

The Moorings



Service User Guide

History of The Moorings

The Moorings was built by Mr Charles Maw in 1875. Mr Maw built the lower Holmwood first and lived there with his wife and 23 children. They found the children very distracting so Mr Maw built the Upper Holmwood now known as The Moorings. He linked the two buildings by a glass corridor. The children and the house maids lived in Upper Holmwood and Mr & Mrs Maw lived in the Lower. Both buildings were self contained. As the children grew up they would move in with their parents.

Mr Maw invented sterilisation and designed babies' feeding bottles which he manufactured. The name is still in existence and still well known. Many used to say that Mr Maw had to keep having babies to test the bottles out!! Obviously Mr Maw became a very wealthy man.

His estate has since been sold several times. It was converted into two separate houses the lower one now being The Holmwood Hotel. The Upper Holmwood was converted into two flats and in the 1980's was converted into a retirement home.

Researched by Mandy Richards (previous manager in post 1992 - 2012)

Contents

Description

Aims and Objectives

Philosophy of Care

Home Owner

Home Organisational Structure

Staff Training

Accommodation

Admission

Financial Arrangements and Fees

Fees – What is included

Fees – What is not included

Security

Maintenance

Privacy and Dignity

Smoking and Alcohol

Fire Safety

Religion (Worship/Attendance at Religious Services)

Contact with Family and Friends

Appointments

Care Plan Review

Complaints

Bereavement

Therapeutic Activities

Monitoring and Quality

Pets

Medication & Doctor

Telephone

Laundry

Meals

Contacts

Aims and Objectives

With over 30 years experience, the management of The Moorings take pride in offering a highly professional care service for the elderly, with a very friendly and personal approach. We are pleased to accept residents for long term, respite care and day care.

The Moorings aims to provide physical, emotional and spiritual care to suit individual needs and so enable the individual to pursue a healthy, satisfying and comfortable lifestyle within their abilities.

CORE VALUES OF OUR CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

PRIVACY: The right of a resident to be left alone and undisturbed whenever they wish.

DIGNITY: The understanding of a resident's needs and treating them with respect.

INDEPENDENCE: Allowing a resident to take calculated risks, to make their own decisions and think and act for themselves.

CHOICE: Giving a resident the opportunity to select for themselves from a range of alternative options.

RIGHTS: Keeping all basic human rights available to the residents.

FULFILMENT: Enable the resident to realise their own aims and help them to achieve these goals in all aspects of daily living.

Philosophy of Care

The Moorings will endeavour to provide its residents with a secure, relaxed, and homely environment. Their care, well being and comfort are of our prime importance.

Our caring philosophy is to:

- Promote good mental and physical health
- Treat disabilities, both mental and physical, sympathetically and with respect
- Encourage individuals to live as independently as possible within their wishes and abilities even if this entails some risks being taken
- Develop individual care plans and continuously assess client's needs
- Detect changes in health promptly and take the appropriate action
- Liaise with social workers, doctors, district nurses, other members of the primary health care team and the community support services
- Provide regular meals and refreshments with some choice
- Encourage residents to maintain contact with relatives, friends and others as they wish
- Involve the resident in their care planning and in the running of their home

Care Staff within the Home will be appropriately trained to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in care practices as may be laid down in appropriate Legislation and Regulations.

A strong emphasis is placed on supporting our staff in their role.

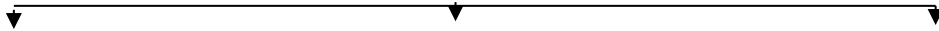
Home Organisational Structure

Janet Holmes Director Carolyn Yeates Administrator

Cherie Richardson – Acting Registered Manager



Edwin Domingo – Deputy Managers



Night Shift Care Staff



Day / Evening Care Staff



Dave Smith – Kitchen Manager
Kitchen Staff

Home Management

The Moorings Retirement Home is run by The Moorings Care Ltd

The Moorings has been under current management since 1990.

Cherie Richardson is the manager of The Moorings. Cherie has had many years of experience within the care sector working with the elderly.

Cherrie has the support of a dedicated team of carers all of them bringing their own personality and individual approach into the home.

Mandy Richards is The Quality & Standards Manager and she works with the team to uphold standards and make sure the home continues to progress and improve it's service delivery.

Many of the staff at The Moorings have a great deal of experience and service with the home. The staff rotas are consistent so although staff shifts vary in length a familiar face is always there.

The Moorings is registered to provide accommodation for 39 elderly people with differing needs. At times people may be accommodated who would not be deemed as elderly.

Details of Staff Numbers and Staff Training

The home employs around 24 Care Assistants and 4 house keepers. An individual team of part time cooks ensure the kitchen runs smoothly. Our holistic therapist works to her own programme. The home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained in-house by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- The rights of Service User's
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities
- Safe Guarding

The home aims for all Care Assistants to hold a minimum of NVQ level 2 in Care. All new members of staff are encouraged to achieve this important minimum qualification now known as CQF diplomas.

Many senior members of staff have attained level 3 and some higher.

Accommodation

The home has 39 bedrooms all are single and all have en-suite facilities. All rooms are accessed by lift. Each floor is connected by a flight of stairs (for staff use only)

There are two large lounges with stunning sea views and a separate dining room which ensures we can offer help when required, Residents are encouraged to use all these rooms; however, residents who choose to stay in their own rooms may do so.

Smoking is not allowed in these public rooms nor in resident's private accommodation, whilst generally discouraged, an area will be made available outside upon request.

The home is on three floors. There is a new wing and an old wing.

The new wing is bedrooms only. All the communal areas (except the conservatory) are on the second floor - there is no access to the stairs. The home is dementia friendly designed with signage and hand bars along our corridors. There are several communal areas for residents to use. The conservatory is on the ground floor and has direct access to the garden. The conservatory will normally be closed at 8pm. Call bells are available in this area as in all other areas.

We have a hairdressing salon on the ground floor and a therapy room on the fourth floor.

Admission

Prospective clients who are interested in coming to The Moorings are encouraged to visit the home and sample the atmosphere and level of service. Often day-care is arranged on a regular weekly basis while waiting for a vacancy. This gives the client time to get to know the staff and adjust to new people and surroundings. A month's trial period is always given before taking permanent residency.

We will always assess clients wishing to come into our care to introduce ourselves and make sure we can meet all their needs.

Emergency admissions are made in exceptional circumstances. This will be at the discretion of the senior person on duty. Emergency admissions will be made after the usual assessment. If time does not allow for an assessment the admission will be made on information provided by the

involved support team. The support of the admitting care team must be acknowledged and a contact number left. The client must be reviewed within 48hrs.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. the type of facility required, and
2. the type of care package and needs of the individual resident

Depending on the personal financial situation, a service user can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is often needed, please ask the manager for any help required. The home issues a contract to describe the terms and conditions which will need to be signed on admission. Service users may also be required to sign a contract with social services for financial arrangements. The home supplies care for social services and this involves being registered as a provider with the relevant authority. This may vary on the locality of the service user's home area.

Fees - What is included

- Trained staff in 24 hour attendance
- Meals and refreshments
- Provision for special diets and preferences
- Laundry Service
- Supervision of Personal Care
- Holistic Treatments

Fees – What is not included

- Weekly visits from the hairdresser to the home
 - Dry cleaning
 - Medicines and treatments
 - Toiletries
 - Beverages (alcoholic) and confectionery
 - Monthly visits for a private chiropodist in the home
 - Private phone installation and private telephone calls
 - Visits from private therapists/consultants
 - Escorts to hospital and other appointments
-

A separate invoice will be sent for personal items. Toiletries and confectionery will be purchased on behalf of our clients unless they indicate otherwise. Clients who are not permanently resident will need to pay for services and purchases directly.

Security

Security in the home is maintained by a code lock on the external doors. The doors are always locked except for the one into the garden. Despite this residents are free to come and go as they please, they will need to inform a member of staff who will be able to operate the door and ensure they are safe. For some residents it is not desirable that they be allowed out alone and this will be addressed in the care plan.

Private rooms are accessed by a key card. Clients are able to have their own card or can ask for assistance. The key card systems avoid clients entering the personal space of others by mistake.

Maintenance

We would like to keep our home well maintained and improvements will be on going in the form of refurbishment and redecoration. As in any home some disturbance may be experienced from time to time, we always endeavour to keep this to a minimum. Maintenance of equipment and sometimes equipment failure can also cause inconvenience. We have a programme of equipment maintenance to limit such occurrences but inevitably they cannot always be prevented. We will always keep you informed and ensure repairs are as speedy as possible.

Privacy and Dignity

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all Service Users within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever changing needs.

Smoking and Alcohol

Smoking is not allowed in the home, an area outside the home will be made available for people who wish to smoke. Residents will normally make their own arrangements to take their favourite drink, but, as with smoking, may require to be supervised.

Fire Safety

Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Client's are informed of the emergency procedure during admission.

The fire systems and alarms will be tested weekly. Records are kept of all such testing as part of the company's responsibilities.

All fire-fighting equipment will be checked annually by a qualified fire extinguisher maintenance engineer.

Where possible, furniture, fixtures and fittings will be made of fire-resistant or fire-retardant fabrics and materials.

All security locks are released when the alarm sounds.

Religion

Residents may attend religious services either within or outside the home, as they so desire. If services are outside the home, it may be necessary to arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany residents on specific occasions if staffing levels permit.

Residents may meet the clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

Visitors are always welcomed however it is always best to make an appointment. The restrictions on visiting and leaving the home will change from time to time. We will advise you of the guidance as it changes. Clients reserve a choice as to when they would like to see their visitors. Clients who are able, and would like to, would normally be encouraged to go out of the home with visitors. There are many local cafés and tea rooms which make a pleasant change for clients.

Family, relatives and friends are encouraged to visit regularly and maintain contact by email or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

We would like you to take your visit in the conservatory, garden or the personal room. We do not encourage visiting in the communal lounges.

Visitors must sign the visitor's book on each occasion.

Appointments

Appointments outside the home can be made at the clients' convenience. If an escort or transport is required please ensure you make the necessary arrangements with family or friends. On occasions, an escort from the home can be arranged in these instances an hourly charge will be charged.

Care Plan Review

A care plan will be drawn up when the resident enters the home. The care plan is quite lengthy and detailed. Discussion with the service user and their family will ensure that all information is collected. After admission you are able to view the care plan on request and a member of staff will guide you through it. You will be invited to review the care plan generally every three months.

Once developed the care plan will be regularly reviewed to ensure that the service user's needs are being met and to address any changes, which may need to be made.

Service users and their relatives are always welcome to chat with a member of the care staff if they have any concerns.

All amendments to the care plan will require the authorisation of a manager or a senior carer. Certain amendments may require the consultation of the Service User's GP or the external support services. All amendments to the care plan are recorded in full.

Complaints

We are trusting that you will not have a need to complain about our service. However there may be an occasion when you feel things could be different or dealt with better.

We appreciate any feed back and you may be approached to enquire about your experiences in the home or to give us feed back in writing.

If as a resident, relative or visitor, you feel that there is cause for complaint, please could you first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in writing and leave for the attention of the Director in the office. A full investigation will be made into the complaint, and you will be advised of the results as soon as possible or within 28 days.

We are always mindful of how distressed you must be feeling in order to complain or raise any issues. We aim to get it right most of the time – sometimes things will go wrong and we need to know when they do. Please feel able to approach us rather than worrying and becoming anxious.

If you are still not satisfied or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer , then you should contact the:

Regulating Officer
Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle-Upon-tyne
NE1 4PA
Tele:-03000 616161
E Mail:- enquiries@cqc.org.uk

Alternatively locally you can contact

The Commissioner
Isle of Wight Council
County Hall
Newport
Isle of Wight PO30 IUD Tel: 01983 821000

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from staff.

Whereas funeral arrangements are usually made by the next of kin, the care staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Please give some thought to this issue it is often wise to decide the arrangements and inform the manager ahead of time. The arrangements may include the specified undertaker and the burial arrangement or cremation. This is an upsetting issue at any time but our service user's wishes are very important.

You will be asked about end of life wishes during your care plan review, it is important to consider this sensitive area and help us to understand your wishes.

Therapeutic Activities

The home's policy on therapeutic activities takes into account the resident's interests, skills, experiences, personality and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life. We generally have a quiz each morning in one lounge; the other activities take place in the afternoons.

Staff encourage and in certain instances help residents to pursue their hobbies and interests:

We celebrate special days and occasions and will ensure our home is decorated accordingly.

We have a daily magazine which provides news, puzzles and reminiscence – The Daily Sparkle. This will be found around the home each day.

We have a member of staff dedicated to organising our social activities. She will provide one to one sessions and arranges different group meetings for those clients who wish to join in. are staff will supervise and join in with board games and quizzes.

Information regarding things going on in the home will be displayed.

Trips Out

We will arrange trips out from time to time depending on interest. We will require a contribution to the taxi service. The trip will be escorted. Please make a request if there is some where you would like to visit.

Holistic Treatments

We are able to offer our residents massage and reflexology treatments. These sessions are supported by our GP as good practice. Our residents experience a huge amount of pleasure from the treatments. The treatments are free to our clients. We have a lovely treatment room where residents can fully relax and feel the special ambience which is created by our therapist, who makes sure all our residents are pampered and soothed.

Monitoring and Quality

Within the Home, there are various systems which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the clients and their relatives. We regularly ask and welcome comments on the home, the staff and services we provide. The service users will have a regular meeting (3 monthly) with a senior member of staff to discuss any issues.

We will perform internal audits as well as ensuring we meet compliance with all our regulators.

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the service users with regard to their health and safety. This is not to say we do not permit pets, the manager will however treat each case dependant on need and the amount of pets already at the home.

Medication & Doctors

If a Client wants to take responsibility for their own medication and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the staff and dispensed and ordered under the instructions of the doctor. Any resident may request to see a doctor in private if they wish.

Telephone

The home has a phone, which can be used by the resident for incoming calls in the privacy of their own rooms. It can also be used for outgoing calls at a nominal fee. The home has a broadband connection which residents may use with supervision. The home's email address is: office@themooringscare.co.uk

Laundry

We provide a full laundry system and tailor this for each resident. Laundry will be removed from your room daily unless you indicate otherwise. It will be returned to your room and replaced in your wardrobe/drawer. Please be patient with this service, we hope to be able to return items within 24 hrs but sometimes we need longer. Please arrange for all items to be marked – this will be arranged by the care staff if not otherwise advised.

If any problems are experienced please seek help straight away. This is one area which often causes unnecessary anxiety and it can normally be resolve quickly. Bed changes will be made as necessary and a least once each week.

Lost items left in pockets and unmarked clothing will be held in the laundry area.

Meals

Our kitchen manager will make himself aware of personal tastes & prepares our menus. The menus are varied; a daily menu sheet is available to help clients choose their meals. Special diets can be catered for. Clients are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Meal times are flexible but generally are as follows:

6.30 Tea

08.15 Breakfast

10.0 Morning Coffee

12.15 Light Lunch

14.00 Afternoon Tea

16.00 Main Meal

18.30 Supper

20.00 Late Supper

Tea, coffee and other hot drinks are served and available 24 hours a day. Service users may arrange for visitors to enjoy a meal with them. The kitchen staff will always be available to discuss specific needs as they arise.

We hope you will always be able to contact us with ease.

The Moorings Care Ltd
Registered Office: 9 St John's Place Newport Isle of Wight PO30 1LH
Company No: 07192402
Directors: M M & J Holmes

The Moorings Retirement Home
Egypt Hill
Cowes
Isle of Wight
PO31 8BP
Tel 01983 297129 Fax 01983 293386
office@themooringscare.co.uk

For financial queries please contact our administrator, Carolyn Yeates, her direct line is 01983 407437. Please leave her a message if she is out of office.

Thank you
