

# STATEMENT OF PURPOSE

## Trecelyn Court



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Company Registration Number: **08414640**

*This document is available in Welsh language, large print, audio version or your preferred method of communication upon request.*

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## **Welcome to Trecelyn Residential Home**

Trecelyn court is a well-established care home that has recently undergone complete refurbishment. The home comprises two separate buildings set in its own

grounds. The home is situated in an urban area of a small town of Newbridge near Caerphilly in South Wales. It is within easy access to local amenities and community services, with good transport links by bus or trains to nearby cities of Cardiff and Newport.

Trecelyn Court is registered with the Care Inspectorate Wales (CIW), under the terms of the Regulation and Inspection of Social Care (Wales) Act 2016, to provide a total of fifty beds over the age of sixty who are diagnosed with varying degree of dementia. Both units provide personal care only for people who may be presenting with age related illnesses with some degree of Dementia.

We have large rooms to accommodate people who require a wheelchair or mobile hoists for assistance. All beds in Trecelyn Court are profiling beds. We do not offer nursing care.

### **Philosophy of Care**

At Trecelyn Court, the rights of our residents are fundamental to our philosophy of care; and we will 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 respond to and meet any changing needs as they develop to ensure consistent care.
- Respect the diversity and uniqueness of our residents, helping them to realise their full potential in all aspects of their lives.
- Wherever possible, facilitate unlimited and relaxed visiting time to help our residents and to maintain the all-important contact with loved ones and friends.

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

At Trecelyn Court 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 and specialise in people with varying degrees dementia and age-related conditions. At Trecelyn we are committed to continual learning and development to ensure our skillsets meet the requirements of the role.

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.

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 community or other therapeutic services that may have been involved, social interests, religious beliefs, next of kin, relatives advocates and friends.

Senior care staff administer all medications as prescribed and, monitor skin integrity daily. A skin integrity evaluation is made prior to and as part of the individual care plans. Should a resident require additional nursing input, an immediate referral will be made to the community district nurses.

Prior to admission the manager or deputy will complete all relative paperwork such as pre-admission details care and support needs, risk assessments, wishes etc in collaboration with Local Authority integrated assessments of need if placement is funded by them. The manager and deputy will oversee all care files during the initial 6 week period to ensure the care plan is effective and meeting the assessed needs with a person centred focus and co- production involvement with the Resident and their families.

All senior carers lead their teams under the supervision of the manager or deputy to regularly assess that residents' needs and desired outcomes are being met. Residents and/or relatives are actively encouraged to contribute to assessments and care planning. Senior carer duties include overseeing the care given, ensuring the care plans are meeting needs. Physically caring for their residents, including medication administration, documenting the care given and reviewing information and daily notes which will contribute to the review of the care plan which are held monthly. More frequent reviews are conducted if needs change. Multi-disciplinary care reviews are also be arranged with external agencies.

The manager deputy and senior care staff liaise with GP's and community nurses to ensure that any health needs identified are addressed without delay and in the first instance on the day. We provide pressure relieving aids such as mattresses and profiling beds any additional specialist equipment may be accessed by the appropriate community services.

The manager also regularly consults with senior carers as part of internal audits; to help determine if the residents' needs and desired outcomes are met, and care plans are effective. Staffing numbers are flexible to meet the ongoing changing needs of residents. A weekly dependency tool is in place and used to assess needs which then helps determine staffing levels prior to developing the next weekly staff rota.

Residents are encouraged to attend places of worship. Currently under Covid pandemic this has not been possible, if it becomes possible the manager will make every effort to arrange for an appropriate religious minister to visit to meet spiritual needs.

At Trecelyn Court, we aim to offer residents a home for life, however, should a situation arise that, in the best interest of the resident and those with whom they

share the service 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 is helpful if the individual preferred wishes and advanced decisions are discussed with the manager or the person in charge at the time of admission.

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 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 referral. Some circumstances may mean you would need to supply one for your relative.

### **Our Referral System**

Residents requiring personal and social care may contact Trecelyn Court privately or be referred by the local authority and Social Services. We take referrals from out of authority areas also.

Once referred and, prior to admission, a needs assessment involving the prospective resident and relatives (if appropriate), will be carried out by the manager, deputy or the senior team leader. The assessment may take place at the prospective resident's home ( covid 19 restrictions in place ) or in their current care setting.

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 to ensure that the home is suitable and can meet assessed needs and ensure 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 the staff, existing residents and gain some insight and opinion into the facilities offered at the home, prospective residents and/or relatives are encouraged to visit and are welcome to spend the day with us prior to deciding upon admission. We operate an 'Equal Opportunities' policy and do not discriminate.

Following a pre-admission assessment and receipt of all necessary paperwork, new residents may be accepted on a 6 week trial basis, 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 and 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 domains and risk assessments to help create a care and support plan that is individually tailored to meet and maintain the individuals needs such as physical, psychological, emotional and social well-being. A language assessment will also be conducted. 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 or by Private arrangement which ever applies.

### **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 24 hours based on assessed needs and any risks identified.

### **Day Care**

Trecelyn Care does not currently provide day care.

## Organisational Structure

**Registered Provider**  
Wellcome Care Homes Limited

**Responsible Individual**  
Mohammad Mazhar Ali

**Registered Manager**  
Karen Thomas

Senior Carer  
X5  
Care Assistants x 12

**Deputy Manager**  
Laima Jones

Care assistants  
X12

**Housekeepers**  
X 4  
Laundry  
Manager  
X 1

**Activity  
coordinators**  
X 1

**Maintenance  
person**  
X 2

**Cooks**  
X 2  
**Kitchen  
Assistants**  
X 2

**Staff**

The home is run as a private limited company as part of the Wellcome Care Homes Group. The Responsible Individual is Mr Mohammad Mazhar Ali. Mr Ali visits Trecelyn Court monthly, holds a manager’s meeting weekly 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. The business has grown and operates as a limited company under the name Wellcome Care Homes Ltd. The company has 3 operational homes and is currently refurbishing a recently purchased fourth care home.

The manager Karen Thomas has been registered as a care manager since 2020 with Social Care Wales and is supported by an experienced care team. External consultants are employed to assist with employment law, health and safety, and training needs.

Karen has worked for the private care services and NHS since 1983 working as a care assistant Officer in Charge Senior Officer in Charge, before holding a Deputy Manager's position for 28 years. She has been working in the Health and Social Care sector for 35 years in total.

She is committed to continuous personal development and that of her staff. She has attended many training courses, which has supported her in managing care homes and services effectively. Karen has a Certificate in Management, NVQ Level 4 Care, Registered Managers Award, Level 5 Diploma in Leadership in Health and Social Care and is a qualified QCF Assessor.

As a result of her personal work experience skills and knowledge gained together with training and qualifications achieved, Karen's main strengths are her excellent communication and organisational skills. The ability to problem solve and aim for excellence. She has good overall knowledge of the service, policies procedures and legislation required to manage the service well and has a genuine desire to provide a service that is quality based, person centred and with well-being as the focal point.

The deputy manager, Laima Jones has 18 years' experience in this sector 11 of which was at senior level. She holds QCF level 2 & 3 and is working towards Level 4 diploma in Health and Social care. The care team consists of 5 Senior Carers. They hold Level 3. Two Care staff are underway with Level 2. One Carer has Level 4. One carer is underway with Level 2. Currently 6 care staff hold level 2 & 3. 2 new staff are to be signed up for Level 2 by the end of 2023. Between them, care staff have a variety of experiences of working with older people with dementia and other age-related conditions. Currently Trecelyn Staff are 66.67% formally trained with the 0.75 % remaining to be underway.

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

The Manager 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, autonomy, empowerment, security and confidence that underpins the standard of care they receive. Staff work on a shift system to provide twenty-four-hour care and support. Staff are deployed as required, and according to dependency



levels at the home. One to one care may be provided if required but, at an additional cost.

The town of Newbridge is predominantly English speaking, we currently do not have fluent Welsh speaking staff but acknowledge that if a resident's first language is Welsh we must make provision to ensure their needs are understood and they are treated with dignity and respect. The manager is currently learning conversational Welsh and actively encourages the staff to use phrases such as "Bore da" and "Pryn hawn da" "Sut dych chi" as daily greetings. She feels this helps provide an "active offer" that will assist Welsh speaking residents feel more at ease with the service we are providing. All staff have been issued with the "More than just words" guidance so they understand fully the importance of an active offer. We will be encouraging male and female care staff to enable residents to have their preferred choice of carer.

## **Discharge Obligations**

The manager strives to develop the home to meet with regulatory requirements and the team is responsible for the welfare of residents. The deputy manager will take responsibility for home in the absence of the manager.

## **Staff Training**

At Trecelyn Court, we are committed to ongoing learning and development. Staff receive a period of face-to-face induction training and online training to complete whilst DBS check is being processed and ongoing thereafter. The training is role and responsibility specific which complies with the Social Care Wales framework. Manager has completed workshops with Social Care Wales in readiness for All Wales Induction Framework and Competency Routes in 2022.

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

Ongoing training is provided, both in-house and externally by various qualified training providers (covid 19 restrictions permitting) we offer online training too. An annual training plan and matrix is in place to record training appraisals and supervisions. We ensure the training is appropriate relevant and meets the individual needs of staff and any specific needs of residents. Outside agencies will assess staff who are undertaking formal QCF training.

All staff undergo mandatory training such as Health & Safety, Fire Safety, Equality & Diversity, Manual Handling, Infection Prevention and Control Food Hygiene and Safeguarding. Our staff complete Dementia training and refresh annually. We like to complement our training with other sector specific modules such as I stumble and recently Covid 19 training etc.

## **Supervisions**

Supervisions for all staff are conducted minimally 3 monthly, which involves a meeting with the manager or line manager with the aim of reviewing and reflecting on performance, providing support and improving practice. These can be focussed and undertaken more frequently if needed.

## Accommodation

Trecelyn Court comprises of two separate, two-storey buildings refurbished to a high standard.

The **Daffodil Residence** can accommodate 20 residents, all in single rooms. There are 9 bedrooms on the ground floor and 11 on the first floor which can be accessed by a passenger lift or stairs. There is a lounge on each floor and dining room on the ground floor. It can accommodate male and female residents in single rooms with en-suite toilets and wash-hand basins. The use of key-coded door pads to all external areas, help to ensure residents' safety. Visitors are required to ring the front doorbell for access. Currently Daffodil has been refurbished and renovated after a period of being unoccupied and is ready to offer accommodation.

The **Poppy Residence** can accommodate 30 residents. There are 11 single bedrooms on the ground floor and 15 single and 3 double rooms on the first floor which are accessible by passenger lift or stairs. There is a large lounge and dining room on the ground floor which can accommodate all residents in one sitting and an additional smaller lounge on the first floor. The use of key-coded door pads to all external areas, help to ensure residents' safety. Visitors are required to ring the front doorbell for access.

All bedrooms are en suite with a toilet and wash basin, profiling beds TV and Wi Fi. All lounges are fitted with large screen Televisions. There is wheelchair access to outside grounds including patio areas.

## Bedrooms

Bedrooms are perceived as the residents own private space and staff are instructed to keep all doors closed due to fire regulations and must knock before entering as a matter of respect. The rooms do not have automatic Fire door closers; however, some residents want the door kept open, in this instance we will require the resident to purchase a fire door guard, which releases the door on activation of a fire Alarm. These devices can be bought for a cost £130. The home can purchase the fire door guards on request and billed to the resident. The only other charge that can be incurred is the cost of replacement batteries to maintain the fire door guards. Each bedroom is individually decorated and adequately furnished to include a lockable bedside cabinet, a profile bed, armchair and television. Rooms are cleaned daily and bed linen changed at least weekly and as necessary.

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 £5,000,000 as shown on the insurance certificate posted in the entrance hallway.

## **Bathroom and Toilet Facilities**

In addition to en-suite toilets, additional communal toilets are suitably sited around the home, and close to communal areas, all of which have wheelchair access. There are bathroom and shower facilities on each floor offering choice to residents who need more assistance.

## **CCTV**

The homes has CCTV in operation covering the grounds, the car park, entrances and main corridors within the homes. No CCTV is in operation in **any** other areas of the home. Signs are displayed to notify visitors of its use.

## **Meals**

Trecelyn Court employs experienced cooks who cater for nutritional needs and individuals' preferences and dislikes. The menus are designed to offer a variety of healthy and nutritious meals using seasonal produce and reviewed with the Residents. Food is freshly prepared each day and homemade cakes are always available.

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

Breakfast	8.00am – 10.00am
Morning Coffee & biscuits	11am
Lunch	12:30pm - 1:30pm
Afternoon Tea, cake & biscuits	3.00pm
Evening Meal	5pm - 6:30pm
Drinks & Snacks	Throughout the day as requested.

*An example menu:*

### **Breakfast**

A variety of cereals, grapefruit segments, or cooked breakfast  
Toast & toppings. Tea or coffee, fruit juices, Yoghurt, Milk.

**Mid morning trolley with a selection of drinks and biscuits and assortments of fresh fruit.**

### **Lunch**

Roast Beef and home made Yorkshire Pudding; Roast and Creamed & Roast potatoes with Fresh Seasonal vegetables.

Fish Pie, Green Beans, Carrots.

Rice pudding/Fresh fruit/Cheese and Biscuits.

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

### **Evening Meal**

Home- made Soup  
Cheese & Potato Pie  
Quiche Salad/ Bread & Butter  
Variety of Sandwiches Crisps  
Jam tart/Custard, Yoghurts

### **Supper & Evening Meals& Drinks Trolley.**

Toasted Teacakes  
Variety of sandwiches.  
Yogurts/ Welsh cakes.  
Cheese & biscuits

Tea, coffee, milk drinks such as hot chocolate/Horlicks.  
*Additional drinks and light snacks are available at any time on request.*

## **Fire Safety**

Trecelyn Court 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 to 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**

Trecelyn Court operates a No Smoking on the premises Policy. For staff and Residents.

### **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 i 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. A policy on personal monies and possessions is in place.

### **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 collected and 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 daily.

### **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 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 services are 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**

Trecelyn Court employs an activities co-ordinator five days a week to encourage and support residents in various social activities, birthday parties and with individual hobbies. One to one activities are also provided for those who have limited or impaired communication skills. The activities' programme is posted daily on the notice board in the dining room and residents are also free to change or suggest a different activity as they wish.

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

A sample of the activities provided include:

- Movie afternoon
- Fun quizzes
- Crafts such as Card making. Cake making. Veg preparation.
- Reminiscing therapy
- Musical sing-alongs.
- Movement to music exercises/light chair exercises
- Play your cards right.
  
- Visiting entertainers/ singers

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 (except under current Covid 19 restrictions apply to all below)
- 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 Trecelyn Court. 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 twice a month.
- Manicures can be arranged on request and will be chargeable.
- A local optician visits annually, and on request.
- A physiotherapist or occupational therapist will be arranged through the resident's GP as required.
- An NHS 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.
- Residents on Respite or Short-Term Stay will be temporarily registered with the home's GP service.

### **Car Parking**

Parking is available in the car park of the home for visitors only. The use of CCTV cameras is restricted to external areas 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 a direct bus service passing the home at regular intervals during the day, this stops directly outside the home.

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 by the hour. The cost of a carer escort is £15 per hour.

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 an individual basis 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 doorbell 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 8.30 pm 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**

Well behaved pets are encouraged to visit residents at Trecelyn Court but due to the potential risk of trips, slips and falls visitors are politely asked to keep all visiting dogs on leads during the visit. Visitors must take responsibility for their pets whilst on the premises and any damage caused by them either to residents or company property.

### **Policy on Alcohol**

We request that alcohol consumption is kept to a minimum due to the following reasons:

- possible adverse affects on the health of the individual.
- 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.

- Appropriate storage
- Consideration given to any contraindications with individuals' medications. Advice will be taken from the GP for the resident's safety.

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

Once a decision is reached for a resident to come to Trecelyn Court, 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 staff.
- On advice via a Multi Disciplinary 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.

Should relatives or visitors to the home show any form of aggression or disruptive behaviour whilst on the premises, it may be necessary, if the problem persists, to arrange for the resident to vacate.

As with the funding local authority contract the residents room must be cleared of all possessions within 4 days of the death of the resident or termination of that contract.

### **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 detailed at the back of this brochure.

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

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

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.

### **Stay in Hospital**

In the event of a hospitalisation and the resident/representatives require the room to be kept unoccupied Trecelyn Court will charge full weekly fees for the first six weeks. For a stay longer than six weeks, the fee will be reduced to 80% of the weekly fees.

### **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 Trecelyn Court, 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. The Responsible Individual conducts quarterly, six monthly and annual reports about the service to provide governance and oversight of the service and the quality of care it provides. The homes undertake regular surveys to audit the quality of our service.

We have a comprehensive quality assurance programme and an accessible complaint procedure. Internal, monthly management audits, together with regular external audits carried out and 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 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 maybe 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.*

### **Useful Contacts:**

Care Inspectorate Wales (CIW)  
Rhydycar Business Park  
Merthyr Tydfil  
CA48 1UZ

Tel: 0300 7900 126

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

Caerphilly I.A.A Information Advice and Assistance Adult Services  
Unit 3 Foxes Lane  
Oakdale Business Park  
Blackwood  
NP12 4AB

Tel: 08011002500

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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