, for those who prefer, shower rooms are spacious with large walk-in facilities. Each room has fittings to accommodate TV, internet and telephone if required. Outside there is a garden with raised planters and a decking area.

Drovers Call Care Home has a dedicated on site laundry and kitchen. The housekeeper supervises laundry staff ensuring personal items are laundered in a timely manner and returned to residents' rooms in good order and in readiness of use.





## 2. Activities

Social interaction and useful occupation plays a large part of the day to day life at Drovers Call. Planned daily activities, such as arts & crafts, quiz's and board games are available to all residents who would like to participate. These activities are organised and coordinated by three therapists, specifically employed to ensure residents are entertained and as actively stimulated as possible. Weekly activities from visiting professionals include armchair fitness, pet therapy and hairdressing services.

Drovers Call has its own mini-bus which our dedicated social therapists use to co-ordinate outings, planned with the resident's needs, interests and capabilities in mind. Such trips include pub lunches, seeing the local sights, attending organised coffee mornings and accessing the local community. This facility can also be utilised to collect new residents directly from their homes, giving you peace of mind that your loved one will be getting the best possible service from the outset.



### 3. Other Information

#### Pets

We recognise that people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the residents with regards to Health and Safety and therefore every case will be assessed individually.

#### Medication

If a resident wishes to self-medicate and is safe to do so, we can provide help and advice as required. For those residents who prefer or require more support medication will be managed by the staff and dispensed and ordered for them under the instructions of their doctor. Local residents are able to retain their GP, residents moving from out of the area will be required to register with a local surgery, our staff will be able to assist with this.

#### Meals

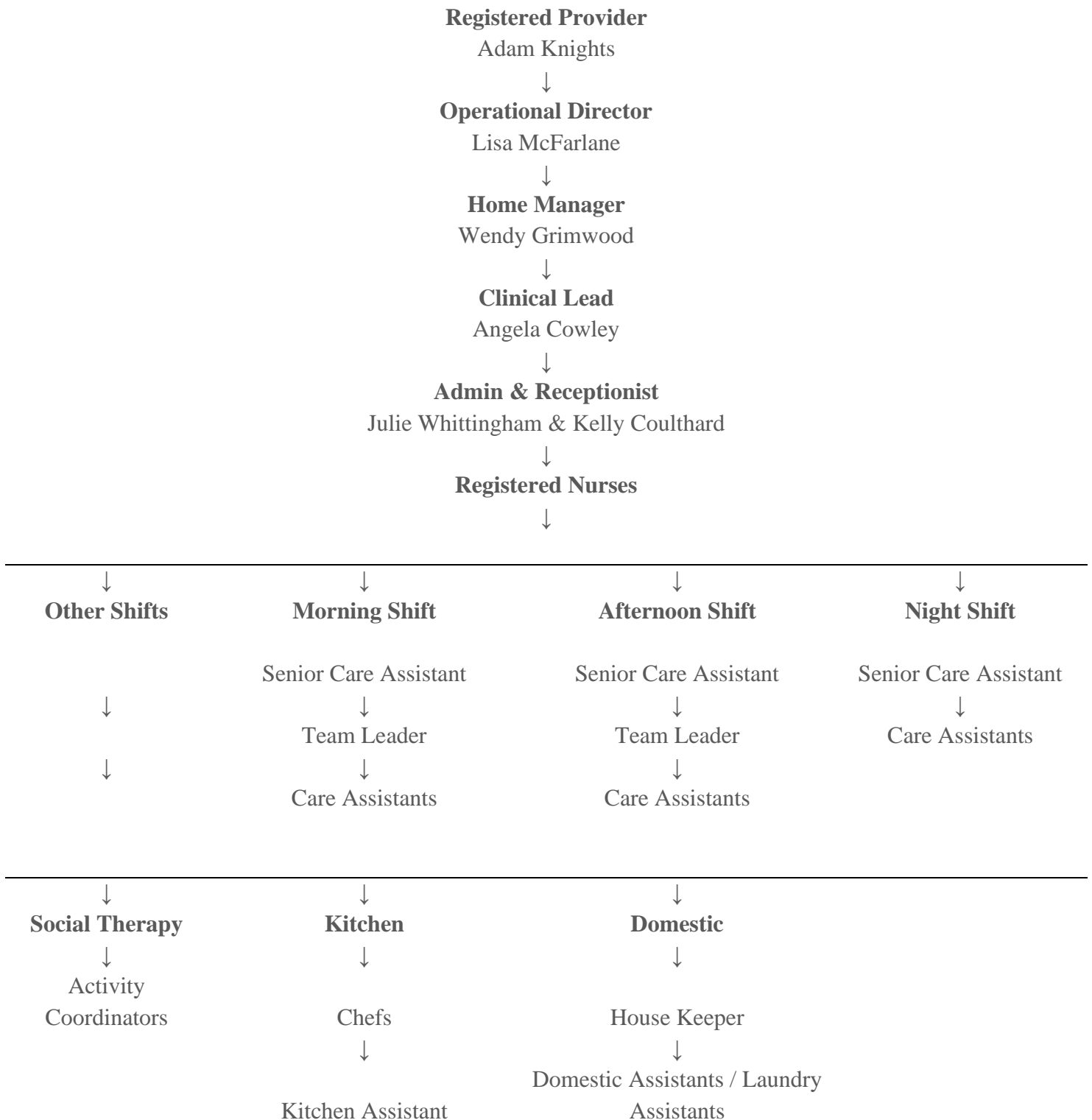
The Head Cook liaises with residents to establish any dietary needs and preferences. Menus are planned and agreed through consultation with residents. Meals are prepared on site from fresh locally sourced produce. Lighter meals, snacks and refreshment are available 24 hours a day. Visitors are welcome to join residents to enjoy lunch.







#### 4. Details of Management & Structure



#### 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. Services Provided and Financial Arrangements

Knights Care are committed to providing an outstanding service at a cost that is affordable.

All fees are subject to an evaluated assessment of resident's dependency and the type of room prior to admission.

Minimum fees for private residents are as follows:

### Fees Start from;

Residential	£680.00 per week
Nursing	£780.00 plus FNC (£158.16) per week
Continuing Healthcare	Price on Assessment
Challenging behaviour	Price on Assessment

**Direct Debit Payments will receive a 2% discount.**

### What is included

- Highly trained staff in 24 hour attendance, 7 days a week
- Home cooked food
- Laundry service
- Private en-suite bedrooms
- GP Visits
- Nurse call system
- Social Activities – External entertainers, live music, trips / outings and many more
- Church Services

### What is not included

- Hair Dressing
- Chiropody
- Newspapers
- Toiletries
- Private phone lines
- Dry Cleaning
- Dentist
- Opticians

## **6. Summary of Knights Care Vision & Strategy**

To enable us to be confident that all our Homes are compliant and at a standard aiming to achieve an “outstanding” rating, we are constantly reviewing what we do and how we do it. We will ensure that our service is modernised and in line with best practice. Everyone will be involved in this strategy and these are the key elements that Knights Care will focus on this year;

1. Policy's & Procedures & Audit & Compliance System
2. Recruitment & Retention
3. Care Planning System – Person Centre Approach
4. Staffing Level / Shift Reviews
5. Staff Development Program
6. Carehome.co.uk Promotion
7. Facility Refurbishment Program

To read the full detailed Knights Care Vision Strategy please take a copy from reception or you can request one from the home or head office, 01246 488688 / [adam@knightscore.com](mailto:adam@knightscore.com).

## 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 particular 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 is considered a deprivation of liberty.

Where this appears to be the case we will apply to the local authority who will carry out an assessment of the care and treatment to decide if this is the case and if it is in the best interest of the individual concerned.

## **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 allows the attorney to make decisions on your behalf about your health and welfare, if there comes a time when you are unable to make these decisions for yourself. A health and welfare attorney could make decisions about where you live, for example, or day-to-day care including your diet and what you wear.

You can also 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.

### **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 like caring 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 and Compliments Policy and Procedure**

### **Purpose**

The Registered Provider operates an effective mechanism for the receipt, recording, investigation and resolution of all complaints, in order to comply with the regulations.

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.

Care Quality Commission and Local Government and Social Care Ombudsman guidelines are adhered to.

### **Scope**

Service Users

Relatives

Other professionals outside agencies

All employees

### **Key Contacts:**

Social services (for services funded by social services)

Lincolnshire Social Services

Guildhall

Marshalls Yard

Gainsborough

DN21 9SB

01427 677405

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

NHS Lincolnshire West Clinical Commissioning Group

Cross O'Cliff

Bracebridge Health

Lincoln

LN4 2HN

Independent advocacy services

POhWER, PO Box 14043, Birmingham, B6 9BL

0300 456 2370

Voice Ability

Lincs2Advice, 5 Mill House Carre Street, Sleaford, Lincolnshire, NG34 7TW

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