

**STATEMENT OF PURPOSE**  
&  
**SERVICE USER'S GUIDE**  
to  
**Annedd Residential Home**



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Company Registration Number: **08414640**

*This document is available in Welsh language or large print upon request*

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## **Welcome to Annedd Residential Home**

Annedd is a small and friendly residential home, that has recently undergone complete refurbishment by the current owners. It is, situated in a quiet urban area of the small market town of Llanybydder, near to the river Teifi in Carmarthenshire. The home is set in its own grounds with rural views of the surrounding countryside, but within easy access to local amenities and community services.

Annedd is registered with the Care Inspectorate Wales (CIW), under the terms of the Regulation and Inspection of Social Care (Wales) Act 2016, to provide twenty-seven personal care beds for people who may be presenting with age related illnesses including dementia.

Three larger rooms are used to accommodate people who require a wheelchair or mobility hoist for assistance. The management will continue to monitor the needs of the local community, and liaise with CIW if required to consider people with specific care needs.

*Local contact details for CIW are given on the last page of this document.*

## **Philosophy of Care**

At Annedd, the rights of our residents are fundamental to our philosophy of care; and, in order to encourage our residents to exercise those rights to the full, we aim to:

- Deliver a flexible service, which promotes the best possible outcomes for the health and well-being of our residents, and sustains their overall quality of life.
- Provide care to a standard of excellence, based on good practice, evaluated through internal and external monitoring and quality control systems and, in accordance with regulatory requirements.
- Support our residents to optimise their independence in a relaxed, comfortable, safe and homely environment, respecting their privacy and dignity.
- Tailor the level of care and support to individuals' choices, needs, and to meet changing needs as it becomes necessary.
- Respect the diversity of our residents, helping them to realise their full potential in all aspects of their lives and allowing them to form new relationships if they wish.
- Wherever possible, liaise with residents and relatives to provide unlimited visiting time to help stimulate our residents and to maintain the all-important contact between loved ones. (Current restrictions requesting tests before entry in-line with COVID guidelines ).

## **Care Services, Support and Facilities**

At Annedd we take pride in providing a high standard of care with suitably qualified staff. We have experience of caring for people with a range of care needs, but specialise in people with varying degrees of age-related dementia.

Each resident is valued as an individual with differing care and support needs. We aim to provide this care whilst respecting your privacy, dignity, civil liberties, religious and cultural beliefs. The manager is happy to meet with anyone prior to admission to discuss any specific needs or requests. Due to COVID still circulating restrictions may apply.

Residents' needs are addressed accordingly to a specific care plan, based on a range of risk assessments. Documentation also includes details of residents' medication, GP, any community or other therapeutic services that may have been involved, social interests, religious beliefs, next of kin, relatives and friends.

Senior care staff administer all medications as prescribed and, monitor skin integrity and any wounds that may be present. Depending on their experience and competencies, senior carers may also carry out some basic nursing tasks such as simple dressing changes and care monitoring. Should a resident require additional nursing input, an immediate referral will be made to the community district nurses.

On admission, a senior carer will complete all relative paperwork, liaising with the care assistants to assess residents' needs, and to compile appropriate care plans. The manager and deputy oversee all care files and are involved in regular care reviews.

All senior carers act as team leaders to the care team and, regularly assess if residents' needs and desired care outcomes are being met.

Depending on their experience and competencies, senior carers may also be involved in some basic nursing tasks such as simple dressing changes and monitoring, reviewing and co-ordinating care plans. Residents and/or relatives are encouraged to be involved in assessments and care planning. Senior carer duties also include caring for their residents and gathering information for the care plan reviews which are held monthly or more frequently if needs change. Multi-disciplinary care reviews may also be arranged with external agents.

The manager and senior care staff liaise with GP's and community nurses to ensure that all health needs are identified and met appropriately in day to day care. We provide pressure relieving aids such as mattresses (not air mattresses) and profiling beds; any additional, specialist equipment may be accessed from the appropriate community services.

The manager also regularly consults with senior carers as part of for internal audits; to help determine if their residents' needs and desired outcomes are acknowledged, and care plans are effective. Staffing numbers are flexible to meet the constantly changing needs of residents.

Residents are encouraged to attend places of worship with their loved ones

, and if this is not possible, then the manager will make every effort to arrange for an appropriate religious minister to visit. Various clergymen visit and offer communion and prayers on a regular basis.

At Annedd, we aim to offer residents a home for life, however should a situation arise that, in the best interest of the resident warrants a move, then this would be discussed with the resident and their family prior to any decision being made.

In the unfortunate event of bereavement, the family can rely on staff to support them through this difficult time. It would help staff to consider

individual needs if residents' preferred wishes could be discussed with the manager or the person in charge at the time of admission.

Restraint may be considered, only in an emergency if it was thought to be essential for the safety of the resident or others. Bed rails and wheelchairs fitted with safety straps may be used for safety reasons, but decisions will be based on a specific risk assessment. Consideration for use of bed rails or safety straps will be discussed with residents and/or relatives, giving reasons for using them. The home does not provide wheelchairs but special arrangements can be made through your GP prior to your arrival. Should you require a wheelchair due to changing needs, after admission, the manager can arrange for a referral. The home is not responsible for supplying wheelchairs.

### **Our Referral System**

Residents requiring personal and social care may be directly referred to Annedd by means of self-referral if privately funded; or from the local and out of county Social Services or Healthcare settings, with consent of the resident and/or their representatives.

Once referred and, prior to admission, a needs assessment involving the prospective resident and relatives (if appropriate), will be carried out by the manager or a suitably qualified senior care assistant. The assessment may take place at the prospective resident's home, or in an appropriate care setting. Depending on COVID in the community restrictions may apply.

The manager will liaise with other healthcare professionals such as social workers, community mental health teams, or district nurses to help determine the individual resident's needs, in order to ensure that the



home is suitable and that any necessary equipment is in place prior to admission.

Depending on bed vacancies at the home, the prospective resident may be offered a place immediately, or be placed on a waiting list if appropriate. A letter of confirmation of a place will be sent. If, for any reason admission is likely to be delayed, then it may be necessary for us to carry out a further assessment.

### **Admission Policy**

In order to meet with staff and existing residents; and gain a feel for the home, prospective residents and/or relatives are invited to visit; and are welcome to spend the day with us prior to arranging admission. We operate an 'Equal Opportunities' policy and do not discriminate. You will be asked to COVID test prior to entry.

Following a pre-admission assessment and receipt of all necessary paperwork, new residents may be accepted on a four-week trial basis whereby, during this period, either party may give notice of termination of contract. At the end of the trial period, commissioning agents may decide to carry out a care review to assess the suitability of the placement in order to plan for a long-term stay.

At the time of admission, a further assessment will be carried out with the resident and/or representative or family member. This will involve a range of risk assessments in order to produce a care plan tailored to meet individual physical, psychological, spiritual, social, cultural and emotional needs. The resident and/or representative will be involved throughout this process; and in ongoing care reviews thereafter.

Funding of each placement will have been previously, assessed and agreed by the placing Local Authority.

## **Emergency Admissions**

Depending on bed availability at the time, emergency admissions may be arranged at the discretion of the manager; and only if needs can be assessed and clearly met. In the event of a resident placed as an emergency admission, a copy of the homes' Statement of Purpose and Service User Guide will be readily available on arrival. A care plan will be drawn up within five days and based on assessed needs and any risks identified.

## **Day Care**

The Annedd provides a day care service to support local families that care for their loved ones and home. The service includes 'Personal Care' where staff can help with activities of daily living such as bathing/showering, toileting requirements, walking and feeding. Social activities, tailored to stimulate the mind; and nutritious meals, snacks and refreshments are provided. The cost will be determined by the care package required.

This service is currently unavailable.

# Organisational Structure

**Registered Provider**  
Wellcome Care Homes Limited

**Responsible Individual**  
Mohammad Mazhar Ali

**Registered Manager**  
Allison Brown

Senior care assistants  
X 4  
  
Care assistants  
X 19

**Deputy Manager/Team Leader**  
Clayre Carr

House-keepers  
X 3  
  
Laundry staff  
X 1

Activity coordinators  
X 2

Maintenance person  
X 1

Cooks  
X 2  
  
Kitchen Assistants  
X 2

## **Annedd Staff**

The home is, run as a private limited company as part of the Wellcome Care Homes Group. The Responsible Individual is Mohammad Mazhar Ali. Mr Ali and another company director visits on a weekly basis and is in daily contact with the manager who takes responsibility for day-to-day running of the home.

Mr Ali, has over thirty years management experience. In partnership, he purchased his first care home in 2007 and, as the business has grown, has recently set up a limited company. The company has just bought their fourth care home.

The manager, Allison Brown is supported by an experienced care team. External consultants are engaged to provide support for employment law, health and safety, and training needs.

Allison has previously held senior roles in Human Resources, 'Planned Maintenance and Compliance'. Her career took a change of direction nine years ago into the care sector, starting as carer and working her way up to position of manager. Allison has achieved her 'Managers Award, QCF5' and is registered with Social Care Wales (SCW). Since joining the team at Annedd, she has chosen for her own professional development to extend her knowledge of working with people with dementia.

The deputy manager, Clayre Carr and she is working towards his QCF level 4 in care. The care team consists of four other senior care

assistants (whom have either completed, or are working towards NVQ/QCF level 3; and eighteen care assistants (all of whom have either completed, or are working towards NVQ/QCF levels 2 and 3 in care). Between them, care staff have a variety of experiences in working with older people with dementia, including those with learning disabilities and other age-related conditions. The training and development plan for the coming year, aims to have all care staff trained in managing the needs of people with dementia.

Complementary to the care team, the home employs appropriately experienced staff to cover activities, catering, domestic, laundry, maintenance and gardening duties.

The manager has support from her RI and recognises that without the commitment of her staff it would not be possible to provide quality care and meet the aims and objectives of the home. Staff are expected to behave in a manner that will enhance residents' feelings of well-being, security and confidence in the standard of care that they receive. Staff work on a shift system to provide twenty-four-hour care. Staff are deployed as required, depending on the needs and dependencies of the home; additional staff are available for providing day care; and for times when residents may require extra support. 'One to one' care may be provided if required but, at an additional cost.

In order to promote choices for residents, several Welsh-speaking staff are employed. Male and female care staff also enable residents to have their preferred choice of carer.

### **Discharge Obligations**

The manager strives to develop the home to meet with regulatory requirements and, with her team is responsible for the welfare of

residents. The deputy manager will take responsibility for home in the absence of the manager. Company directors visit on a weekly basis.

## **Staff Training**

At Annedd, we are committed to ongoing learning and development. Staff receive a period of induction training, appropriate to their roles and responsibilities, which complies with the Social Care Wales framework.

New staff are, allocated a mentor to work alongside. There is an 'in house' training programme whereby all juniors can benefit from more experienced colleagues.

Ongoing training is provided, both in-house and externally by various training providers. An annual training plan is devised following regular staff appraisals and supervision, to ensure that training is appropriate to meet individual needs of staff, and any specific needs of residents. Outside agencies will assess staff who are undertaking formal QCF training.

All care staff receive regular mandatory training and, all have been trained in caring for residents who may present with challenging behaviour. Training on the topic of dementia care is, based on the NICE clinical guidelines, 'Dementia: supporting people with dementia and their carers in health and social care'.

## **Accommodation**

Annedd is a two-storey building, refurbished to a high standard by the current owners. It can accommodate male and female residents in single rooms with en-suite toilets and wash-hand basins.

The location of bedrooms and communal day areas, help to ensure good integration of care. The home is, centrally heated throughout, with thermostatically controlled radiators. Hot water is, tested weekly and maintained within the safe recommended limits. Prospective residents are encouraged to bring in personal possessions, small items of furniture and memorabilia so that bedrooms are personalised. Electrical items must carry a current Portable Appliance Test (PAT) certificate, prior to installation in the home. The resident maybe expected to meet the cost of future retests and certification.

The home is fitted with a call-bell system with call points in bedrooms, day rooms, bathrooms and toilets. This system includes an emergency call sound to immediately alert staff of a concern, when triggered by a member of staff.

Every resident, whilst on the premises is insured under the homes' 'Employers Liability Insurance' for personal injury and loss of personal effects to the value of £5000,000 as shown on the insurance certificate posted in the entrance hallway.

## **Communal Day Areas**

There is a spacious lounge located on the ground floor, equipped with a large screen television. An adjoining dining room is able to accommodate all residents in one sitting. These two rooms are also used for group activities that are planned around mealtimes.

A second small lounge, provides quiet space for residents to sit and read; enjoy sensory activities. This space also enables our commitment to learning and development to be extended to residents. It is an ideal space for residents who chose to pursue more individualised activities such as ongoing education; and for residents who may have some difficulty with socialising.

The ground floor has easy wheelchair access to external areas. Outside grounds include paved patios and an enclosed garden where residents can sit in the summer. There are raised plant tubs to encourage residents to participate in gardening activities and more recently in the grounds a greenhouse has been put in place for the residents to participate growing fruit and vegetables. The use of key-coded door pads to all external areas, help to ensure residents' safety. Visitors are required to ring the front door bell for access.

## **Bedrooms**

There are nine bedrooms located on the ground floor and eighteen on the first floor, and easily accessible by stairs or a passenger lift. Bedrooms are perceived as the residents' own private space, and staff are instructed to knock before entering as a matter of respect. Each bedroom is individually decorated and adequately furnished to include a lockable bedside unit and a bed, suitable to meet individuals' care needs.



Rooms are re-decorated on a regular basis and residents' choices are considered. Rooms are cleaned daily and bed linen changed at least weekly, and as necessary.

### **Bathroom and Toilet Facilities**

All bedrooms have an en-suite toilet and wash-hand basin. In addition, there are bathroom and shower facilities on each floor offering choice to residents who need more assistance. Adequate toilets with wheelchair access are suitably sited around the home, and close to daytime areas.

### **Meals**

Annedd employs experienced cooks who consider nutritional needs and individuals' likes and dislikes. The menu offers variety and choice for healthy and wholesome diets; it is reviewed according to seasonal changes. Food is freshly prepared and daily homemade cakes available.

Meals are, served in dining rooms or in individuals' rooms as requested. Mealtimes are flexible, but, are generally served at the following times:

Breakfast	8.30am – 10.00am
Morning Coffee & biscuits	11am
Lunch	12:30pm - 1:30pm
Afternoon Tea, cake & biscuits	3.00pm
Evening Meal	5pm - 6:30pm
Evening Drinks & Snacks	7.30 and, upon request

*An example menu:*

#### **Breakfast**

A variety of cereals, fruit, or cooked breakfast  
Toast & toppings. Tea or coffee, fruit juices e.g. Orange, Cranberry

#### **Mid morning trolley with a selection of drinks and biscuits**

#### **Lunch**

Roast beef and Yorkshire pudding; roast and creamed potatoes; fresh seasonal vegetables. Rice pudding

*Note, there is always an alternative meal available*

### **Afternoon Tea Trolley with drinks and homemade cakes**

#### **Evening Meal**

Quiche, homemade soups, cawl, a variety of sandwiches

Yoghurt, homemade cake, fresh fruit salad

### **Supper & Evening Drinks Trolley**

Tea, coffee, milk drinks such as hot chocolate/Horlicks. Light snacks

*Additional drinks and light snacks are available at any time on request.*

### **Fire Safety**

Annedd is protected by a comprehensive fire safety system, which is regularly inspected by the local Fire Authority.

Fire safety advice to residents:

- In the event of the fire bell sounding, please remain where you are. Staff will keep you fully informed throughout.
- If a fire occurs in your room, call for assistance using the call-bell. If you are able to, leave your room and close the door behind you.
- Report immediately to the assembly point at the main entrance on the ground floor.

NB A fire alarm test is carried out on a weekly basis, which involves the alarm bell ringing for a few seconds. No action is required on your behalf.

Fire safety advice and information is displayed around the home; and a complete fire safety policy is available in the 'Policy and Procedure Manual'. Policies and procedures are revised and updated as required.

Doors with automatic closures and key-coded door pads are linked into the fire alarm system. Locked doors will open automatically in the event of a possible fire.

Fire prevention and fire-fighting equipment is provided, and inspected and certificated as a statutory requirement. Staff receive mandatory fire training.

### **Smoking Policy**

Annedd is a non smoking premises.

### **Residents' Finances and Personal Possessions**

Residents may manage their own finances if able to do so and must take responsibility for cash held on their person. A specific risk assessment will determine individuals' capabilities. A facility is provided for the safe keeping of all money and personal possessions that are handed to staff.

Personal allowances are carefully managed individually, with strict accounting systems in place; and are open to review by residents and/or relatives at any time. Receipts are required for all transactions. The home's financial accounts are independently audited annually.

A list is made of all personal possessions brought into the home at the time of admission. Each list will be periodically updated. Residents and visitors are respectfully reminded that we cannot take responsibility for any loss or damage sustained to property brought in to the home, without prior discussion with the manager. Visitors are also asked to inform staff when additional items, including presents are brought into or away from the home after admission, so that the 'possessions' list can be updated.

It is recommended that large amounts of cash or items of extreme value are not brought into the home, and if so then residents are required to arrange for appropriate insurance cover.

### **Advocacy**

If you require an advocacy service, please contact the manager. There is an advocacy service provided within mental health services, and also an independent service provided through Age Cymru.

### **Newspapers**

We can arrange for newspapers and magazines of choice to be delivered to individual bedrooms upon request; these will be charged to individuals' monthly accounts.

### **Postal Service**

Mail can be handed to staff for depositing in the main office where arrangements will be made for it to be posted. Stamps are available and will be charged to individuals' monthly accounts. Incoming mail will be delivered to residents on a daily basis.

### **Telephone**

We have a portable handset which staff can take to residents for personal calls to be taken in the privacy of their rooms. Should a resident prefer to have a phone installed in their bedroom this should be discussed with the manager. All costs, including installation must be met by the resident.

**Facsimile/Photocopying** - can be arranged through the manager and will be charged to individuals' accounts.

### **Laundry and Cleaning Services**

Personal laundry is catered for free of charge. Residents are advised to bring in machine washable clothes, as we, cannot be held responsible for damage caused to clothing by laundering. All items of clothing should be clearly labelled with the resident's name, preferably using sewn in labels. Staff can arrange for clothes to be dry-cleaned upon request and this will be charged for separately.

### **Social Activities**

Annedd employs part-time activities co-ordinators, five days a week to encourage and support residents in various social activities, birthday parties and with individual hobbies. The activities' programme is posted on the notice board in the main foyer.

Residents are encouraged and supported to pursue social activities in and out of the home. We are always open to suggestions to improve our activities, and all are welcome to join in. Not all residents will be capable of, or wish to participate in activities and therefore, individuals' choices will be respected. Individual care plans will be drawn up to consider each resident's choices and capabilities.

A sample of the activities provided include:

- Bingo
- Fun quizzes
- Crafts such as knitting and sewing
- Reminiscing therapy

- Musical afternoons/sing-along
- Movement to music exercises/light chair exercises
- Fund-raising events such as summer/winter fete and raffles.

We appreciate the need for our residents to maintain links with the outside community. With this in mind, we operate the following policies and procedures:

- Open visiting, however you currently will require a COVID test.
- Visiting clergymen/representatives of various religions provide spiritual comfort. Arrangements such as transport and escorts can also be arranged for residents to go out to attend church services
- Local school children and community groups are welcomed.

We operate a residents' fund to raise money for trips out, and any additional extras that may help to make a difference to those living at Annedd. For details, please ask the activity co-ordinator or a member of staff.

### **Peripatetic Specialist Services that can be arranged at the home:**

- A chiropodist visits at regular intervals but there is a long wait for NHS services. Private consultations can be arranged, and charged for separately on the monthly account
- A regular hairdresser visits, weekly. A list of hairdressing charges can be found on the 'Activities Notice Board'
- Manicures can be arranged on request and will be chargeable
- A local optician visits annually, and on request
- A physiotherapist or occupational therapist can be arranged through the resident's GP
- A dental visit can be arranged, alternatively arrangements can be made for residents to visit their own dentist

- GP - residents may stay with their own GP if within the homes' catchment area; if not, then arrangements will be made for registration with a local practice.

### **Car Parking**

Parking is available to the front and side of the home, for staff and visitors. The use of CCTV cameras is restricted to external areas only, however, we cannot be held responsible for any theft or damage caused to vehicles or their contents whilst on our premises.

### **Transport to and from the Home**

There is no direct bus service passing the home but a local, payable service is operated by 'Bwcabus'.

An ambulance can be arranged and, in most cases free of charge for residents to attend hospital appointments. We encourage families to accompany residents to outside appointments, however, should this prove difficult then arrangements will be made for a carer escort, and is chargeable.

Private taxi transport can be arranged upon request for residents to go on shopping trips and outside visits. Permission for a resident to leave the home must be sought from the manager; decisions will be based on careful and individual risk assessment.

### **Visiting**

Visitors are welcome and should sign the 'Visitors Book' on arrival, and when leaving the home to enable us to comply with fire regulations. For

protection of our residents, external doors are secured by key-coded door pads; visitors are therefore required to ring the front door bell for access.

Visitors are advised to check with staff before entering residents' rooms; and to have consideration for all the other residents within the home. We acknowledge residents' rights to refuse to see any visitor.

For security reasons visitors are requested to vacate the premises by 9pm, unless special arrangements have been made with the manager or person in charge at the time. We ask that visitors make themselves aware of the fire and emergency evacuation procedures. Fire exits are clearly marked and fire emergency advice is displayed strategically throughout the home.

### **Policy on Pets**

Pets maybe allowed at Annedd under special consideration of the manager. In the case of visiting pets, the resident and/or visitor must be able to take responsibility for their pets whilst on the premises.

### **Policy on Alcohol**

We request that alcohol consumption is kept to a minimum due to the following reasons: a) possible adverse affects on the health of the individual; and b) possible interactions with prescribed medication, which may result in increased risk of challenging behaviour, causing anxiety or distress to staff and other residents.

Alcohol brought into the home must be reported to the manager or person in charge at the time so that arrangements are made for, a) appropriate storage; and b) consideration given to any contraindications with individuals' medications.



## **Key Contract Terms and Conditions of Residency**

Once a decision is reached for a resident to come to Annedd, a contract will be drawn up showing terms and conditions of residency, irrespective of funding arrangements. This will be signed by both parties to include the resident/representative and the home's manager.

Residents/representatives will be invoiced on a 4-weekly basis unless otherwise agreed, for fees and any items and personal expenses charged for, in addition to fees.

Residents claiming under an insurance scheme are required to settle their accounts prior to vacating. The home will not enter into direct correspondence with insurance companies.

## **Termination of Contract**

During the four-week trial period, either party may give four weeks' notice to terminate the contract. In addition, a resident may be asked to vacate the home at shorter notice on account of any of the following:

- Consistent unmanageable or disruptive behaviour
- Verbal or physical abuse to the detriment of other residents or care staff
- On a doctor's advice, or following a team care assessment
- On notice by either party in conjunction with any of the above.
- Persistent aggression or disruptive behaviour from relatives or visitors whilst on the premises.

## **Fees**

Residents are categorised according to individuals' assessed needs. All rooms are similarly priced, irrespective of funding status. However, some local authority funding rates, may be less than the normal home charges; in this case a variable additional contribution may be necessary to ensure consistency in pricing. Room charges will be discussed at the time of making a bed inquiry. Fees for those privately funded are available upon request from the manager.

Fees cover a 4-weekly period and are payable in advance by standing order to include:

- Accommodation
- Residential Care
- Meals
- Laundry Services
- Heat & Light
- Entertainment within the home's programme

Fees do not include:

- Hairdressing, chiropody, complementary therapies
- Personal effects such as clothing, newspapers, books, personal toiletries or incontinence aids

- Dental or optical checks/treatments, physiotherapy
- Travel to and from the home for recreational purposes
- Staff escorts

Prospective residents/representatives are required to sign a standing order mandate on admission. 'The Home' and 'the Resident', or their representative will also enter into a Service User Contract.

An annual contract review is carried out in April each year, with notice given of any increase in fees, or changes to the terms and conditions of residency. Interim reviews may also be carried out in response to the changing needs of the resident.

### **Access to Information**

A Statement of Purpose and Service Users' Guide will be issued to provide information about the home to all prospective residents. Additional information may also be accessed through the Manager, Commissioning Bodies or CIW.

Whilst having total respect for confidentiality of our residents we operate an 'Access to Information' policy, in line with the Data Protection Act to enable residents to access records and personal information held about them. However, for the purpose of clarity, residents' care and documentation will only be discussed with the appropriately appointed person. Information will only be shared on a 'need to know' basis.

### **Quality Assurance**

At Annedd, we are committed to maintaining and improving the quality of our service. Further copies of the home's Statement of Purpose and Service Users' Guide are available upon request.

We have a comprehensive quality assurance programme and an accessible complaint procedure. Internal, monthly management audits, together with regular external audits carried out by the management consultant are used to monitor standards.

We strive to promote good relationships with our residents and visitors and welcome suggestions on how to raise standards within the home. An important approach to our quality assurance is through annual questionnaires to obtain the views of residents, relatives/representatives, staff and visiting agencies. An annual quality assurance report includes information gained from all audits, inspections and satisfaction surveys; and is available, on request to all stakeholders.

### **Complaint Procedure**

The home's '**Complaint Procedure**' and details on how to raise a concern are posted in the main reception area and can be made available upon request. A complaint can be raised at any time either by a resident or any person acting on a resident's behalf by taking the following steps:

### **Local Resolution**

1. Advise the manager or the person in charge of the nature of your concerns. This maybe done verbally or in writing
2. The manager will acknowledge receipt of your concern/complaint in writing, within 5 working days
3. The manager will investigate the complaint in order to find a resolution as soon as reasonably practicable, up to 14 days

4. The manager will respond to you in writing with the agreed resolution

Wherever possible, the manager will endeavour to resolve a complaint at an early stage if appropriate.

In agreement with the complainant, the time limit for resolution may be extended for a further 14 days, should this become necessary.

If a complainant is dissatisfied with the outcome of a complaint investigation, or the way in which it has been dealt with, then they may proceed to the next stage according to the formal procedure posted in the home.

*This procedure for handling complaints has been drawn up in consultation with the Welsh Assembly Government's publication 'Listening & Learning' timescales and guidance.*

### **Summary of Last CIW Annual Inspection Report**

The home was inspected by the Care Inspectorate Wales (CIW) under the provisions of the Care Standards Act 2000 and associated Care Homes (Wales) Regulations 2002. The inspection framework consisted of these four quality domains: wellbeing; care and support; environment; leadership and management.

An unannounced inspection was carried out October 2021. 2018. The home was found to be compliant.

There were no non-compliance notices issued but, recommendations for improvement were made regarding, reviewing and updating of care plans to include names involved with the care plans.

*A copy of the full report may be accessed once available, either from the home or from the CIW website.*

**Useful Contacts:**

**Carmarthen Social Services**

Delta Wellbeing  
Spillman Street,  
Carmarthen  
SA31 1LE

Tel: 0300 333 2222

Care Inspectorate Wales (CIW)  
Government Buildings  
Picton Terrace  
Carmarthen, SA31 3BT

Tel: 0300 7900 126

Website: <https://careinspectorate.wales/>

NICE clinical guideline [cg42]. Dementia: supporting people with dementia and their carers in health and social care. Published 22 November 2006. Updated September 2016 [online] at <https://www.nice.org.uk/guidance/cg42>

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