



knight's care

Randolph House 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

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 from £2860 per week

Specialised care suites from £5500 per week

Dementia care from £950 per week

Residential care from £950 per week

What is included

- Highly trained staff providing 24 hour care
- Laundry Service
- Private Rooms
- GP Visits
- Call System
- Social Activities - External entertainment, live music, day trips
- Church Services

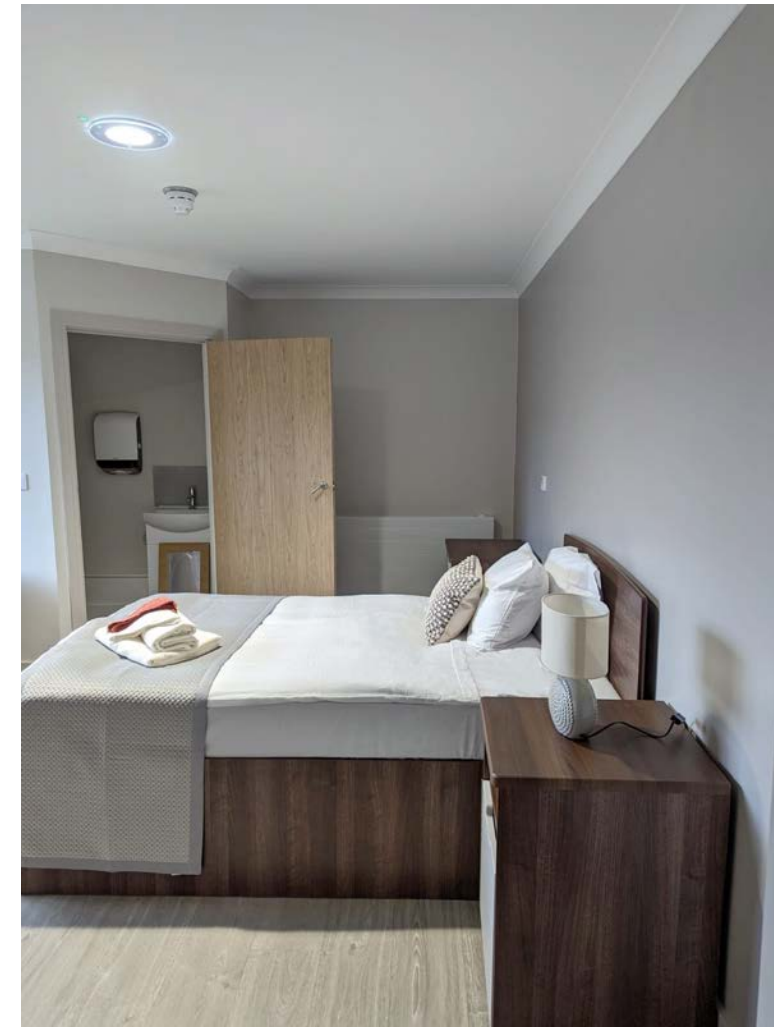
What is not included

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



A home for your loved ones - Advanced Dementia

Our specialised services enable us to provide a person-centred approach for people in the community who challenge mainstream services. Our expert staff offer extra-ordinary support, ensuring each person receives bespoke, personalised care to suit their needs, offering you peace of mind when you need it the most.



A home for your loved ones - Residential Care

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



A snapshot of our facilities

- Bedrooms: Single – mostly En suite
- Lift
- Wheelchair Access
- Gardens
- Phone and television points/ WIFI
- Activities
- Close to local shops and public transport
- Therapists Provided: Chiropodist, Hairdresser, Dietitian, Audiologist, Optician, Physiotherapist and Talking Therapists
- Spiritual and cultural needs are met by engaging with community services



A purpose - built quality care facility where staff support residents to get the most out of each day

With individual areas to reflect needs the staff at Randolph House can give everyone the time and specialised individual care and support that they need. The team ensure there is always a warm and welcoming home-from-home feeling within Randolph House and residents are encouraged to socialise in the bright open social areas where they can enjoy games and activities or simply spend time chatting with friends and reminiscing with family.

All of the rooms at Randolph House 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.



Social therapy plays a large part of the day to day running at Randolph House. Daily activities, trips, pet therapy and hairdressing is available to all residents. Everything is organised and coordinated by the activities co-ordinator to ensure residents are happy, entertained and as active and stimulated as possible. Knights Care ensures a generous budget for the provision of social activities is available in addition to the home's own fund raising.

Randolph House has access to community based transport 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

Pets

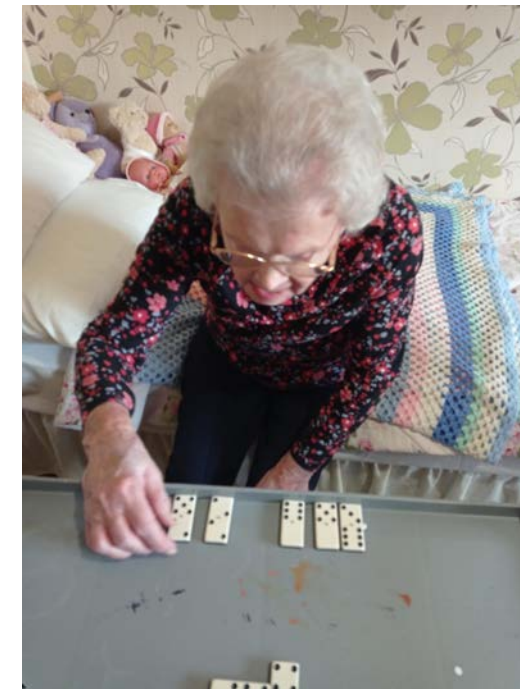
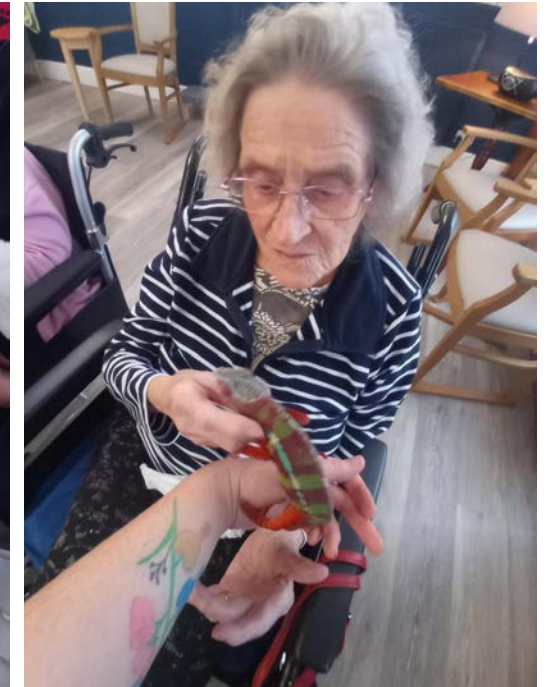
Whilst we acknowledge the fact that people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the residents with regards to Health and Safety. This is not to say we do not permit pets, the manager will however treat each case on an individual 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

Randolph House 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

"Just to let all at Randolph house no that while my dad was there the care he received was fantastic. All the staff I came in contact with were absolutely amazing. They was always speaking to him having banter with him and looking after him. He hasn't shut up talking about them. You really did look after him and thank you again"

Review from Son of Resident

"Mum has had a lot of falls due to her fragility and Alzheimers. She now has to wear a collar and cuff sling so is unable to feed herself. The staff here are lovely taking care of mum assisting her with dressing and at meal times. I visit mum almost every day and the staff are brilliant! Meals are nutritional. Everywhere is always spotlessly clean. I myself can't praise the staff and management enough"

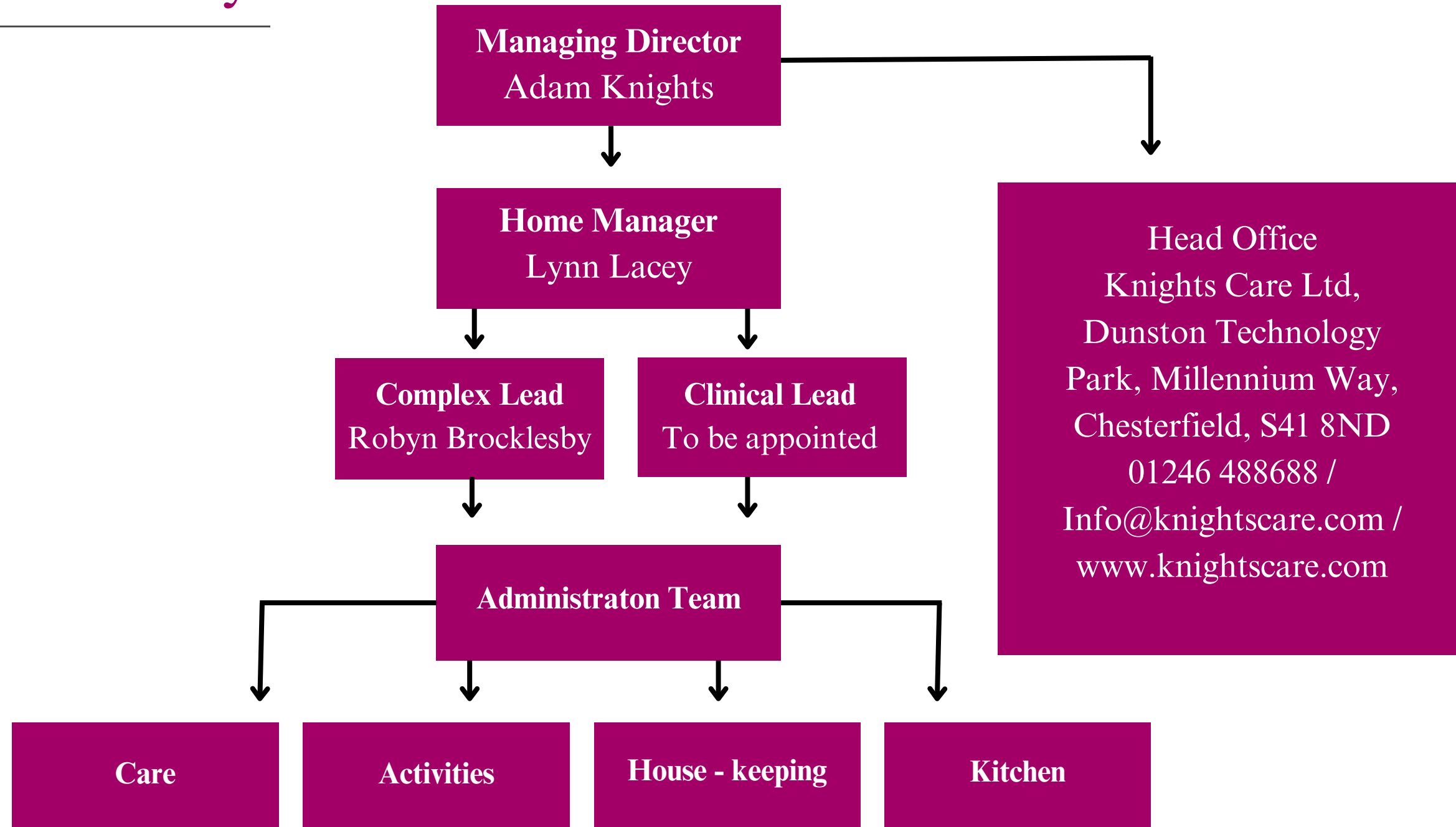
Review from Daughter of Resident

"My mum has settled in Randolph House very well she now feels like this is her home she is happy, safe and secure in her twilight years. She tells me she has lovely meals. All the staff appear to treat her with respect and dignity and clearly care for her wellbeing. She is always kept clean and tidy so overall very satisfied."

Review from Daughter of Resident



Home Hierarchy



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



Randolph House 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.



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:

Social Services Office Contact:

North lines council
Hewson House
Station Road
Brigg
North Lincs
DN20 8XB

Clinical Commissioning Group details:

healthfundedplacements@nhs.net / 01652 251049
cgc.chccontracting@nhs.net / 01522 515316

Independent advocacy services:

Cloverleaf Advocacy Services
Collum Lane
Ashby
Scunthorpe
North Lincs
01724 854952

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



Discover Randolph House

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:

Randolph House
Ferry Road West,
Scunthorpe,
North Lincolnshire,
DN15 8EA

01724 272500

Home Manager: lynn.lacey@knights care.com

General enquiries: info@knights care.com

We look forward to welcoming you.

