

*Live the life that you wish to lead.
A new approach to care.*

Abbey Court Care and Nursing Home



KNIGHTS CARE

Caring for you, Caring about you.

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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.

1. Overview of the Service

Abbey Court Care Home is a purpose built 50 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. It is rated as GOOD by CQC and prides itself on its good reputation and community positioning.

Abbey Court offers Nursing, Residential, Dementia and Palliative care. We also provide respite care which can offer sometimes much needed relief for those caring for a family member at home (emergency and planned). 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.

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 and greet our residents and all their relatives and friends. Each of the floors offer a main lounge which is a spacious social area. Seating is arranged in a manner to encourage social interaction, whilst maintaining the opportunity for privacy and personal space. The lounges also accommodate dining tables and chairs which can be moved to support residents with limited mobility, so they have access. Additional smaller areas allow opportunities for gatherings, small functions, quieter times, and more personalised group activities to be enjoyed. We have portable devices which can be set up with different social networking APPS, enabling our residents to talk to their family and friends around the country or around the world.

All bedrooms are decorated to the highest standards, with vibrant, plush fabrics and laminated or wood look flooring, offering an aesthetically pleasing but above all comfortable and homely environment. Rooms have 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 bath or 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.

2. Activities

Social therapy plays a large part of the day to day running at Abbey Court. Daily activities, trips, pet therapy and hairdressing will be available to all residents. Everything is organised and coordinated by the activities co-ordinator, 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.

Abbey Court has a disability friendly minibus which our dedicated activities co-ordinators will use to co-ordinate outings for residents such as pub lunches, seeing the local sights, attending organised coffee mornings or just to get out and about in the community (on request).



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 to visit, the manager will however treat each case on an independent basis.

Medication

If a resident wants 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

Abbey Court Care home, in conjunction with Apetito cater to every taste, dietary and cultural preference with over 200 delicious, chef-prepared care home meals. The Cooks liaise with staff/residents to establish dietary needs and preferences. Menus are planned and agreed through consultation with residents. Meals are prepared off site and cooked by our chefs on site from fresh locally sourced produce. Tea, coffee, and other hot drinks are served and available 24 hours a day, visitors are also catered for.



3. 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 type of room carried out by the clinical team prior to admission.

However, minimum fees are as follows:

Fees Start from;

Single Rooms Residential / Dementia	From £1050 per week.
Nursing	From £1050 plus FNC per week

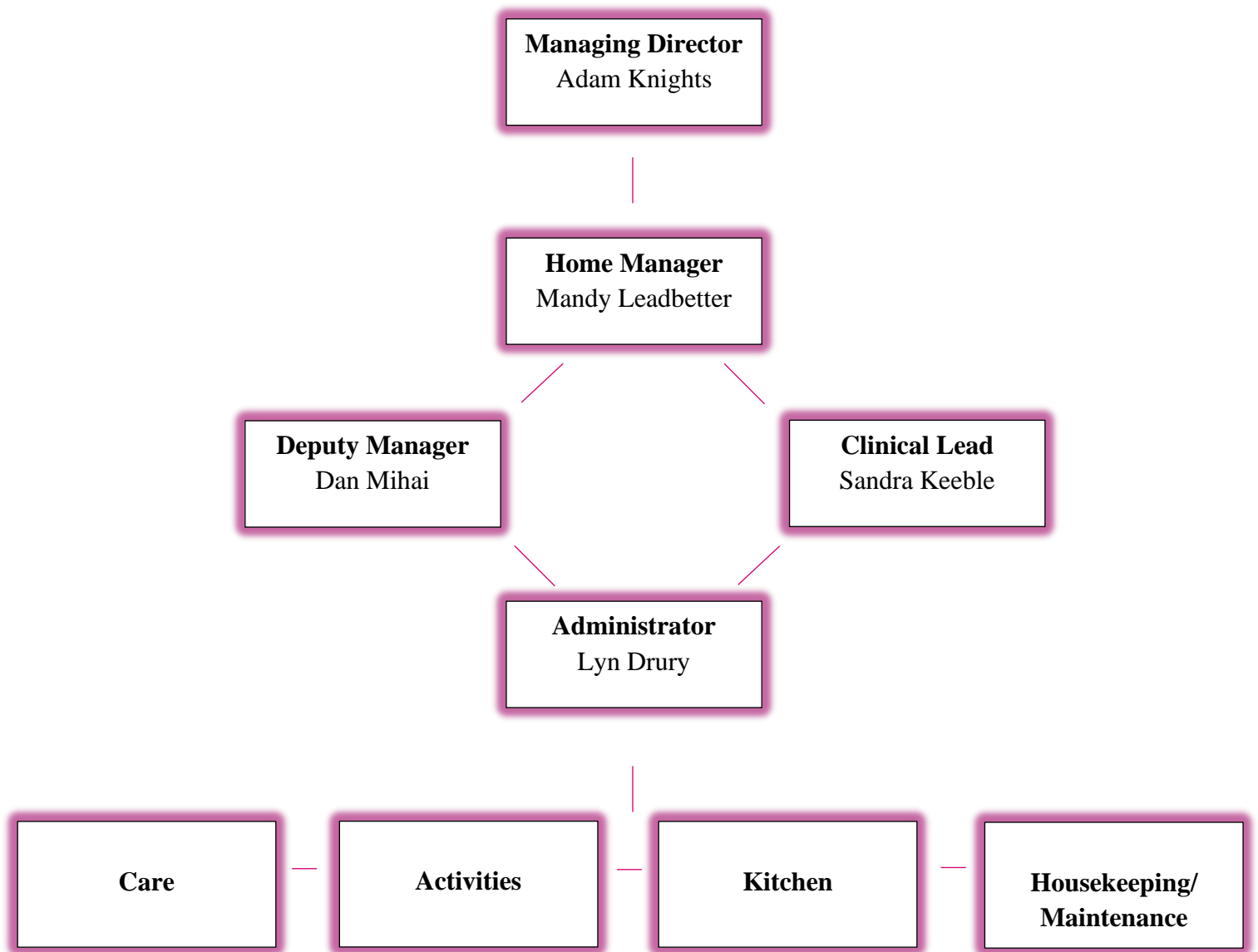
Direct Debit Payments will receive a 2% discount for self-funded residents.

All other care needs will be considered and assessed individually with a cost determined following assessment.

<u>What is included</u>	<u>What is not included</u>
<ul style="list-style-type: none">• Highly trained staff in 24-hour attendance, 7 days a week	<ul style="list-style-type: none">• Opticians
<ul style="list-style-type: none">• Home cooked food - Appetito	<ul style="list-style-type: none">• Dentist
<ul style="list-style-type: none">• Laundry Service	<ul style="list-style-type: none">• Chiropody/Foot Healthcare
<ul style="list-style-type: none">• Private Rooms	<ul style="list-style-type: none">• Newspapers
<ul style="list-style-type: none">• GP Visits	<ul style="list-style-type: none">• Toiletries
<ul style="list-style-type: none">• Call System	<ul style="list-style-type: none">• Private phone lines
<ul style="list-style-type: none">• Social Activities – External entertainment, live music	<ul style="list-style-type: none">• Dry Cleaning
<ul style="list-style-type: none">• Church Services	<ul style="list-style-type: none">• Hair Dressing



4. Home Hierarchy



Head Office

Knights Care Ltd, Dunston Technology Park, Millennium Way, Chesterfield, S41 8ND.
01246 488688 / Info@knightscore.com / www.knightscore.com

5. 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 work alongside Care 4 Quality, who specialise in Health and Social Care Quality Compliance to 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 – Nourish
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.

6. 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. 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. It is based on 5 key principles that focus on capacity and decision making by ensuring each person's rights and freedom of action is achieved in the least restrictive way possible. 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.

More information can be found here: <https://knightscore.co.uk/app/uploads/2023/03/Property-and-affairs-LPA.pdf>

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 decide 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
- Alzheimer’s Society – www.alzheimers.org.uk

7. Safeguarding Flow Chart

Abbey Court Safeguarding Flow Chart

If you notice an incident, event or observation that requires reporting, complete the following.

No incident is too small to report. Complete a concern form and speak to a member of Staff or Management team that you deem suitable.



Dan Mihai
Deputy Manager



Mandy Leadbetter
Registered Manager
mandy.leadbetter@knightscore.com



Sandra Keeble
Clinical Lead



Carol Page
Lead Nurse



Lyn Drury
Administration

Or escalate to a member of the Head Office Team if required



Adam Knights
Managing Director



Leah Meade
Executive Assistant



Nick Hutcheson
Financial Director



Emily McCullough
Compliance Manager

Please use feedback@knightscore.com for anonymous reports

8. Complaints, Suggestions, our 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:

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

Tel: 0300 111 8000

For mini-com users please contact: 01785 276207

Ombudsmen 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

Website: 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.