

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

Drovers Call Care Home



KNIGHTS CARE
Caring for you, Caring about

Contents:

1. Overview of the Service
 2. Activities and information around; Pets, Medication & Meals
 3. Services Provided and Financial Arrangements
 4. Home Hierarchy
 5. Summary of Knights Care Vision & Strategy
 6. 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.
 7. Safeguarding Flow Chart
 8. Complaints, Suggestions and Compliments Policy and Procedure
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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

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..

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 therapy plays a large part of the day to day running at Drovers Call. 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.

Drovers Call has a disability friendly mini-bus 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.

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 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

Drovers Call Care home cater to every taste, dietary and cultural preference with 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 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 Manager prior to admission.

However, minimum fees are as follows:

Fees Start from;

Single Rooms Residential / Dementia	From £950 per week
Nursing	From £950 plus FNC per week

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

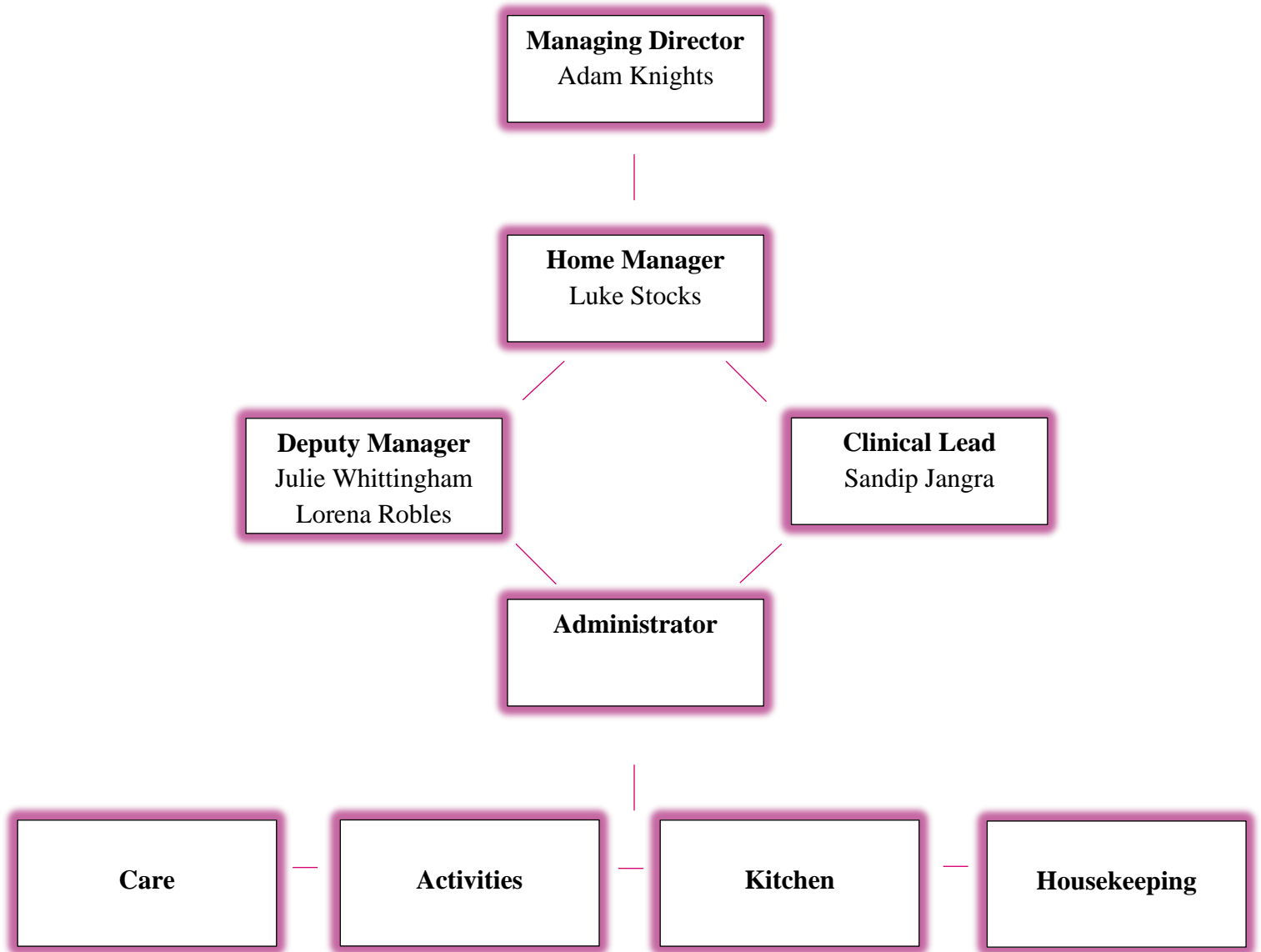
All other care needs will be considered and assessed individually with a cost determined following assessment.

<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">• Hair Dressing
<ul style="list-style-type: none">• Home cooked food	<ul style="list-style-type: none">• Chiropody/Foot Healthcare
<ul style="list-style-type: none">• Laundry Service	<ul style="list-style-type: none">• Newspapers
<ul style="list-style-type: none">• Private Rooms	<ul style="list-style-type: none">• Toiletries
<ul style="list-style-type: none">• GP Visits	<ul style="list-style-type: none">• Private phone lines
<ul style="list-style-type: none">• Call System	<ul style="list-style-type: none">• Dry Cleaning
<ul style="list-style-type: none">• Social Activities – External entertainment, live music, trips out and many more	<ul style="list-style-type: none">• Dentist
<ul style="list-style-type: none">• Church Services	<ul style="list-style-type: none">• Opticians

Please note that gifts are not allowed.



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 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. It is based on 5 key principles that focus on capacity and decision making by ensuring each persons 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 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 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 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
- Alzheimer’s Society – www.alzheimers.org.uk

7. Safeguarding Flow Chart

Drovers Call 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.



Julie Whittingham
Deputy Manager



Luke Stocks
Registered Manager
Luke.stocks@knightscore.c



Lorena Robles
Deputy Manager



Sandip Jangra
Clinical Lead



Charlotte Sleight
Receptionist

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:

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.