

# HELIOSA CARE & NURSING HOME

54 Boundary Lane  
Congleton  
Cheshire  
CW12 3JA

## SERVICE USER GUIDE

Welcome to Heliosa Nursing Home. We hope you will be very happy here. We hope this booklet will help to answer some of the questions that you will have when you first come to Heliosa.

### **NUMBER OF PLACES AND FOR WHOM**

Heliosa is a private home offering a high standard of accommodation for those persons requiring residential or nursing care including those with a dementia. We have 40 single rooms providing a comfortable 'home from home' atmosphere and environment. We endeavour to accommodate each resident's personal tastes, values and aspirations as far as possible and to help them retain their links with their community, family and friends. We operate a strong diversity policy in respect of residents and staff, and are committed to ensuring that no one is excluded on the grounds of their ethnicity, religion or culture. Within the first few days of your stay we will meet with yourself and / or your relatives to develop your care plan to ensure that we can meet your needs and deliver the care and social interaction you are used to. We have residents from variable backgrounds and all have individual beliefs and abilities. Heliosa Care & Nursing Home recognises the need to maintain and deliver the interaction needed for this.

Our comfortable accommodation is provided in 40 well furnished rooms with the benefit of thermostatic controls on all radiators. The majority of our rooms are en-suite. All accommodation complies with the National Minimum Standards that came into force on 1<sup>st</sup> April 2002.

At Heliosa we always aim to provide the highest possible personal care for each resident. It is important that our staff are made aware of the way you prefer all of your personal care needs to be delivered, the products you like to use, and your likes and dislikes. This will be discussed briefly prior to admission and developed within in the first 72 hours of your stay to help us develop your personal care plan. This care plan can be changed by you at any time.

### **ADMISSION CRITERIA**

Except in an emergency our Home Manager or a member of our nursing team will assess all residents prior to admission. This is referred to as a pre-admission assessment.

Once a pre admission assessment has taken place, there is a discussion between Heliosa Care & Nursing Home, your social worker if you have one, and any other professional health care provider needed to provide your care. This is to ensure that Heliosa Care & Nursing Home is able to meet your care needs now and in the future. This conversation considers any equipment you may require, dietary needs, continence requirements and the diagnosis or prognosis of your health. It is important that this is carried out thoroughly to ensure that Heliosa Care & Nursing Home is the appropriate place for you to be cared for. It is at this point that funding is discussed and arrangements are made for either private funding or a financial assessment is stated by the social worker. Subject to funding being in place, you will then receive a letter informing you that Heliosa Care & Nursing Home can meet your needs and that we are happy to offer you a placement.

We recommend that all potential residents and their representatives visit the home prior to making their final decision. Prospective residents are also offered the opportunity to enter the home on a trial basis in order to assess the facilities and suitability of placement. This can be arranged for a day or weekend or just for a few hours if you wish.

On admission to the home a contract will be given to you to read and sign with a copy for you to retain. In the case of an emergency admission or other unusual circumstances the assessment and draft plan will take place with 72 hours of admission.

## **CARE**

All our staff are trained to familiarise themselves with residents in order that they are able to assist in the most appropriate way for a resident's particular needs. Our care plans are person centred and are accessible to all our multidisciplinary team who of course will respect your confidentiality at all times.

Our staff are happy to assist you in all aspects personal care and hygiene with the greatest dignity and respect. We recognise that people are individuals and where possible you may wish to retain as much independence as possible. However we also recognise that some daily activities and needs may require more assistance than others and our staff will meet these needs with the same amount of dignity and respect and deliver the care in a way that is requested by you, focussing on the things that you feel are important at that time. The staff at Heliosa Care & Nursing Home never underestimate the importance of dignity, respect and choice.

There are nurses and care staff on duty 24 hours a day every day and they are here to help you in anyway they can. Every room is fitted with an 'alarm call' system so help is only a bell away!

## **INTRODUCTION TO THE MANAGEMENT**

### **Directors:**

**Mr Graham Parr**

**Mrs Margaret Carruthers-Parr**

### Qualifications

F.R.I.C.S. Dip RSA, Dip Man Care (Open)  
Managing Care in Practice - Open University  
Registered Managers Award  
NVQ 5 Strategic Management  
NVQ 4 Training & Development

B.Sc (Open)  
HNC Computing  
Diploma in Environmental Policy

Graham and Maggie have between them over 20 years experience in the health care sector and are more than happy to discuss any questions or concerns you may have.

**Home Manager & Registered Manager**

**Mrs Joanne Bowerbank**

Qualifications

RGN, SEN, ENB N11, Nursing Stroke Specialist.

Jo has worked within the care sector for many years as a registered nurse and in the capacity of Home Manager. She is more than happy to answer any questions you have regarding your stay at Heliosa.

**Deputy Home Manager**

**Mrs Dimitrina Puncheva**

Qualifications

RGN

**INTRODUCTION TO THE CARE TEAM**

**Staff**

Qualified Nurses (RGN and RMN)

Carers

Chefs

Kitchen assistants

Dedicated Activity Co-ordinator

House Keepers

Laundry assistants

Maintenance

Administrator

**YOUR ROOM**

You are welcome to bring in some of you own possessions to personalise your room. Any electrical equipment you bring in such as a television or radio needs to be checked by us for safety reasons before you use it, any pictures to be wall mounted will be put up by our own maintenance person at your request. You will be provided with a lockable drawer or cash box for any items you wish to secure and you will also be offered a key to your room. Due to the age, nature and design of the building not all rooms are suitable for wheelchairs, but of course this would be identified at pre-admission or discussed when the situation arises later in your stay. Heliosa Care & Nursing Home will do its best to offer an alternative room should your needs change.

There are living, recreational and dining areas for relaxing, activities and entertainment. You are welcome to use any of these rooms as you wish, a private room for meetings, and G.P Consultations is available. Should you require a private space and do not wish to use your own room the Home Manager will arrange an area for you.

It is your choice whether you wish to spend your time in communal areas or in your own room.

**MEAL TIMES**

Heliosa Care & Nursing Home is very proud of the reputation we hold for good wholesome home cooked food.

Our Head Chef has been with Heliosa for more than 30 years, and has provided meals and desserts to suit every palette.

Your personal likes and dislikes will be recorded in your care plan. Each day a menu will offer choices and alternatives should none of the choices be to your liking. Any dietary requirements can also be met by our skilled and experienced staff.

If a relative wishes to share a mealtime with you then please speak to Home Manager who will be happy to make arrangements for this.

Meals are usually served in the dining room. It is of course your choice to have your meal in the dining room or in your own room. We do encourage some socialisation and interaction between residents where possible.

<b>Meal Times</b>	Breakfast	7.30am – 10.00am
	Morning drinks	11.00am
	Lunch	12.00pm
	Afternoon drinks/fresh fruit	3.00pm
	Tea	4.30pm
	Supper & Evening drinks	8.00pm

Drinks and snacks are available throughout on request. There is a small area provided in reception for visitors to make themselves a drink.

#### **LAUNDRY**

We will launder all personal clothing and return them to your room. When you first enter Heliosa we would ask for all clothing to be labelled. As you will appreciate, this reduces greatly any possible risk of getting residents' clothes muddled up! All clothing will be treated with the utmost care but we cannot take responsibility for any damage sustained. Dry cleaning can be arranged on request for an additional cost.

#### **MEDICATION**

Our trained staff will dispense your medication to you at the correct time. Should you wish to administer your own medication please speak to the Home Manager discuss matters further.

#### **TELEPHONE**

There is a telephone in the home, which is available for residents to use. A telephone line can be installed in your bedroom if you wish at an extra cost. A number of residents also bring in their mobile phones for their personal use.

#### **MAIL AND PERSONAL AFFAIRS**

Some residents choose to deal with their own affairs and others wish their relatives/representatives to do so for them. To respect privacy, we do not open residents' personal mail, unless it is recorded in your care plan for us to do so with your permission. Staff will happily read your mail to you if you need assistance. Should residents wish to send a birthday card or letter we can arrange to assist with this.

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We have an increasingly busy programme of activities during the week such as Visiting entertainers, flower arranging, quizzes, games, reminiscence sessions, gentle 'armchair exercise' etc All those who wish to are encouraged to play a full part in these activities. However, we recognise that these activities are not suitable or

attractive to everyone and respect all residents' rights to participate as much or as little as they please.

The major Christian festivals are celebrated at Heliosa however, we are happy to recognise where appropriate other faiths. We have representatives from various churches in the neighbourhood visiting on a regular basis.

If you would like to have a newspaper or magazine we can arrange this for you.

A hairdresser and chiropodist also visit the home on a regular basis, residents are welcome to make use of these services which are chargeable

We are happy to arrange special birthday buffets, etc at a small extra cost.

### **VISITORS**

You are encouraged to treat Heliosa as your home and we normally welcome any visitors invited by you. You are free to see your visitors in any of the communal areas or your own room.

For fire and security purposes, we would ask that visitors sign in and out of the book in the reception hall. The home operates an open visiting policy. However, due to security reasons, the front door is locked and it would be helpful if you could inform staff if your visitors plan to stay or visit late.

We encourage active involvement from our relatives and friends and any suggestions or comments they may have is most welcome. As stated, our Home Manager is more than happy to discuss concerns and to aid this process we hold regular relative meetings.

We highly value the opinions of our residents and regular residents' meetings are held.

### **VISITS BY MEDICAL & HEALTH PROFESSIONALS**

If you are registered with a local GP surgery, you can retain your own GP. If however you need to change your GP we can arrange this for you. We have a good working relationship with all the GPs' surgeries in the area and doctor, district nurse and dietician visits are arranged whenever necessary and an Optician also makes regular visits to the home

### **PETTY CASH**

At Heliosa we operate a petty cash system when requested for our residents whereby we keep a running total of all miscellaneous expenses incurred by each resident, such as hairdressing, papers, chiropody, toiletries, trips etc. Each time a balance falls below £10 a letter requesting that this is topped up will be sent to you or your next of kin. A statement detailing your expenses is prepared for you or your representative at the same time or at any time you wish.

### **GOING OUT**

If you are leaving the premises we would ask you to sign yourself in and out of the signing in book in the hall. Should you be leaving for an overnight stay or longer we

Request that you or your representative speak to the Home Manager who will make the appropriate arrangements.

### **FIRE, HEALTH AND SAFETY**

Fire alarms are tested regularly. In the event of the alarm sounding we ask you not to panic and remain calm and make your way to the reception area. In the event of a false alarm you will be free to resume your visit, should there be any concerns we

would ask that you follow the instruction of the competent person in charge. Please refrain from spraying any air fresheners or aerosol sprays in the bedrooms as the sensors are very sensitive and will trigger should the spray go into them. Candles are also not permitted in the home without the knowledge and agreement of the Home Manager.

The home has a maintenance and housekeeping book available for residents and visitors to notify the home of any health and safety issues or necessary repairs. Heliosa has a comprehensive set of risk assessments in place and all accidents and incidents are recorded, followed up, analysed and action taken.

### **COMMUNICATION and COMPLAINTS**

We would like to feel we have an 'open door' policy at all times at Heliosa and We are more than happy to discuss all issues and concerns you may have at any time. If in the event of a concern or problem not being suitably resolved then the complaints procedure is in place. The initial point of contact would be the Home Manager. Should you remain unsatisfied then you are very welcome to contact the Directors. This can be done in person or in writing. We endeavour to resolve all complaints within 28 days however nearly all issues can be dealt with immediately. If the matter has still not been resolved to your satisfaction you or your representative can make a formal complaint to:

CQC City Gate, Galloway, Newcastle upon Tyne, NE1 4PA  
Tel 0300 616161, Fax 03000 616171, email [enquiries.northwest@cqc.org.uk](mailto:enquiries.northwest@cqc.org.uk)

Social Services, Cheshire East Council, Westfields, Middlewich Rd, Sandbach, Cheshire  
CW11 1HZ  
Tel 0300 123 5500

A copy of the home's complaints policy is posted on the notice board in the entrance hall.

### **EQUALITY & DIVERISTY**

Heliosa Care Home is committed to providing equality of opportunity and tackling discrimination, harassment and intimidation, and disadvantage. The home is also committed to achieving the highest standards in service delivery, decision-making and employment practice.

The home will not tolerate the less favourable treatment of anyone on the grounds of their gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, religious or other beliefs, or any other reason which cannot be shown to be justified.

### **GIFTS TO STAFF**

Heliosa has a policy that staff are not allowed to accept gifts from residents and we would ask you to respect this. However, any letters of appreciation are always welcome

### **QUALITY ASSURANCE**

The home is registered and inspected by the Care Quality Commission who carries out regular inspections.

The following professional bodies may also inspect us:

The Pharmacist  
Fire Service  
Health and Safety Executive  
This list is not exhaustive.

Environmental Health  
Company Personnel  
East Cheshire Council

Regular audits are undertaken by company personnel to monitor the care standards and Facilities. Resident/relative satisfaction surveys are routinely sent out to all current residents on a random basis and an analysis of those returned is available for inspection on the notice board in the dining room.

If you have not seen a copy of Heliosa's most recent inspection reports please feel free to access them; they are available from the office.

#### **GENERAL DATA PROTECTION REGULATIONS (GDPR)**

We are compliant with the GDPR regulations May 2018

#### **FEES 2018/2019**

Fees start from £700 per week according to the type of room and dependency. Fees include all food and laundry services.

**We do hope this information is of assistance to you and we look forward to welcoming you to Heliosa.**

July 2108