

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

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# The Maple Care 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

The Maple is a purpose built 63 bed care home. Owned and operated by Knights Care (2) Ltd, a family run business that has been in the care industry for many years.

The Maple provides nursing care, care for elderly people and people living with a type of dementia. 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 our friendly and experienced staff 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 residents as quickly as possible.

The Maple has been carefully designed to offer a warm and inviting place to live. The reception area is a welcoming environment with staff sited in the reception area. The manager's office is located on the ground floor so there is always someone to meet, greet and assist guests, relatives and residents as they move around the home.

Each of the floors offer a main lounge which is a large open social area where seating is arranged in manner which encourages interaction, whilst maintaining opportunity for privacy. An additional smaller lounge area allows opportunity for gatherings, small functions, quiet time, and small group activities to be undertaken.

Each floor has a separate dining area which focusses on nutrition, another prospect for socialisation and a time to share good food. However, if residents prefer they can have meals in their room.

The Maple aims to provide high-standard accommodation and care. The bedrooms are decorated to the highest standards, with vibrant, plush fabrics offering an aesthetically pleasing and above all comfortable environment. All rooms have en-suite facilities consisting of a wash basin, WC. Each room is provided with internet and telephone if required. Communal bathrooms are situated on each floor offering showering/bathing facilities.

The Maple has a dedicated on site laundry. The laundry staff ensure personal items are laundered in a timely manner and returned in good order and in readiness for use.



## 2. Activities

Social therapy plays a large part of the day to day running at The Maple. 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.

The Maple 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

The Maple Care Home cater to every taste, dietary and cultural preference. 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 £750 per week
Nursing	From £750 plus FNC per week

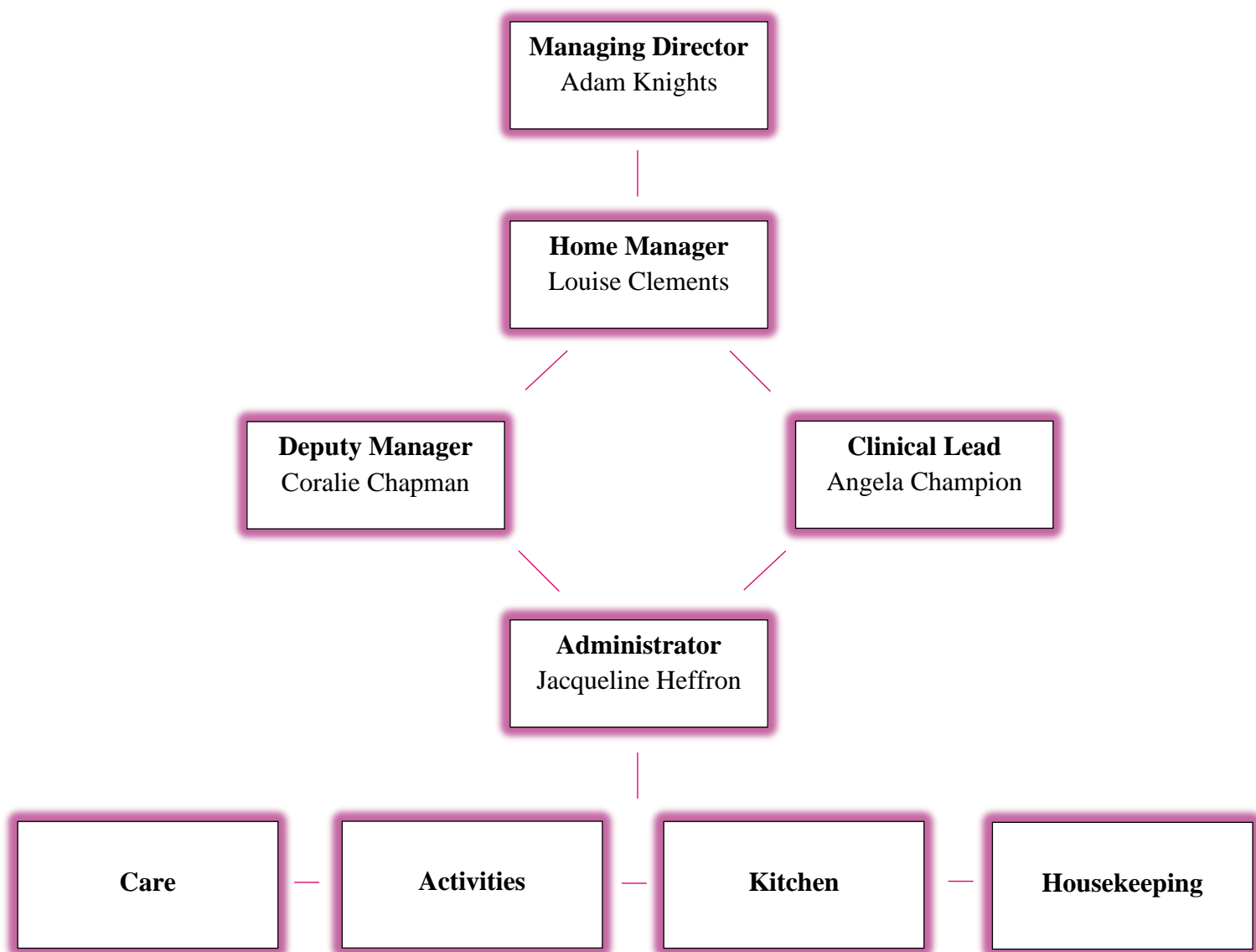
**Direct Debit Payments will receive a 2% discount for self-funded residents.**

**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"><li>• Highly trained staff in 24 hour attendance, 7 days a week</li></ul>	<ul style="list-style-type: none"><li>• Hair Dressing</li></ul>
<ul style="list-style-type: none"><li>• Home cooked food</li></ul>	<ul style="list-style-type: none"><li>• Chiropody/Foot Healthcare</li></ul>
<ul style="list-style-type: none"><li>• Laundry Service</li></ul>	<ul style="list-style-type: none"><li>• Newspapers</li></ul>
<ul style="list-style-type: none"><li>• Private Rooms</li></ul>	<ul style="list-style-type: none"><li>• Toiletries</li></ul>
<ul style="list-style-type: none"><li>• GP Visits</li></ul>	<ul style="list-style-type: none"><li>• Private phone lines</li></ul>
<ul style="list-style-type: none"><li>• Call System</li></ul>	<ul style="list-style-type: none"><li>• Dry Cleaning</li></ul>
<ul style="list-style-type: none"><li>• Social Activities – External entertainment, live music, trips out and many more</li></ul>	<ul style="list-style-type: none"><li>• Dentist</li></ul>
<ul style="list-style-type: none"><li>• Church Services</li></ul>	<ul style="list-style-type: none"><li>• Opticians</li></ul>



#### 4. Home Hierarchy



#### 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. 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](mailto:adam@knightscore.com).

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## **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 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 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.

More information can be found here: <https://knightscares.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](http://www.nhs.uk)
- Alzheimer's Society – [www.alzheimers.org.uk](http://www.alzheimers.org.uk)



## **7. 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 Services

Stockton-On-Tees Borough Council, Municipal Buildings, Church Road, Stockton-On-Tees  
TS18 1LD

01642 393939

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

Hartlepool & Stockton-On-Tees CCG Town Centre, Billingham TS23 2LJ

01642 745956

Independent Advocacy Services

Action on Elder Abuse - 08088088141

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

Avalon, Falcon Court, Stockton-On-Tees, TS18 3TX

01642 633556

Carers Forum

Lustrum Vale

Stockton-On-Tees, TS19 0EA

01642 358593

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