

Woodheath Care Home

Service Users' Guide

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Reviewed independently by carehome.co.uk as one of the top Care Home's within the Wirral.

"My Aunt has been resident at Apples House for 2 years now. She has dementia and has been well cared for and loved by the wonderful staff. She is always clean, well-fed and has her hair done weekly. There is always daily entertainment. I am made welcome on my weekly visits and always kept up to date with her health and well-being. The staff do a very good job under very trying circumstances."

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Dear Resident

A very warm welcome to Woodheath Care Home.

Over the following pages, you will find information about the home and facilities and services provided at Woodheath.

This should be used as a quick reference guide. The staff will inform you in greater detail during your admission process.

I hope that you will enjoy your stay with us and I assure you of our closest attention at all times.

Kind regards

Clare Nolan

Home Manager

Woodheath

Woodheath is situated in Upton village on the Wirral with easy access via the M53 motorway to Liverpool and North Wales.

Woodheath has two units – Cherry House is a 41 bedded Nursing and Residential unit and Apple House is our new 19 bedded purpose-built residential Dementia unit.

Woodheath enjoys a pleasant location in the heart of Upton village with easy access to local shops, library and churches. Situated on the Wirral peninsula our residents can enjoy visits to local beauty spots such as Parkgate and West Kirby Marina. The home benefits from landscaped gardens and many rooms enjoy private access onto the gardens. With lounges opening onto the garden our residents can enjoy the garden all year round either from the privacy of their own bedroom, the communal lounges or from sitting out on the sun terraces.

The building has been carefully and thoughtfully designed to provide first class accommodation and facilities. The team at Woodheath aim to provide a warm and friendly environment and atmosphere for each and every resident.

Management Team

Woodheath was acquired by Princedale Care in February 2020.

Directors of Princedale Care include Ellie, Roger and Sheila Hill. They have a wealth of knowledge and experience and take a keen interest in the day to day operations of the home.

Clare Nolan is our Home Manager, taking up this position in July 2021. Prior to this, Clare was our Unit Manager of Apple House for 6 years. She has worked for Woodheath for 10 years working her way up from Care Assistant to her appointment of Home Manager. She is ultimately responsible for the effective, professional running of Woodheath and will always be available to discuss any aspect of the care provided.

Clare is supported by our Deputy Manager/Clinical Lead, Deborah Manning. Debbie, a Registered Nurse joined Woodheath in August 2020. Debbie became a Registered Nurse in 2014 and since then has held various managerial positions within Care Homes in the Wirral. Debbie leads the nurses and care assistants to ensure that the very high standards of excellent care are maintained.

Anthony Smith, is our Unit Manager of Apple House. Prior to his position as Unit Manager, he was our Team Leader in Cherry House. Anthony has extensive experience working with adults with complex

care needs. Anthony is working towards his Level 5 in Management and is very excited about ensuring that the highest standard of care is provided to our residents at Apple House.

The Staff Team

The staff in the home have experience and training in the care of older people and other areas such as Dementia, First Aid, Fire Safety, Food Hygiene, Infection Control and Safe Moving and Handling. The staff range from nursing and care staff responsible for the delivery of individualised care given to residents, to the support staff responsible for administration, catering, laundry, domestic and maintenance services.

Aims and Objectives

Our aims and objectives are, quite simply, to provide the highest possible quality of professional care in a warm and friendly environment with a home from home feel.

Woodheath aims to provide high quality residential, nursing and dementia care. We aim to provide a secure and happy home whilst maintaining a relaxed and comfortable environment assisting residents to remain as independent as possible. This will be achieved through appropriate involvement and encouragement from staff, always recognising that an individual's dignity, privacy and choice are paramount.

Following assessment, the home will provide facilities and aids in accordance with your individual needs to enable you to achieve your potential with regard to independence. In this way, staff will strive to help you achieve your maximum development within your capabilities.

You will be encouraged to be involved in decision making within the home. This will be achieved by holding regular resident meetings and via personal consultation.

The staff will involve you and your family when planning your care. Regular reviews will be held regarding your progress and ongoing care needs.

The staff will encourage you to pursue any interests you previously enjoyed as far as practically possible. In accordance with your wishes, we will invite services, guests and entertainment into the home to enhance your quality of life.

The staff will promote the belief that your lifestyle and preferred activities are as valuable and valid as those of the rest of the population.

The staff will aim to provide social contact with other members of the local community whenever possible.

The management will ensure that staffing levels and appropriate training of staff are commensurate with individual needs and the aims of the home.

Philosophy of Care

Woodheath is a sixty one bedded home, providing twenty-four hour residential, nursing and dementia care, led by a team of competent qualified staff. We aim to provide you with a homely, happy, friendly atmosphere, whilst administering the highest standard of care.

Service Users' and Service Users' rights come first. Woodheath provides a range of services which promote enjoyment, independence, respect, dignity, equality, opportunity and choice to our residents, delivered by well trained staff who are polite and courteous at all times and who are committed to a training programme of continuous improvement.

All prospective Service Users to Woodheath should have the opportunity to choose a home which suits their needs, abilities, and

aspirations, and which can look after them properly. The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each Service User. We draw on expert professional guidelines for the services the home provides.

In pursuit of the best possible care we will do the following:

- Produce for each Service User, regularly update, and thoroughly implement an individual Service User plan of care, based on an initial and then continuing assessment.
- Seek to meet, or arrange for appropriate professionals to meet the health care needs of each Service User and maintain rigorous procedures for the administration of Service Users' medicines.
- Take steps to safeguard Service Users' privacy and dignity in all aspects of the delivery of health and personal care.
- Enable Service Users as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- Assist Service Users to manage their own time, and not be dictated to, by set communal timetables and thereby retaining maximum flexibility in the routines of the daily life of the home.

- Promote independence by allowing independent action wherever it is appropriate and does not contradict or negatively impact the high quality care we aim to deliver and provide, as tactfully as possible, assistance only when it is needed.
- Assist Service Users to look after themselves, (where it is safe to do so) and help Service Users take reasonable and fully thought-out risks.
- Promote possibilities for Service Users to establish and retain contacts and friendships beyond the home.
- Assist Service Users to have access to, and contribute to, the records of their own care.
- Confidentiality will be maintained at all times.
- Treat with special care Service Users who are dying, and sensitively assist them and their relatives at the time of death.

Premises

Our aim is to create a home-from-home in a safe and secure environment. The home provides a total of sixty two bedrooms, many with en-suite facilities. We have two units. Cherry House has 42 bedrooms and accommodation is on three floors served by a passenger lift, ground floor access to which is situated at the front of the building. This unit is for clients with residential and nursing

needs. Our second unit is Apple House which has 19 bedrooms, all en-suite and provides residential Dementia care. Accommodation is on two floors.

In both units each room is fully furnished and attractively decorated, although we encourage you to personalise your room with your own special things. Each bedroom is equipped with a staff assistance call bell so that you can alert a member of staff in privacy, should the need arise.

Grounds

Woodheath stands in beautiful, well tended landscaped gardens comprising lawns and terraces specifically designed to maximise your enjoyment in fine weather. Level access enables you to enjoy the house and grounds. You will be fully encouraged to make use of the gardens and refreshments can be taken in the gardens for you and your relatives and friends when weather permits.

Woodheath organises many functions for your enjoyment to include cream teas, barbeques, summer garden parties and firework displays.

Bedrooms

Every room is provided with a bed, wardrobe, chest of drawers and lockable bedside cabinet and comfortable armchair. You are most welcome to bring in pieces of furniture and personal effects.

Visitors

You are able to receive visitors at any time of the day, no prior arrangement is necessary. When visiting after dark, for security reasons, we would ask that a courtesy call be made to the home so that staff are made aware of the visit. Visitors are most welcome to join you for drinks and meals at any time, simply let a member of staff know when they will be coming.

A visitors' book is located at reception. We would ask all visitors to sign in and out so that we have a record of their presence in the home. This is also necessary for security and safety reasons and to comply with the Care Homes Regulations 2001.

Social Activities

We promote the continuation of friendships and interests when you come to live at Woodheath and we will do everything possible to facilitate this.

You are of course free to come and go as you please but we would appreciate it if you would inform a member of staff before leaving for safety reasons. If you do not return when expected, perhaps because of illness or accident, we will take appropriate action to help you.

Outings are arranged regularly to various locations such as the local shops, pubs, churches, clubs and day centres. Depending on the season, we organise outings to Parkgate, West Kirby Marina and even Blackpool Illuminations as well as local garden centres for afternoon tea.

Activities take place on a regular basis and you are welcome to join in as many or as few as you choose, examples of which include crosswords, quizzes, singers, shows and varying musical entertainment.

If there is nothing that appeals to you, suggestions for new activities are always welcome. You will have a weekly activity calendar delivered to your room in advance so you have the option to plan

ahead. You are more than welcome to invite friends and family to join in with the activities.

Meals

Meals at Woodheath are cooked for you by our in-house chefs to a very high standard. The varied menus have been designed with residents' preferences in mind to provide appealing and nutritious meals. Menus are displayed around the home and you will receive your own personal copy each week to keep in your room. Our kitchen staff will ask you daily with regard to your personal choice. We also cater for special diets to include – medical, cultural, or religious needs.

We offer early morning drinks; breakfast – you can enjoy foods from cereal to a full English breakfast; morning tea/coffee and biscuits; lunch – you have a choice of two main dishes served with fresh seasonal vegetables accompanied by a glass of sherry; afternoon tea with fresh cakes; supper – the lighter option of the day, again with a choice and an evening drink, are served daily for your enjoyment.

Of course, drinks and snacks are available at anytime of the day and night – please ask a member of staff if you require anything.

Meals are taken in the dining rooms but can be served in your room on tray service if you wish.

Laundry

Laundry is done on the premises by our dedicated team of domestic staff led by our housekeeper. Please make sure that all your personal garments are labelled as we are unable to take responsibility for lost items. Towels and bed linen are provided by the home. Dry cleaning is available at an additional charge.

Maintenance

We have a full time maintenance man who will be more than happy to assist you in hanging your pictures and changing light bulbs and so on. Please let a member of staff known if you require maintenance assistance.

Hairdressing

We have our own hairdresser who visits the home weekly. If you prefer to use your own hairdresser, there is no objection to him/her

visiting you to undertake this service or we can arrange transport if you prefer to visit their salon.

Library

A library service is available at the home, with large print books, talking books, music tapes and DVDs to suit all tastes. We are also conveniently situated opposite Upton library if you wish to visit.

Religious worship

Woodheath will support your right to practise the religion of your choice. Your particular religious minister can be asked to attend the home at any time that you request. We offer services in-house and if required, arrangements can be made to visit the local church.

Health Care

Qualified nursing staff are on duty 24 hours a day . You will have a key worker to co-ordinate your care and to provide a personal touch. You will be introduced to you key workers shortly after you arrive and together we will devise a plan of care specifically designed to meet your individual needs.

End of Life Care

There may come a time when your loved one is approaching end of life. To assist in supporting you and your loved one in this difficult time we at Woodheath are an accredited 6 Steps to Success end of life Care Home. At this time the nursing staff will discuss with you any arrangements that you have or may want in place.

If required we can support you in accommodating a family member to stay with your loved one at the home.

Your loved ones privacy, dignity and respect will be valued at all times with the facilities to ensure they remain free of pain and comfortable with as little distress as possible in collaboration with other health professionals.

Doctor

We retain the services of a variety of local GP surgeries – Upton Group practice is next door. GP's are also on call if we should need their assistance. Dependent on local circumstance, it may be possible for you to retain your existing GP; if this is not possible, the staff will assist you in registering with one of our local practices.

Chiropody

A chiropodist visits the home monthly. Please inform a member of staff if you wish to be seen. The cost of this will be charged to you directly.

Physiotherapy

Physiotherapy can be arranged via the nursing staff and general practitioner.

Dentist and Optical Services

If you are unable to visit these practitioners, arrangements can be made for them to visit you within the home.

Newspapers

Please inform the staff if you would like a daily or weekly newspaper and/or magazine and we will order it for you. The cost of these will be charged to you directly.

Telephone calls

It is important to keep in touch with relatives and friends. If you need to make a call, there are telephones available for you to use. Staff will be available to assist you with this.

It may also be possible for you to arrange with the telephone company to have your own personal telephone installed in your room. You would of course have to pay for this yourself.

Residents' views of Woodheath

The views of residents, their relatives and representatives are very important to us as their feedback helps us to ensure we match our service delivery to our customers' expectations. The home manager is available if you have any specific issues. Alternatively, you can make your views known to staff on an individual basis, or you will be asked to complete a quality assurance questionnaire. You will also be asked if you would like to attend residents' forum meetings.

Complaints

You and your relatives or representatives must feel free to complain or express concerns about any issues relating to the running that are not to your liking. Complaints should normally be made to the Home Manager. If they cannot resolve the complaint then the Director will deal with the matter personally.

A copy of the full complaints procedure is attached.

Inspections

The home is registered with the Care Quality Commission (CQC). CQC are a governing body who ensure Care Homes are meeting and exceeding a number of regulations and standards. The home can be inspected at any time and the inspectors will be interested in hearing your views about Woodheath. A copy of our recent inspection

report is available from the nursing office for your perusal and you can also access it online from the CQC website or our own website:

www.woodheathcarehome

Terms and Conditions of Residence

You will be asked to sign a contract setting out the terms and conditions applicable to your stay at Woodheath. A copy of this will be provided for you to retain for your records.