



knights care

**Drovers Call 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.”*



# Knights Care Vision, Values & Promise

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## **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

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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 from £2860 per week  
Dementia care from £1000 per week  
Residential care from £1000 per week

## What is included

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- Highly trained staff in 24 hour attendance, 7 days a week
- Laundry Service
- Private Rooms
- GP Visits
- Call System
- Social Activities - External entertainment, live music, day trips
- Church Services

## What is not included

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





# A purpose - built quality care facility where staff go above and beyond

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Life in Drovers Call is what you make it, whether it is enjoying activities while making new friends in the communal lounge or reminiscing with loved ones in your private ensuite bedroom, each day is filled with companionship, laughter and comfort in this home away from home.

Recently renovated and spread across three floors, the facility offers 60 private ensuite bedrooms, a warm and welcoming reception area with multiple communal lounges, a full equipped dining area with an in-house chef providing daily home cooked meals and beautiful garden areas to be enjoyed by all.





# A snapshot of our facilities:

- Bedrooms: Single – All En suite
- Transportation: Home has its own Mini Bus
- Lift
- Wheelchair Access
- Gardens
- Bar/Café
- Activities
- Therapists Provided: Chiropodist, Hairdresser, Dietitian, audiologist, optician, and Physiotherapist
- Spiritual and cultural needs are met by engaging with community services





Social interaction plays a huge role in the day-to-day life in Drovers Call with planned daily activities for all to enjoy. A smaller lounge allows opportunity for residents to enjoy small functions, one-to-one activities and offers them a space to have some quiet time should they wish.

Highly experienced and skilled staff offer round the clock care and strive to meet the needs and wishes of each resident. Those assessed as having higher dependency requirements have access to nursing care from qualified and experienced Registered Nurses.

### **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 manage their own medication and is safe to do so, we 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.



# Hear from our families:

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*"Entering the home, bright & welcoming reception area. Welcoming, spacious area & lovely garden area. The bedrooms are light & airy with toilet & washing facilities. The meals are good & nourishing, the residents are well cared for. The staff, no matter how busy, are excellent, nothing too much trouble. I'm more than satisfied with my Mums care & support she is receiving. The staff have been very supportive."*

## Review from Daughter of Resident

*"In the short time that my father has been at the Drovers, he has been shown nothing but kindness and care. I feel that he will continue to enjoy his time spent at the Drovers, for he is well fed and cared for, and is kept entertained throughout the day should he require to join in. Well done The Drovers"*

## Review from Daughter of Resident

*"Margarete's family are happy with the care she receives at Drovers Call Care Home. We feel that the staff are kind, caring, committed and work extremely hard. We think Drovers Call is a safe environment for our mother. Thank you"*

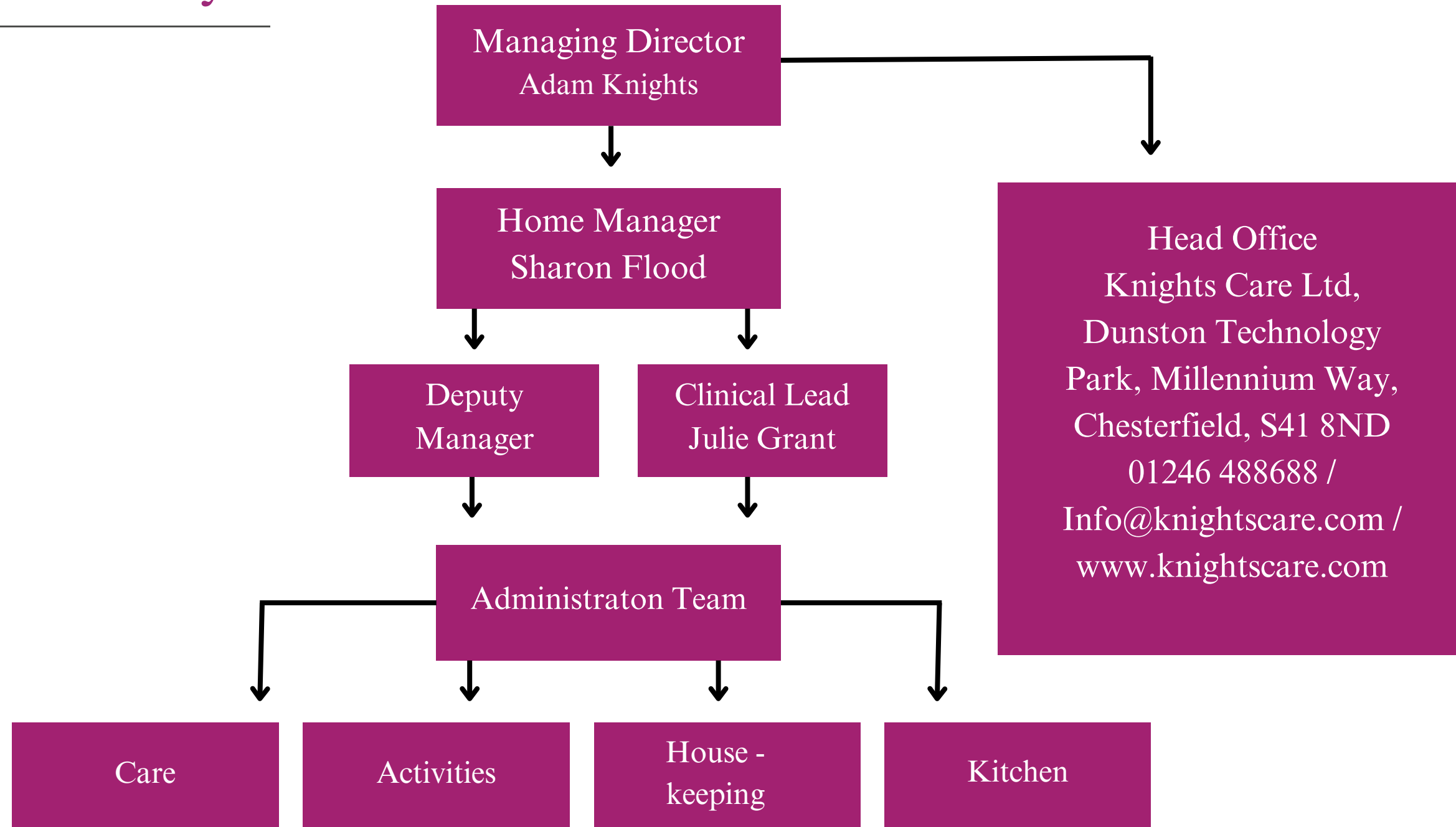
## Review from family of Resident





# Home Hierarchy

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# Useful Information Regarding Legislation and Best Practice

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## **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](http://www.nhs.uk)
- Alzheimer's Society – [www.alzheimers.org.uk](http://www.alzheimers.org.uk)



# Drovers Call Safeguarding Flow Chart

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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.



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

### 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.





# Discover Drovers Call Care Home

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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:

Drovers Call,  
186 Lea Road,  
Gainsborough  
DN21 1AN

01427 678300

Home Manager: [sharon.flood@knights care.com](mailto:sharon.flood@knights care.com)

General Enquiries: [info@knights care.com](mailto:info@knights care.com)

*We look forward to welcoming you.*

