

Service User Information Guide

Trecelyn Court



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Welcome to TreCelyn Court Residential Home

Trecelyn court is a well-established care home which comprises of 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 comprises two separate, two-storey buildings.

The **Daffodil Building** 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. There is a lounge and dining room on each floor. It can accommodate male and female residents in single rooms with en-suite toilets and wash-hand basins. The building uses key-coded door entry and exits to all external areas. This helps to ensure residents' safety. Visitors are required to ring the front doorbell for access. Daffodil is currently unoccupied and is planned for refurbishment.

The **Poppy Building** can accommodate 31 residents. There are 11 single bedrooms on the ground floor and 15 single and 3 double rooms on the first floor which is accessible by passenger lift. There is a large lounge and dining room on the ground floor which can accommodate all residents in one sitting and an additional quiet lounge on the first floor. The building also uses key-coded door entry and exits to all external areas. This also helps to ensure residents' safety. Visitors are required to ring the front doorbell for access.

All lounges are fitted with large screen Televisions. There is wheelchair access to outside grounds including patio areas. TreCelyn has CCTV in operation in the grounds and in the corridor areas of the buildings. They are not used in any private areas of the home.

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. Each bedroom is individually decorated and adequately furnished to include a lockable bedside cabinet, a profiling

bed, recliner armchair and television. Rooms are cleaned daily and bed linen changed at least weekly and as necessary.

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

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.

The home can arrange Advocacy service, Newspapers & posting of mail. 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.

What does Trecelyn Court aim to do?

It is to enable its residents to continue living as independently as possible whilst receiving 24-hour care and support.

It aims to provide a high standard of care and accommodation. The home's mission is to provide a safe, relaxed and homely environment in which the Resident's well-being, comfort and contentment is our primary focus.

We value each individual who comes to live at TreCelyn Court. We welcome applications from people from all walks of life. You are assured that you will be treated with respect and dignity according to your individual needs and wishes.

Who Comes to Live at Trecelyn?

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 for people over the age of sixty who are diagnosed with varying degrees of dementia. Both building (when open) provide personal care and social care for people who may be living with age related illnesses with some degree of Dementia.

How do People apply?

Our Referral System

Residents requiring personal and social care may be directly referred to Trecelyn Court 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.

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

The prospective Resident is offered the opportunity to meet with staff and existing residents to gain a feel for the home, the resident 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.

A pre-admission assessment will be carried out by the manager and or Deputy to ensure the home has the resources to meet the person's needs. This will be done with you and/your representative or family member. This will involve a range of information gathering and assessments to produce a care plan tailored to meet your individual physical, psychological, spiritual, social, cultural, and emotional needs. You and/or your representative will be involved throughout this process and in ongoing care reviews thereafter. On completion of all necessary paperwork, and it is clear needs can be met the prospective resident may be accepted on

a four-week trial basis, during this period, either party may give notice of termination of contract.

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 prior admission and shows that personal care needs can be 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. Personal information such as GP, next of kin, medication, medical conditions and emergency contact numbers would be required. A care plan will be drawn up within 24hrs based on assessed needs and any risks identified and would be reviewed after 7 days.

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 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 care team 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 resident's room must be cleared of all possessions within 4 days of the death of the resident or termination of the contract.

How is Care Organised

There are four shifts (07.15 am-19.15pm, 07.15am-13.30pm) Day time.

(19.15pm – 07.15am)

Nights

The number of staff on duty varies during the day and night according to dependency levels.

What Qualifications do Staff have

The manager is Karen Thomas she took the role of manager in January 2021. She has been registered as a social care manager with Social Care Wales since 2020. She has 38 years' experience working in the Health and Social Care Sector in management and senior roles and worked as a qualified QCF assessor before coming to Trecelyn Court. The Deputy Manager has 6 years' experience and is about to qualify with her Level 4 management QCF. The home is fully committed to continuous personal development and staff learning and progression. The staff have or are working towards their QCF qualifications and are registered with Social Care Wales, most have achieved their qualification. Various external and

internal training courses are arranged for the staff to attend to improve their skills and knowledge regarding del care delivery.

How the Care is Provided

The agreed plan of care provides the basis on which Trecelyn Court delivers your care. It will include preferences in respect of your health and well-being needs in a whole life way, what makes you happy achieve outcomes you want. The care plan is owned by the individual and shared with others with consent, and you will be consulted at each stage.

Medical care is provided by the local GP, of your choice, there is a GP surgery near to the home, who visit/contact the home weekly.

Trecelyn Court has a full time Activities Coordinator who offers a wide variety of organised group and one to one meaningful activities tailored to you needs.

Chiropodist, hairdresser, manicures, opticians, physiotherapist, Occupational therapist, dentist. Some of these services are charged for separately.

Smoking

Smoking is not allowed anywhere on or within the premises.

Alcohol

We request that alcohol consumption is kept to a minimum. Alcohol brought into the home must be reported to the manager or person in charge at the time.

Pets

Well behaved pets are welcome at Trecelyn Court. They must always remain on a leash. The resident and/or visitor must take full responsibility for their pets whilst on the 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. Residents and visitors are respectfully reminded that we cannot take responsibility for any loss or damage sustained to property brought into the home, without prior discussion with the manager.

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. 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.

An ambulance can be arranged 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.

Visiting

Visitors are welcome and should sign the 'Visitors Book' on arrival, and when leaving. 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 privacy reasons visitors are requested to vacate the premises by 8.30pm unless special arrangements have been made with the manager or person in charge at the time.

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 can, 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.

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.

Meal Times

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

Breakfast	7.30am – 10.00am
Morning Coffee & biscuits	11.00am
Lunch	12:30pm - 1:30pm
Afternoon Tea, cake & biscuits	3.00pm
Tea	4.00pm
Evening Drinks & Snacks	8.00pm and, upon request

Special medical or cultural diets are catered for along with personal preferences and choices.

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 General Data Protection Regulations 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 relevant persons directly involved in their care.

How Do We Assure Quality? User Surveys' and Views of the Home.

We are committed to maintaining and improving the quality of our service. We have a comprehensive Policies and Procedures Policy manual, which is constantly under review and revision. All significant policies are contained here including our complaints procedure.

An important part of our approach is to obtain the views of our residents, relatives, and their representatives. We do this by regular reviews with individual residents and on more general matters through separate meetings with residents and relatives. An annual survey is also sent to residents and or their relatives to obtain your views on how the care is being given.

COMPLAINTS PROCEDURE – IMPORTANT INFORMATION ABOUT HOW TO MAKE A COMPLAINT.

The Director Mr Mazhar Ali, the manager and all the staff of the home endeavour to provide a happy warm, and safe environment for all the residents, their relatives and friends.

However, in the event of something going wrong, we will investigate the problem thoroughly and as soon as possible and deliver an outcome in a timely manner.

In the event of a resident, relative or friend wishing to make a complaint, the following procedure should be followed: -

1. Speak to the person in charge of the shift who will report the matter to the manager, who will action the investigation.
2. Verbal complaints are responded to on an individual basis.

Written complaints will be responded to by an acknowledgement letter within seven days. The home will then investigate the complaint and send a letter to the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days, the complainant will be informed.

If the complainant is not satisfied, he or she should make an appointment with the Proprietor to discuss the matter further.

If the complaint is still not satisfied, he or she can write to

Care Inspectorate Wales

Government Office

Rhydycar Business Park

Merthyr Tydfil

CF48 1UZ

Tel 0300 790 0126

FEES

COUNCIL FUNDED:

RESIDENTIAL:	£ 798.90 + £75 top up payment uplift
EMI RESIDENTIAL:	£ 878.82 + £75 top up payment uplift
RESPIRE:	As above.

PRIVATELY FUNDED:

RESIDENTIAL:	£1,233.20
EMI RESIDENTIAL	£1,356.43

ALL ROOMS HAVE:

En-suite
Profiling Beds
Bed Rails
Freeview Television and free Wi Fi.

Stay in Hospital

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

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

Revised April 2024.