



Oakwood Rest Home Resident Guide

INCLUDING OUR STATEMENT OF PURPOSE

ASHLEY JAMES
UNITYONE LIMITED

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Welcome to Oakwood Rest Home

Oakwood Rest Home (formerly known as Elizabeth Lawrence Rest Home) is a well-established care home, with over 20 years' experience of providing care and support for older people including living with Dementia.

Coming to live at Oakwood we are inviting you to kindly become part of our family; a home from home where our residents can feel safe, respected, and involved in their care and decisions about their lives.

We are committed to supporting each new member of our family to settle in and live positive and fulfilled lives. We provide residential care services for people who are unable to live independently and support our resident to lead the fullest possible life within the community. We make a promise to you that on every day of your stay with us we will work hard to provide a safe, comfortable, fun, stimulating and friendly place that we hope you will make and consider your home.

Oakwood Rest Home is proud of the experience, skills, values and qualifications of our care staff and team that provide support to those who choose to reside with us. We care about our team as part of our family and are always continuously investing in their development and learning. Each team member is encouraged and guided to provide exceptional levels of care and service to all our residents. Staff range from the catering, laundry, housekeeping services and maintenance of the home to the care staff that is responsible for the delivery of the individual care given to you.

Oakwood Rest Home is a well-established Care Home, first established in 1983 by the original owners who subsequently, over several years, developed and extended the property to increase the numbers to the present occupancy requirements. We are justifiably proud of our growing and enviable reputation for providing a homely atmosphere where you can enjoy your life in the safe knowledge that the care and support you receive is to the highest standard.

Our manager, Ashley James, alongside his team of dedicated carers and support staff; want you to have as much information as possible about the home to help you make a real choice regarding your present and future needs. To assist you we have produced this guide, which we hope is comprehensive, detailed, and easy to follow. If you have any questions, please do not hesitate to contact us.

The home is an Edwardian House over three floors with a large mature garden to the rear. We support and care for up to 30 individuals. All our bedrooms are ensuite. Included in our facilities are a conservatory, spacious and open plan communal areas including a large lounge and dining room. The home benefits from separate laundry, kitchen, hairdressers/treatment room, reception, medication room, training room/meeting room and car parking areas.

Meet our manager.

Ashley joined the company in May 2023 and is a highly experienced social care professional. Ashley has experience working in health care for over 15 years, initially starting as a care assistant, working up to managing care homes, including domiciliary care services. Ashley's passion is to create a home from home for all his residents, within a warm and friendly environment

Our statement of purpose

It is the aim of Oakwood Rest home to provide quality care for residents, all of whom are older people, and people with dementia of either sex over the age of 65, in a safe, homely, and stimulating environment that considers each resident's individual ability, wishes and life experience. It also encourages each resident to be as independent and as active wherever possible whilst respecting their privacy and dignity. We do not provide nursing care, but have a skilled, caring, and compassionate team in place and work closely with the District Nurses.

Oakwood Rest Home aims to provide a stimulating environment, giving care and nurture appropriate to maintaining and promoting the resident's emotional and physical well-being, and their independence. Each person is respected and encouraged to do the things they used to do. The care and support we deliver is tailored to deal with each person as an individual, catering for individual needs and living your life the way you wish to wherever possible.

This aim is promoted by individual assessments, care plans, a proactive key worker system, regular staff meetings, staff training, and activities according to individual desires and capabilities.

Relatives are an important part of our work at Oakwood Rest Home. They are welcomed into the home at any time. Time is given to listen to them, and we try to encourage them to feel part of the caring team.

We aim to provide a “Home for Life”. When the time comes, every effort is made to ensure that a peaceful and dignified end to life is achieved, and individuals can make the choice to be at Oakwood surrounded by our caring team and their loved ones.

Oakwood is owned and run by an organisation called Unity One Limited. It’s registered provider ID with the care quality commission is 1-1016008841.

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Our aims and objectives

Oakwood is a family and we have worked hard to develop a community that looks after and supports each other. We will always do our best to support and enable our residents to be able to:

- Come and go as they wish, depending upon their ability and capacity, and to be as personally independent as possible both in this respect and in caring for themselves. Focusing on what the person can do and not on what they cannot do.
- To choose whether to join in activities, interests, and hobbies.
- To select their own menu and where they partake of their meals. Ensuring that those residents that cannot easily verbalise choices are aided by being shown choices and guided in their decisions.
- To decide upon their own timetable, wherever possible.
- To be treated as individuals regardless of their age or disability and to be treated with dignity and respect by all who meet them.
- To have individual involvement with their daily living arrangements.

- To have privacy for both themselves and their personal belongings.
- To have their cultural, religious, sexual, emotional needs respected and accepted.
- To have access to all the facilities and amenities either in the home or the surrounding community.
- To have social contact with people within the community either in or out of the home depending upon their wishes.
- To make any complaints to the owner/manager or other authorities when appropriate. We always openly welcome feedback as to how we can develop and improve the service we offer with an open and reflective mindset.
- To have regular discussions to determine whether all their needs are consistently being met and for these meetings to be open and frank on both sides.
- To have access to the records we retain in the home, in line with GDPR.
- To be able to take acceptable risks to enable them to live as normal a life as is possible. Endeavouring to achieve a reasonable balance between independence and risk-taking.

By doing this we aim to ensure that....

We succeed only by ensuring a person-centred approach to care is maintained

We develop innovation in dementia care and aim for excellence

We celebrate success through our teamwork.

We respect people as individuals and strive to continually improve their quality of life.

We will always ensure individuals are safe and have access to activities that can help them achieve independence

Our statement of intent:

O – Organised so that we can deliver

A – Adaptable to Change

K - Kind, so you know we care

W – Welcoming to Visitors

O – Observant so that people's needs are always met

O – Objective so that changes in need are addressed

D – Dedicated



The structure of our organisation

Responsible Individual/Director



Registered Manager



Deputy Manager



Team Leaders



Carers Night Carers Catering Housekeeping Maintenance

The home is also supported by a visiting consultant who is vastly experienced in the care profession, who assists the home and advises us in all we do.

The roles of our team

As can be seen, the home has a simple management structure designed to ensure that the Directors can fully support staff at the home. The home's staff is selected for their qualities of reliability, integrity, values, experience, skill, friendliness, and professionalism. They are carefully screened, and references are always checked thoroughly. All staff have been put forward for DBS checks prior to employment.

Each new staff work at least three shifts on a supernumerary basis during their induction period to allow them time to learn and get to know our residents and their needs. All staff are trained in-house by experienced and qualified Team Leaders. A personnel file is opened for each new member of staff, when they first start work, to enable them to follow their personal training development. They are always followed throughout their induction process by a mentor who is usually a Team Leader within the home.

During induction, the new staff will gain a sound knowledge of the home's most important policies and how to provide quality care to our residents. As a company, we strongly believe in having a highly motivated and well-trained team of staff to deliver high quality care. To this end, we insist that all staff training needs and requirements are regularly assessed, and that we deliver the appropriate training and guidance in line with current legislation and our company policy.

- ✓ Care staff hold an NVQ 2 or are currently working towards gaining an NVQ2/3.
- ✓ Our Team Leaders are working towards NVQ level 5 in management.
- ✓ Our Deputy Manager has attained her NVQ level 5 in management.
- ✓ Our team undertake the care certificate – a nationally recognised qualification that supports our new team members to develop their practice and skills. All new members of staff must train to achieve this important qualification.
- ✓ The company will regularly assess staff for any further training needs they may have through staff supervisions and yearly staff appraisals.

During the day, there is a Team Leader on shift (trained in first aid and medication) and the appropriate level of care staff. Ashley the Manager is on duty 5 days per week. When the manager is absent, our Deputy Manager Amanda is also available, who again is vastly experienced in her role and an asset to the home.

The care, service and support we provide

Oakwood rest Home is a registered service that provides support to individuals living with dementia and over the age of 65 years old.

Admission to the home

At Oakwood Rest Home, we recognise that the decision to come and live in a care home is both a difficult one and a times potentially distressing. Giving up your own home and leaving behind all those memories can be upsetting and we make it our focus to ensure that coming to stay with us is as effortless and uneventful as possible and give you peace of mind. Our friendly and caring team will be here to meet you when you arrive. You and your family will be able to bring in as many of your personal possessions as possible to make your room look homely and surround you by the things you treasure and love.

At the time where it is possible that you may be coming to stay with us, we will complete what we call a **'pre-admission assessment.'** We will come and meet with you and perhaps your family, carers, as well as any representatives that you may have such as a solicitor or somebody who holds a Power of Attorney prior to your admission. With your permission, we will also contact professionals such as your GP, district nurses, social workers, and physiotherapists for example at this point as well.

We will ask you quite a detailed set of questions about your needs, how we will need to assist you and support you, your medical history, your history and family and support network. We hope you do not find this too intrusive, but if we are able to provide quality care and support for you, it is so very important that we know as much as possible to be able to do this

as soon as you arrive to come and stay with us. We take the responsibility of caring for and supporting you extremely seriously and therefore do not admit anybody into the home unless we are a hundred percent confident that we can meet your needs and do a good job for you.

Your care plan.

It is very important that we put down into a plan how we are going to meet your needs, deliver your care and support and ensure your wishes and those of your family and representatives are adhered to throughout your stay with us. To do this, we write alongside you and your family what we call a 'care plan'.

A care plan will include written instructions for our care team, and all will include the following areas of your life:

- We will record the visits you have from a doctor or any other visiting professional.
- We make a list of all the possessions you bring to the home with you
- How you **communicate**
- Your **mobility, dexterity** and if you have a **history of falling over**
- Any assistance we need to give you with **eating, drinking and nutritional intake.**
- Any support we may need to give you with **continence.**
- Any help you may need with your **personal care and washing or dressing** for example.
- Your **emotional well-being and what is important to you.**
- If we need to assist you with your **skin integrity**
- What can we organise in terms of **activities** for you to enjoy and your **hobbies and interests?**
- Assistance you may need with **resting, sleeping and at night.**
- Your **medication** and assisting you with this if needed.
- Any **medical conditions that you live with** and how we can support with this.
- How could we support you at the **end of your life** and ensure that all your wishes are fulfilled, and all our team are aware

Also, included within your care plan will be **risk assessments** about how we can safely support you to keep your independence and meet your needs. We will also need to assess your capacity and understand how we may need to support you and your family within day-to-day decisions as we get to know you.

Each month we will review this care plan with you and annually we will invite you and your family to a formal care plan review, or **when your needs change** to ensure that all our team have up to date information to care for and support you to a high standard.

Emergency admission

We recognise that at times things can become quite difficult quickly and there may be a period in your life when you need help and somebody to respond immediately.

Our Manager, Deputy Manager and Team Leaders are on call for the home twenty-four hours a day and will be able to respond if these circumstances arise for you. If we have a vacant bed, we will do our utmost to respond quickly, undertake a 'pre-admission assessment' promptly and reduce any worry and support with your difficult circumstances as swiftly as possible. If we are confident, we can meet your needs and then we will be able to admit you very quickly. We hope this helps and will provide you with reassurance that there is somebody out there to support at times of crisis or difficulty.

Supporting you with your general health

We view our role as supporting you with **all** aspects of your life and none more so and important than supporting you with your general health. Our care team are trained in skills such as first aid, supporting individuals with medical conditions such as diabetes and understand how important it is to support and keep you as fit and well as possible. We do not provide nursing care or have any qualified nurses within our team.



Support from a general practitioner and other skilled professionals

We have access and support from a variety of visiting professionals such as GP's, occupational therapists and physiotherapists, mental health practitioners and other professions to ensure that you have all the skill and expertise available from the community teams in assisting us to care and support you to a high standard. The home also has support from visiting chiropodist, opticians, and dental service. The staff team are here to assist you in making appointments to hospital for example, organising transport if needed and to help in any way we can by making a phone call for example. Please just ask, nothing will be too much trouble.

Keyworker

Each resident who comes to live at Oakwood is allocated a keyworker and a named Team Leader. This is an individual member of our team allocated to support you and your family in reviewing your care plan, your daily living tasks, listening to worries and concerns, supporting you to keep your room as you wish to have it and every year they conduct a formal review asking how we are doing and if there is anything we can change or do better, as well as always meeting your needs.

Transport

The home does not have its own transport. In the event of external appointments or outings, you will need to be transported by family members, social worker, or any other authorised modes of transports such as ambulance for example. If the home has arranged for paid transport - you, your family or representative will be informed of the cost in advance and if agreed you will be charged for this expense. We also reserve the right to charge for the cost of a member of the care team to support you to attend appointments at hospital for example. Further details of this can be found in our residents' contract.

Our nurse call system

The home is equipped with a nurse call system in each room and some communal areas such as the lounge and dining room. This is a system that allows a resident to call for assistance wherever they are in the building. Our team is then able to identify where they need to go through panels in the building and who is requiring assistance. The team will then endeavour to answer this call as soon as possible and help in any way we can. If for some reason, you are unable to use this call bell

system, then are team will be aware of this and will check on you regularly wherever you are in the home and ensure you are happy, content and do not need anything or assistance. Our staff team is in the home twenty-four hours a day and there is always someone on hand to help with anything.

Dining, meals, and snacks

We will offer you a range of meals to ensure you have a healthy and balanced diet, at least one of which is always a cooked meal each day. We are extremely proud of our home cooking and all our residents tell us how nice the food is. We take great steps to find out what your favourite dishes and foods are, so that we can then include this on our menus as we review them each season. Snacks are available whenever you wish, please just ask one of our team members and they will get you what you need. We do not always keep all foods or ingredients in stock but are always happy to receive requests and will assist in any way we can. We cater for individuals who have specialist diets such as diabetics or people who have difficulty in swallowing. If you have any cultural or spiritual requirements in respect to your diet, please kindly let us know and we will endeavour to cater for your wishes. Oakwood does not provide sweets and special foods as snacks which residents may wish for themselves as a treat from time to time but staff are happy to obtain these on resident's behalf if family are not available to assist.

Your visitors are always welcome tea and coffee when they visit you.

We do reserve the right to refuse food to be reheated for the safety of our residents. This will be decided at the time according to the dish and the cooking required.

Meals in the home are served at the following times: (these are for guidance only and we will always try to accommodate times which our residents prefer)

- **Breakfast is served from 730am onwards.**
- **Lunch is served from 12pm onwards**

- Tea is served from 4.30pm onwards.
- Supper is served as required due to residents needs/wishes.

We do not expect you to fit in with us, you are free to eat your meals at any reasonable time and at your leisure. Please kindly let us know if these mealtimes do not suit you and we will endeavour to accommodate your wishes. Our mealtimes are very busy so, we will request that if you visit in mealtimes you would kindly wait until the full meal service has been completed before asking a member of staff to let you out of the building. We appreciate our families and visitors support with this.

Our laundry services

Our dedicated laundry team are here to help. Team members will take your clothes with your consent to be washed and then they will be returned to your room ironed and laundered to a high standard. If, for any reason your clothes are damaged, shrunk or an issue occurs, we will of course, subject to consideration, replace the damaged item at our expense. We ask that kindly all clothes that come into the home are clearly named and labelled prior to your admission. You may need to ask a family member or friend to do this.

Your personal possessions and effects

We welcome our residents bringing in their own personal possessions and effects and recognise that this supports with helping you to settle in and making your room feel homely and welcoming. Your room and your possessions are respected by all our team and your possessions will always be safe. At the discretion of the management team and subject to inspection to ascertain safety and fitness for purpose, a resident may bring in small items of furniture and electrical equipment. We ask that this is kindly kept to a minimum to ensure there is enough space within your room to meet your needs and safely

support you please. Transportation to the home, insurance and eventual removal of the items remain the responsibility of the resident, their family members, or representatives with a Power of Attorney in place after your stay is finished with us.

Consideration will be given to a request for an individual to bring in a pet when they come to stay with us at the home. This may be declined if we feel that supporting any pet provides risk to others or prevents us from meeting your needs or takes time of the team away from their duty of care to our residents which remains our utmost priority, but we do recognise the important part pets play in people's lives.

Hairdressing, chiropody, and other services

The following services are provided on the premises by our visiting professionals are not included in the weekly fees and will kindly have to be paid for separately; these include chiropody, hairdressing, opticians, and dentists. At times, we also ask our residents to contribute to the cost of some entertainment or events, this is subject to wish to attend and agreement with yourself or your representative. Should you wish us to organise other services such as having a daily newspaper delivered you will have to kindly meet this cost.

Toiletries

We ask that our residents supply and meet the cost of their own toiletries. This can either be done by support from your family members or representatives or we can do this, as we often do on your behalf. Please kindly let us know how you wish us to manage this.

Looking after your valuables

Whilst we encourage residents to bring in possessions and valuables to the home that mean a great deal to them, we would ask that we enter discussion with both you or your representative when it comes to items of significant value so that we can assess any risk and ensure these items are kept safe. The home also has a safe in the office where important items can be kept safe and retained. Basic insurance cover is provided by the home, but should you wish to have additional cover for

items such as jewellery, glasses, hearing aids etc., this would have to be arranged and the expense met by you or your family or representative. We do not actively encourage any resident to keep large sums of money on the premises and cannot accept responsibility should you choose to do so, but we do recognise how important it is to keep control over as many matters as possible and your independence, so please kindly discuss this with the Home Manager prior to admission.

Residents personal allowance

Often when individuals come to stay with us at Oakwood Rest Home, they no longer have the capacity to manage their own finances or have at some point entrusted family members or friends to support them with this within the legal framework of a financial Power of Attorney. At Oakwood, we do support some of our residents with their personal allowance and liaise with families to manage this as their allocated representatives. Personal allowances can be kept securely in the safe in the office and are managed by the Registered Manager and the Deputy Manager **only**. In supporting residents to access and use the personal allowance on a day-to-day basis and use this money to pay for activities, toiletries, chiropody services as a couple of examples, we aim to aid you to be as independent as possible and have access to these funds whenever you wish.

Insurance

Details of the insurance held by the provider and the home can be requested from the home manager at any time. The home is fully insured, the policy is displayed in the foyer of the home.

Our contract of residence

Any resident self-funded and supported by the local authority – the resident will receive a contract that is between the provider and the funding authority. The document is entitled ‘Resident Service Agreement’. **The main areas this will address, and detail are as follows:**

- Contract statement
- Trial period
- Permanent residence
- Termination of contract

- Absences from the home
- Conditions and expectations of behaviour
- Personal possessions
- Fees
- Your room
- Periods of notice

Activities, hobbies, and interests

It is our aim to provide you with place to live that has a variety of fun and interesting things to do that will allow you to continue to pursue your own hobbies and interest, as well as try new things. We set a weekly programme of activities, and this is advertised within the home. In addition, we also regularly organise events and entertainers to come into the home for you to enjoy which many of our residents have thoroughly enjoyed in recent months.

Visiting

We would always want any resident to consider Oakwood as their home and we run the service in a manner that both encourages and respects this. As your home, you are welcome to invite visitors and guests to come and see you at **any** time. There are no set visiting times in place. We would however, kindly request that, if possible, visitors avoid mealtimes, unless they are having a meal with a resident, as several of our residents require a great deal of support and assistance with their meals and we wish to ensure their dignity and privacy is respected and protected at this time of the day. Many of our residents also like to have a quiet and settled evening and we would please ask that visitors do not visit late at night unless for a specific and important reason and kindly agree with a member of the management team.

Recording equipment and mobile phones

Whilst we would actively encourage residents to have as many things in place to keep in touch with loved ones such as a mobile phone and we would always support with using these in any way we can. We must inform you that it is detailed within our policies and procedures to protect and safeguard our residents that the use of camera phones to take

photographs without consent or the use of recording devices without consent is not permitted in the home by residents, family members, visitors, and the staff team at any point. We ask that you kindly comply with this to respect our resident's privacy and dignity.

Smoking

Smoking is not permitted in any area of Oakwood Rest Home.

In addition to this, the use of vaping devices is also not permitted in the building. Vaping devices are not to be charged in the home as these are a fire risk. **We ask that you kindly comply with these requests, as we take the responsibility of keeping our residents safe so very seriously and smoking in the building greatly increases the risk of fire, therefore is not permitted, and adversely affects the wellbeing of our other residents through second hand smoke inhalation.**

Bringing in electrical equipment

Residents can bring their own televisions or electrical equipment into the home when admitted for using in their own room. Our policy asks that you kindly allow us to check and ensure that these devices are safe through what is called 'Portable Appliance testing' PAT testing and inspection from our maintenance man. All our bedrooms have an aerial point. Some of our rooms also have a phone point, where a resident can set up a landline and use of a phone. You or your family would be responsible for setting this up, meeting the cost and managing the account with the phone provider and any associated costs such as connection of the line.

Post and mail

All post or mail coming to Oakwood Rest Home for your named attention is your private property and will be respected as so. Sometimes some of our residents have been assessed as no longer having the capacity to manage some of their affairs for example their post and any important matters arising from the contents of a letter. In these circumstances, we will include in your care plan the appropriate measures in place to manage your post, for example post being passed onto a representative who has a Power of Attorney in place. If a best interests meeting brings the decision that nobody else can support, we will assist with this and manage your post and open letters such as hospital appointments to ensure nothing

gets missed on your behalf. Each arrangement is subject to an assessment of capacity, any representative you have, individual wishes and best interest's decision making. Please rest assured your private mail will be treated in a confidential manner.

Involving you, your family and your legal representatives in your care and decision making

It is vital and important that you, your family member, or legal representative are involved in all decision making relating to your care and support, from telling us how you wish to be cared for on a day-to-day basis and smaller, yet equally important **to** larger and more complex decisions. All our systems in the home are set up to support you to make these decisions wherever possible and we will never make decisions for you without following the appropriate process or having explored how we can involve you or your representative. We are required by law to assess the capacity of each of our residents as to whether they can be involved in **every individual** decision and are duty bound to involve as many people as possible to assist with any best interest's decision we make.

Concerns and complaints

At Oakwood we are always looking to develop what we do, the care we provide and the service we offer. We want to hear feedback – both positive and about things we can do better.

If you have any cause to express concern or make a formal complaint, please do not hesitate to contact Ashley James, the Registered Manager.

If Ashley is not on duty, please kindly speak with our Deputy Manager, Amanda Gates or one of our Team Leaders and they will be happy to help in any way they can.

If any resident, visitor, or family member has cause to make a formal complaint and once an investigation has been completed, you are not satisfied with the outcome, then please contact:

Rob Hammond, our supporting consultant on 07527 203422 or email him at robhammond49@gmail.com

OR

Pravin Shingadia, owner on 07976287750 or email him at pravins@me.com

Other avenues available to express concerns are the local authority Safeguarding team who can be contacted on 0121 303 1234.

OR

Local government Ombudsman on 0300 0610614

OR

The care quality commission on 0300 061 6161 or you could write to them at:

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Compliments

As well as expressing concerns or making a complaint, we would most welcome it if you would please kindly take the time to pass onto the team or Ashley James, the Manager, if we have done something to a high standard and you are pleased with the work we do on your behalf and the care and support you have received. It is always great for our team to receive praise and thanks, and this would be greatly appreciated. Our care and staff team work so hard and do a fantastic job, we would always want them to feel appreciated and valued in all they do.

Spiritual or pastoral support

We recognise that all our residents have many cultural and spiritual beliefs that form a part of whom they are as individuals and are very important to them. We will always endeavour to support these beliefs the best way we can. At Oakwood, we welcome new friends into our community. At the end of our resident's life, we work hard to ensure that your spiritual needs

are met, and your wishes respected. We view the care and support we give our residents as supporting them holistically with all aspects of their life and everything you tell us about your wish's matters.

Gifts

It is clearly detailed in our company policy that our team are unable to accept a gift from any resident or family member.

Our residents and their representatives have the right to expect the home to be run with integrity, in an honest and open manner and within the sound financial basis with robust procedures in place to protect the financial interests and wellbeing of our residents.

It is not uncommon for residents who have developed close and long-term relationships with individual staff to offer gifts or gratuities or even seek to include a staff member in the provision of their will. However, such activities can lead to accusations of coercion, exploitation, and fraud. It is vitally important for all we do to demonstrate that we will always act in the best interests of our residents, whom at times can be vulnerable. Any person wishing to consider giving a team member a gift in thanks must kindly discuss this with the manager and they will never be accepted for an individual if over the value of £10. We sincerely hope you understand our wishes to protect our residents and their interests. A copy of our full policy is available for anybody upon request.

Advocacy

We believe that our residents should be able to express their views as clearly and candidly as they wish, without compromise. We recognise that some of our residents may not be able to communicate easily, therefore we encourage their nominated representatives to speak on their behalf where this is appropriate. One of our residents may well need some support or representation for one decision or throughout their stay with us.

“Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain the services they need. Advocates and advocacy schemes work in partnership with people they support and take their side. Advocacy promotes social inclusion, equality and social justice”

Whilst we recognise and will always listen to the informal views of family members and friends of our residents, at Oakwood where our residents have been assessed as not having capacity due to advanced dementia for example, we would encourage the formal appointment of an Independent Mental Capacity Advocate (IMCA) where residents do not have anybody in place to support to make important decisions. We would also need to understand if residents have enduring power of attorney in place for both 'finances' or 'health and welfare' and this instructs us in the level of involvement we have with your representatives and within key decision making. Please be aware we cannot accept verbal confirmation of POA and require a copy for our files at Oakwood Rest Home.

Door entry system

The mental capacity act allows care homes such as Oakwood Rest Home to restrict and deprive individuals of their liberty if assessed as being in their best interests. We must formally ask the local authority for their permission to do this based on the individual we care for and support and this is done within an application process. Hence to this end, several of our residents have been assessed as at high risk, were they to leave the home unsupported due to their advanced dementia and we have a door entry system in place on each of our doors that exit the building. Each door has a code and only the staff on duty have this code. It is our policy that this code is not given to any residents if assessed as at risk, family members or visiting professionals to protect our resident's wellbeing and significantly reduce risk. This code is changed at regular intervals through the year. We apologise for any inconvenience, but it so important we keep our residents safe.

Your room

Your room is your personal and private space entirely and will be respected as so. Team members will always knock on your door and ask your permission to enter when offering you care and support to meet your needs. We do not give residents keys to their bedrooms unless requested, as these are all deemed fire doors in our risk assessment and as part of our safety measures will need to be accessed in the event of an emergency with ease.

Communal areas and access to the grounds

Residents who live at Oakwood have free access to any communal area such as the lounge, dining room, reception area. Areas such as the kitchen, laundry and staff area are for the team members access only. If residents wish to access the garden areas, then the team are here to support each resident in any way they need.

Health and safety

Oakwood is engaged in the provision of providing our residents quality care and recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain living and working conditions that are safe, healthy, and compliant with all statutory requirements and codes of practice. Our policy is in place and our staff are trained to ensure all the appropriate measures are in place to keep you safe and maintain your independence as much as possible.

Risks

Those who come to stay at the home will always be supported to maintain their independence wherever possible and we will work very hard to support residents to take measured risk linked to wishes and choices. We aim to enable you to live your life when coming to Oakwood – to do this we will assess all areas of risk alongside you and your representatives in respect of all areas of your lifestyle, care and support you need and put agreed measures in place accordingly.

Parking

Oakwood Rest Home cannot accept responsibility for any vehicles, or their contents left at the home in the car park. There are car parking spaces available at the front of the home. We ask that visitors do not park blocking the front door as this could block access for emergency vehicles. We appreciate your co-operation with this.

Our environment

Oakwood Rest Home is an adapted property of great character lovingly renovated to the highest specification, which has been designed to provide an environment that is fully accessible for people who use wheelchairs or who have mobility

problems. The home provides a total of 14 single bedrooms and 3 shared rooms, situated across the ground, 1st, and 2nd floors.

Each room is suitably furnished and equipped including its own ensuite, and all rooms are attractively decorated. You are more than welcome to bring some of your cherished belongings to make your room homelier and more personal.

All bedrooms and communal areas are equipped with a staff call unit so that you can enjoy privacy whilst being able to alert a member of staff if the need arises. We have several lounge areas including a quiet conservatory and a dining room. The home has adequate bathing and toilet facilities to meet the care needs of our residents. There is a lift to help you access the first and second floor levels.

Our policies and procedures

The home is required to have regularly updated policies and procedures in place relating to all elements of the running of the home, meeting legislative requirements and guidelines, managing, and supporting our staff and the care we give our residents. If any resident, family member or representative, or visiting professional wishes to see or discuss a copy of one of our policies then please kindly speak with the Home Manager, Ashley James.

Giving us feedback of any kind

At Oakwood Rest Home, please come and stay with us and **always feel that you can tell us at any time something that we could do better and do not hesitate to speak out.** Our Manager, Ashley James, or Deputy Manager, Amanda Gates is always available to listen and take your feedback. It is so important that we hear what you think...

We look forward to welcoming you as part of our 'family' and we hope you have many years of happiness living in your new home.

If you have any questions, please do not hesitate to contact, or speak to me.

Kind regards

Ashley James, Registered Manager



Welcome to our family and we hope you and your family found this booklet useful....