

# Ladysmith 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.

## **Contents Page**

- 1. Overview of the Service**
- 2. Activities**
- 3. Information around:    Pets Medication & Meals**
- 4. Details of Management & Structure**
- 5. Services Provided and Financial Arrangements**
- 6. Summary of Knights Care Vision & Strategy**
- 7. Useful Information Regarding 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 Compliments Policy and Procedure**

## **1. Overview of the Service**

Ladysmith Care Home is a purpose built 90 bed care facility. Owned and operated by Knights Care Ltd, a family run business that has been in the care industry for many years.

Ladysmith Care Home provides residential and dementia care, 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 and experienced staff who strive to meet the needs and wishes of every individual in a person-centred manner. Everyone benefits from state-of-the-art facilities.

Ladysmith Care Home has been carefully designed our facilities are high quality and based on the latest research into care for elderly people to offer a warm and inviting place to live at an affordable price. The reception area is a welcoming environment with a receptionist and two members of staff sited in an office so there is always someone to meet, greet and assist guests, relatives and residents as they move around the home. We have a main lounge on our ground floor which is a large open social area allowing opportunity for social gatherings, in house activities, live music and entertainment. The seating is arranged in a manner which encourages interaction, whilst maintaining opportunity for privacy. We have a variety of smaller lounges on each floor giving the building a homely feel, where small functions, quiet time and small group activities can be undertaken. Our wider corridors allow wheelchair and walking frame users to get around easily. The four dining areas focus on nutrition, another prospect for socialisation and a time to share good food. Residents and visitors can access drinks and light snacks from the kitchenettes that are situated in each dining area. All our ground floor lounges and dining areas open up to the attractive enclosed gardens which include walkways, garden furniture and a summer house for sunny days.

Ladysmith Care Home aims to provide high-standard accommodation and care in 90 rooms. All the rooms are for single occupancy and are decorated to the highest standards, with vibrant, plush fabrics and soft carpets or wood look flooring, offering an aesthetically pleasing and above all comfortable environment. Rooms have en-suite facilities consisting of a wash basin, and a private toilet. Each room has a TV and small fridge and has fittings to accommodate internet and telephone if required. Arrangements can be made for couples wishing to share a room. Communal purpose built, spacious bathing facilities are found on each floor with walk in shower rooms available for those who prefer to shower.

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 residents as quickly as possible.

Ladysmith Care Home has a dedicated 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 therapy plays a large part of the day to day running at Ladysmith Care Home. Daily activities, weekly exercise and Thai Chi classes, trips, pet therapy and hairdressing will be available to all residents. Everything is organised and coordinated by two therapists, employed specifically to ensure residents are happy, entertained and as active and stimulated as possible. The company provides a generous budget for the provision of social activities in addition to the home's own fund raising.

Ladysmith Care Home has its own disability friendly mini-bus which our dedicated social therapists use to co-ordinate outings for residents such as to Green Futures, Pennell's and Grimsby Garden Centres. Attending a Tea Room in Keelby. Every Tuesday afternoon residents are invited to visit our inhouse bar "Ladysmith Arms". We also use this amenity to collect new residents directly from their homes, such as those coming for a short term or respite periods, giving you peace of mind that your loved one will be receiving the best possible service from the outset. Attention to the outside recreational space has been carefully planned with seating patios and offers residents the option to be involved in planting and growing plants or simply relaxing.





## Other Information

### Pets

Whilst we acknowledge the fact 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. This is not to say we do not permit pets, the manager will however treat each case on an independent basis.

### Medication

If a resident request to self-medicate and is safe to do so, we can provide help and advice as required. Otherwise all medication will be managed by the staff and dispensed and ordered for them under the instructions of their doctor. Any resident may request to see a doctor in private if they wish

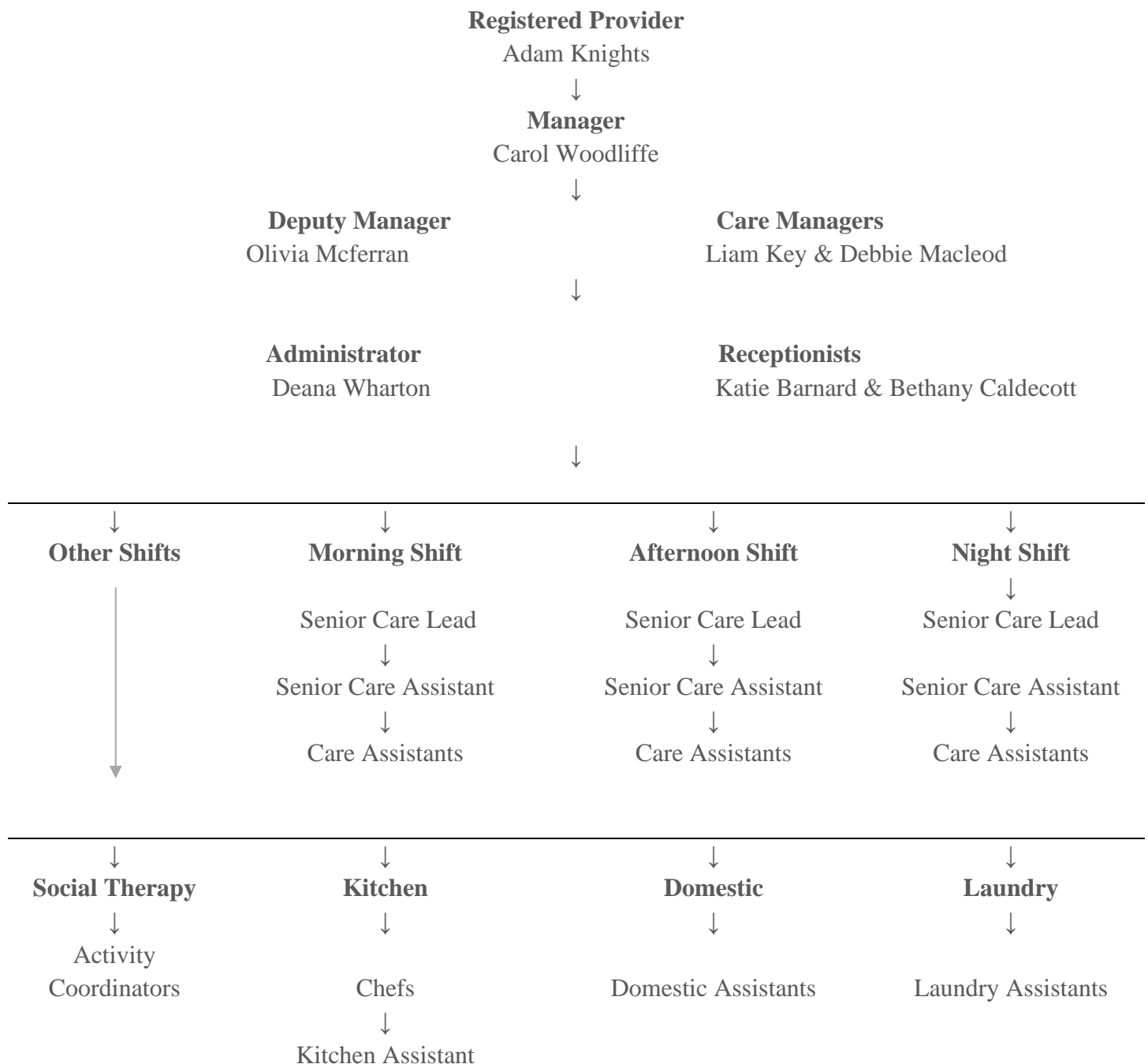
### Meals

The Head Cook liaises with residents to establish dietary needs and preferences. Menus are planned, reviewed and agreed through consultation with residents. We have gone into partnership with Apetito who provide us with nutritional meals packed with nutritious ingredients, meals are created by chefs and dieticians to guarantee they're as delicious as they are nourishing. Apetito cater for every taste, dietary and cultural preferences they also cater for all dietary and medical needs including malnutrition, dementia, diabetes and have their own dysphagia range. This ensures people receive a well-balanced and nutritious diet which we always endeavour to present in an appetising way. Tea, coffee and other hot drinks are served and available 24 hours a day, visitors are also catered for.





#### 4. Details of Management & Structure



#### Head Office

Knights Care Ltd, Dunston Technology Park, Millennium Way, Chesterfield, S41 8ND  
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.

Depending on the personal financial situation, a resident can either pay the fees privately or receive benefits arranged by the Local Authority.

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

Minimum fees for Residents are as follows:

### **Private Fees;**

Residential	From £775 per week
Dementia	From £775 per week

**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 and special diets
- Laundry Service
- Private en-suite bedrooms (fully fitted)
- 
- GP visits when required
- Call System
- Social Activities – External Entertainment, Live Music, Trips out and Many more
- Weekly Exercise and Thai Chi classes
- Church Services

### **What is not included**

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

If you are looking for a Care Home in the Grimsby area, come along and find out for yourself what we can offer. We will be happy to answer any questions and give a personal tour.

## 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 person's 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 on 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 cover 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 allow 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)

Adult Social Care for Grimsby, Heritage House, Fisherman & 39's Wharf, Grimsby DN31 1SY  
01472 256256

Clinical Commissioning Group (for services funded by the Clinical Commissioning Group)  
NHS North East Lincolnshire CCG, Olympia House 1-2 Saxon Court Europa Park, Grimsby DN31 2UJ  
01482 672191

Independent advocacy services

Clover Leaf Advocacy Services, Nelson Street Grimsby, North East Lincolnshire DN32 7DS  
Phone 0303 303 0413

Rethink Mental Illness – North East Lincs Advocacy Service, View, 7-9, Selge Way, Grimsby, DN33 1RN  
01472 751 259

[nelincsadvocacy@rethink.org](mailto:nelincsadvocacy@rethink.org)  
[www.rethink.org](http://www.rethink.org)

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