



knight's care

Abbey Court Care Home

Caring for you, Caring about you.

Adam Knights, Managing Director Statement:

“At Knights Care we are proud to support and care for the most vulnerable in society. We aim to make their need for assistance a dignified experience, constantly reinvesting into our facilities and routinely looking at how we can better ourselves to better improve the overall resident experience.

We look after people with a variety of needs which range from residential care, dementia care and nursing care. A number of our homes are now caring for people with complex needs often combined with chronic or long term physical health conditions. We are proud to offer people who challenge mainstream services a safe place to call home.

Our local commissioners, resident families and all stakeholders are very important to us. We value their involvement in the care and support we offer and will always treat relatives, friends and loved ones of our residents courteously and always welcome their input when their loved one chooses.

I take great pride in how we support our staff to grow and develop; their passion and dedication never fails to astound me and is what allows us to care for our residents with the dignity they deserve in a place of safety.”

Adam Knights,
Managing Director



Knights Care Vision, Values & Promise

Our Vision:

The residents are at the heart of everything we do. We put quality first and promote respect for the individuality, dignity and rights of every one of the residents. We strive to provide care and support that is flexible to care, attentive, and respectful; thus, ensuring residents maintain as much of their independence, privacy, and dignity as possible.

Our Values:

Person - Centred

Compassion

Respect & Dignity

Safety

Excellence

Our Promise:

To go the extra mile to improve and sustain the overall quality of life of our residents.

Caring for you, Caring about you



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 individualised care needs assessment carried out by the home prior to admission.
However, minimum fees are as follows:

Fees Start from;
Specialised bedrooms POA
Single Rooms Dementia care from £1125 per week
Nursing care from £1125 plus FNC per week
Residential from £1125 per week

What is included

- Highly trained staff in 24 hour attendance, 7 days a week
- Home cooked food - Appetitio
- Laundry Service
- Private Rooms
- GP Visits
- Call System
- Social Activities - External entertainment, live music

What is not included

- Hair Dressing
- Chiropody / Foot Healthcare
- Newspapers
- Toiletries
- Private Phone Lines
- Dry Cleaning
- Dentist
- Optician



A home for your loved ones

Our team of compassionate and dedicated professionals provide a safe, comfortable and supportive environment ensuring all residents enjoy the highest quality of life.



Treating your family members like our own



Purpose built in 1995 and modernized in 2018, Abbey court Nursing and Care home offers a safe, homely and unconstrained environment for residents to settle comfortably in. Proud to be rated ‘Good’ by CQC in 2022, Abbey court supports residents and their families with all manner of physical, mental and lifestyle challenges.

The needs of every individual are met by competent staff offering person – centred care. Family members can be assured their loved ones are being cared for by highly qualified registered nurses, care assistants and various support staff, some of which have been there for over 20 years.

A warm welcoming environment and an enthusiastic activity programme which includes weekly visits from the hairdresser and gentle armchair exercise sessions with local gym trainers brings daily delight to the residents in this true home away from home.

Abbey Courts ‘open door’ policy gives families reassurance and freedom to visit their loved ones when best suits them. At Abbey Court the door is always open, the kettle is always on and there’s always a fresh biscuit in the tin!



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. Pets are permitted for visits at Abbey Court.

Medication

If a resident wants to manage their own medication and is safe to do so, we assess and support on an individual basis. 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. We offer weekly GP visits and have access to a local GP surgery.

Meals

Abbey Court 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.



apetito



A snapshot of our facilities:

- Bedrooms: Single & shared – mostly En-suite
- Lift
- Wheelchair Access
- Gardens
- Activities
- Phone and television points
- Weekly visits from local hairdresser
- Referrals to external therapists / professionals
such as chiropodist, audiologist, optician, and
Physiotherapist
- Spiritual and cultural needs are met by engaging
with community services



Hear from our families

"I would like to take this opportunity to give my heartfelt thanks for the outstanding care, compassion, consideration, and welcome you have shown to Derek and all of his family and many visitors since he joined you. The Abbey family as a whole have always treated Derek with Kindness and care, preserving his dignity and helping him & us to come to terms with his situation. "

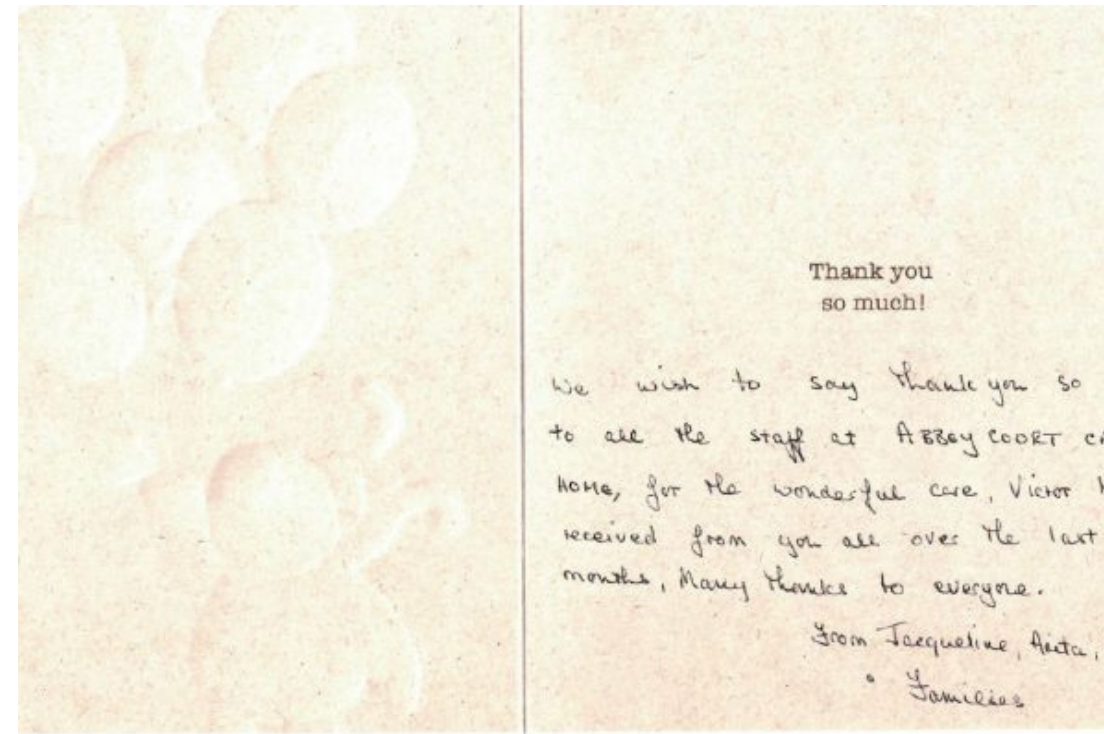
Review from family of Resident

"I would like to thank you all for the care of our dad and grandad. End-of-life care was excellent. So comfortable and clean, excellent. The staff treated him like family. At the very end, you all gave him dignity and peace. You will be thanked forever by all our family. I recommend anyone with an elderly relative who needs the care to place them here, your mind will be at peace."

Review from Daughter of Resident

"Thank you so much for all the wonderful care that you gave. He was very happy and settled at Abbey Court. He loved joining in with all the activities and outing and leading his exercise class! We are very grateful to all. Abbey Court is a special place and we were so glad that we found it. We are looking forward to seeing the "outstanding" banner outside because you definitely deserve it!"

Review from family of Resident



"We wish to say thank you so much to all the staff at Abbey Court Care Home for the wonderful care Victor has received from you all over the last months, Many Thanks to everyone."



Meet the Abbey Court Team



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



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



Abbey Court Safeguarding Flow Chart

If you notice an incident, event or observation that requires reporting, complete a concern form and speak to a member of Staff or Management team that you deem suitable. No incident is too small to report.



Alternatively if escalation is required to a member of the Head Office Team, please use feedback@knightscore.com



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:

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:

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

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.

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



Discover Abbey Court Care Home

Interested in planning a visit to the home?

To book a visit; spend time with our residents; talk to staff;
and see our facilities, reach out to our team at:

Abbey Court Care Home,
Buxton Road, Leek,
Staffordshire,
ST13 6NF

01538 386523

Home Manager: mandy.leadbetter@knights care.com

General Enquiries info@knights care.com

We look forward to welcoming you.

