Salford Care & Support

The Laurels

A Guide for Residents

Our Website www.salfordcareandsupport.com

This guide has been developed to provide you with information about our services at The Laurels Residential Care Home

Please do not hesitate to speak with Fiona the Home Manager to discuss any other matters which may not be included or are specific to your needs, wishes or requirements.

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Salford
M7 2HT

Tel: 0161 526 9777

Registered Manager:
Fiona Langton
Email: fiona@salfordcareandsupport.com

Nominated Individual:
Rob Baillie
Email: rob@salfordcareandsupport.com

ABOUT US

The Laurels has been caring for the elderly for a number of years and has established its reputation for its delivery of good quality care through its established staff team. It was taken over by Holly Court Care Ltd in February 2024 who changed their company name to Salford Care & Support Services Ltd in November 2024

The home offers person centered care in a warm, friendly and peaceful atmosphere. We provide both long term residential care and short term respite care.
Our care services are tailored around each individual to meet their specific needs and requirements.

We have dedicated staff that provide the residents with the daily support and care they each need. Staff approach is always centred on individual choices, needs and wishes. Families and partners are also encouraged to be involved in the home life as much as possible. We work as a partnership with both the residents and their families to build the trust and relationship that we will give their loved ones the upmost care.

OUR PHILOSOPHY OF CARE

We are committed to providing a high standard of care with dignity and encourage independence with complete privacy and give the residents freedom of choice whilst retaining a homely atmosphere.

The Laurels endorses a holistic approach which is sensitive to the individualistic needs of every resident and It encompasses the following essential aspects of the person:

- Privacy
- Dignity
- Independence
- Choice
- Rights
- Fulfilment

PRIVACY:

We preserve every resident's right to privacy at all times by:

- respecting and keeping confidential all information relating to a resident and their families
- respecting a residents preference to be alone and undisturbed
- handing over all correspondences in their original sealed state
- discussing personal matter with staff and families in private and without violating confidentiality
- provision of the facility for a resident to make or receive telephone calls in private

DIGNITY:

- WE Treat every resident with respect, allow each resident to live in a dignified manner
- WE Maintain every residents autonomy by empowering each person to consider choices and make own decisions
- WE Know each resident, develop a good rapport and treat each resident with respect

INDEPENDENCE:

- WE Enable each resident to take calculated risks, to make their own decisions and think and act for themselves. Offer assistance as appropriate

CHOICE:

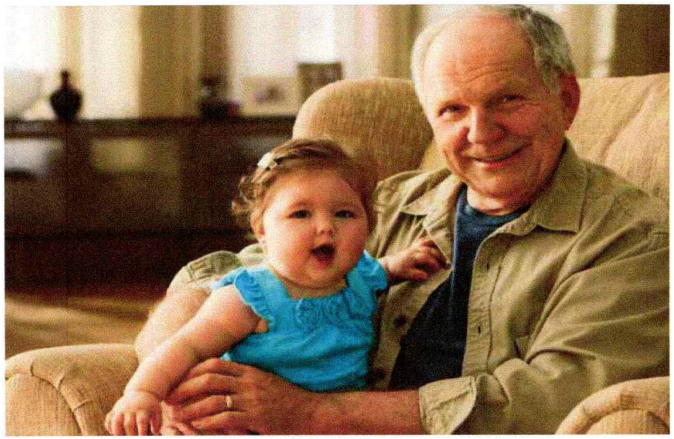
- WE Ensure every resident have options over their activities of daily living in accordance with their capabilities

RIGHTS:

- WE Preserve all basic human rights of each resident including consent, confidentiality, safety, equality and autonomy
- WE Encourage freedom of expression, participation and decision making

FULFILMENT:

- WE Enable the residents to realise their own aims and create opportunities for them to achieve their goals in all aspects of daily living



DAILY LIFE & SOCIAL CONTACT

Going into a Residential Care Home can be a very difficult time for both the resident and their families therefore our aim is to ensure that 'life quality' is promoted to the highest possible level with meaningful and enjoyable activities and continued social contact.

The Laurels is designed to provide care for up to 25 residents, all rooms have 24-hour emergency call systems, telephone and television points. With all residents encouraged to personalise their rooms, making them a true "home from home•.

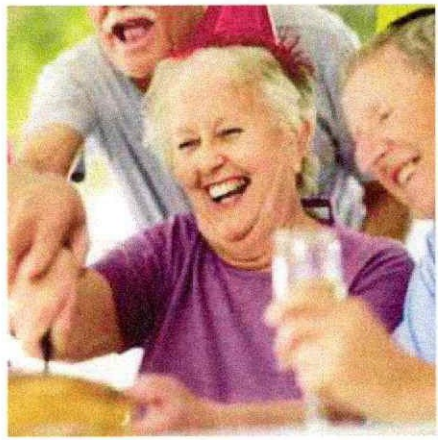
We also have large gardens and comfortable seating areas, ideal for sitting out and enjoying the surrounding views, exercising, reading a book and enjoying a bit of peace and quiet.

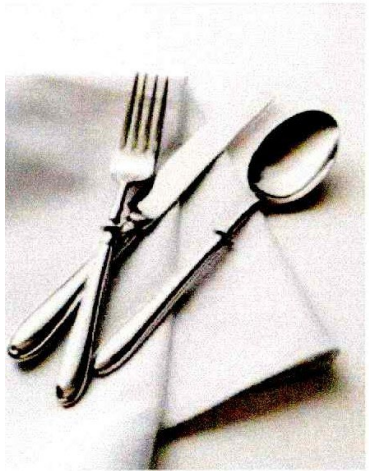
ACTIVITIES

There are many things to do on a daily basis, our activities facilitator plans activities and exercise based on our resident's personal needs, to help stimulate them physically and mentally, to help them enjoy life to the full. We place great emphasis in keeping our residents active in both body and mind.

Our Regular Care Home Activities Include:

- Bingo
- Music and movement
- Arts and crafts
- In-house entertainment
- Musical entertainment
- Games
- Religious services





CATERING & CUISINE

At The Laurels, we pride ourselves in providing high quality nutritional meals, served in our diningrooms. We serve excellent traditional home cookingwith a varied menu, prepared by our expert caterers (Apetito)usingthe finest quality produce served in ourown kitchen. We cater for special diets, and provide a range ofbeverages and snacks throughout the day. We regularly have themed menus that are verypopular.

CLOTHING & LAUNDRY SERVICES

In order to avoid clothing beingmislaid, we would ask that all personal clothing is marked or labelled. This applies to all clothing brought into the home duringyour stay. We also have a purpose-built laundry room on the premises, catering for residents personal laundry requirements.

PERSONAL SERVICES

The services of a visiting hairdresser are available. Appointments can be made for a chiropodist, dentist oroptician to visit whenever required. Delivery of personal newspapers and magazines can also be arranged.

MEDICAL SERVICES

Residents have a choice of doctors, dentists and opticians, as well as local GP's visiting the home whenever necessary.

Residents wishing to administrator their own medlcation are able to do so subject to care planning and risk management arrangements being considered.

RESPITE CARE

If you are a carer, there will be times when you need a break but find it difficult to plan one into your busy life. Contact us to discuss how you can book your holiday in the knowledge that your loved one will be well cared for, giving you the peace of mind to enjoy your well-deserved break. Our minimum stay is one week.

VISITOR MEALS

In line with the preferences of the resident, close relatives and friends are invited to take meals with the resident if they are visiting for extended periods of time.

VISITING TIMES

Visiting times are flexible 7 days a week. Relatives, friends, and other visitors are encouraged to spend quality time at the home and engage in day-to-day activities In line with their preferences and those of the residents.

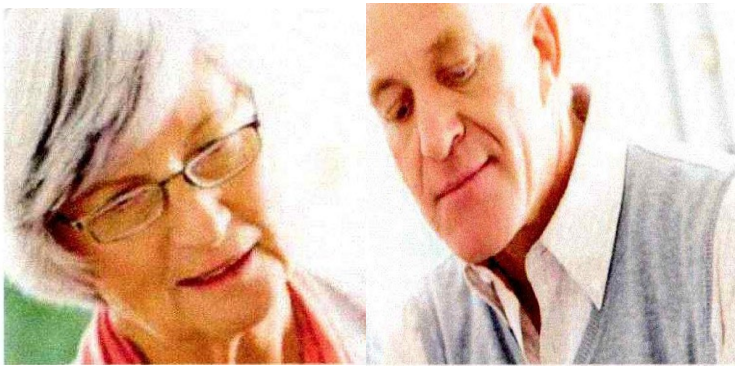
Visiting times can be extended across the 24-hour period under certain circumstances with the agreement of the Home Manager and with the consent of the resident as appropriate.

All visitors are required to sign in and out using the visitors' book at the entrance.

OUR SERVICES

The Home is registered with the Care Quality Commission to provide Residential Care for adults requiring Personal Care who may experience dementia.

We provide services to both male and female residents. All rooms are for single occupancy and all have en-suite facilities. There is no upper age limit for admission.



FEES

Our fees are dependent upon the individual's requirements and needs. These will be discussed and agreed prior to admission as will arrangements for paying fees.

You may be entitled to assistance with the care home fees from Social Services, The NHS or State Benefits, or a combination of these.

In circumstances where there may be a discrepancy between what the authorities are prepared to pay for our services and our actual cost of providing these there will be a charge known as 'top up' to our standard fee.

INSURANCE

The Company has a limited insurance policy covering residents' personal effects. The nominated insurance company will consider claims on merit. The Company strongly advises that you take out insurance cover for all personal assets whether in the home or not.

ADDITIONAL CHARGES

The home can provide a number of optional services.

Those typically available but not included in our fees and charged separately can include:

- Hairdressing
- Private chiropody
- Newspapers
- Private therapy
- Clothing
- Confectionary
- Dry Cleaning
- Private phone installation
- Private phone calls

PERSONALISED CARE &SUPPORT

We are able to provide an individual service to each of our residents, allowing us to give plenty of personal attention to all residents around the clock. We are always looking for ways in which to improve We consistently and constantly listen to the feedback from our residents, their families and our own staff, making

We will always:

- Attempt to reduce any risks associated with the care, treatment and support we provide you by assessing your needs and plan and deliver your care, treatment and support so that you are safe and your welfare is protected
- Attempt to reduce the risks of poor nutrition and hydration
- Co-operate and share information with others involved in your care. treatment and support your care. treatment and support

CARE PLANNG

- We prepare a personal care plan for each resident, which Is reaularly reviewed to make sure their needs are met. Residents, and where appropriate their families are involved as far as is practical In the decisions regarding their care.

GENERAL PRACTITIONERS

- GP's from local practices visit the care home on a regular basis or by appointment. Residents may choose to retain their own family GP. Alternatively, we can make the necessary introduction to a new practice.

PRIVACY & RESPECT

- We will treat you with respect, privacy and as an individual at all times
- We will address you by the name you wish to be addressed by
- We will always knock before entering your room
- We will treat you in a civilised manner at all times

TRIAL VISITS

Moving, especially when you are older is such a big decision to make. We therefore are happy to offer you a trial visit. Whichever your preference we will work with you to meet your expectations. The Home Manager will be happy to discuss this further.

SAFEGUARDING & SAFETY

Our prime concern is your safety and well-being. It Is necessary to highlight some basic health & safety requirements for the benefits of our residents, visitor and staff.

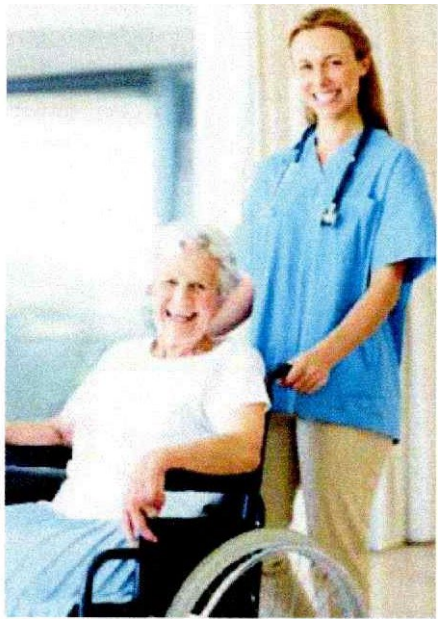
- **We will** take every action we can to prevent abuse from happening in our service.
- **We will** respond appropriately when It is suspected that abuse has occurred
- **We will** ensure that Government and local guidance about safeguarding people from abuse is accessible to all staff and put into practice
- **We will** handle medicines safely and appropriately and ensure that medicines are prescribed and taken by people safely
- **We will** manage, maintain and use medical equipment safely and ensure that all equipment Is suitable, available, maintained and used correctly thereby making certain that you and staff are protected
- **We will** make sure that the home is suitable for carrying out the regulated activity and that the premises and grounds are adequately maintained and comply with all legal requirements and operational standards
- **We have** CCTV installed in all communal areas

FIRE

We ask that all visitors and residents, where able, make themselves familiar with the home's procedure in the event of a fire. This includes locating the nearest exit point and being aware of the designated rendezvous point.

INFECTION CONTROL

To support good infection control, we ask that all visitors to the home make use the alcohol gel dispensers that are available at the entrance/exits of the home upon both arrival and departure.



MOVING & HANDLING

Our staff are trained to ensure that residents are moved in such a manner as to minimise the risk of injury to both the resident and members of staff Involved. We therefore ask that the relatives and visitors do not attempt to lift or mobilise residents who are unable to do so for themselves, but that they request assistance from a member of staff.

FURNITURE & OTHER PERSONAL ITEMS

Whilst it is Important that residents are able to personalise their rooms, we must ask that any items of furniture that you wish to bring into the home are discussed with the Home Manager.

GIFTS

Care home staff are not permitted to receive hospitality or gifts (including gifts of money) from residents or their families at any time.

PORTABLE ELECTRICAL APPLIANCES

All portable electrical appliances, including TVs brought into the home must be either less than one year old or have a current portable appliance certificate. Our maintenance can provide this, please discuss with the Home Manager so the risk can be assessed.

TELEVISION LICENSING

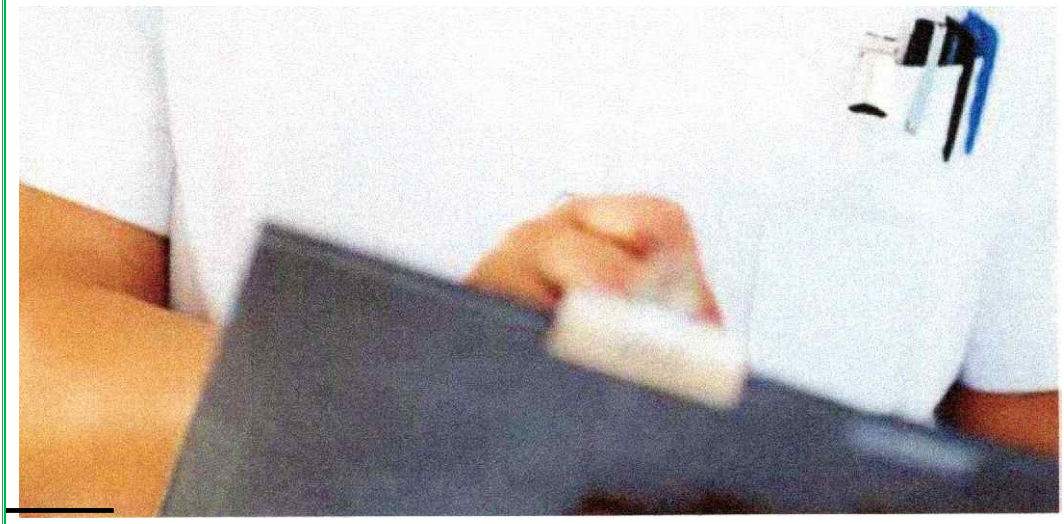
If you wish to have a television in your bedroom, licensing can be covered by the company communal license. Your details will be needed for the TV licensing Authority who charge a nominal fee. Alternatively, you may be entitled to concessionary license if you are over 75 years of age, again we will need your details for the Authority,

PRESCRIBED MEDICATION ITEMS

Residents' medication is ordered, stored and administered by the staff. It is therefore essential that the families and visitors do not give residents additional medication items or leave such Items in the residents' rooms.

SMOKING

Smoking is only permitted in designated areas as advised by the Home Manager. We ask visitors not to leave residents to smoke unsupervised or provide them with smoking materials until they have discussed the matter with a senior member of staff.



STAFFING & MANAGEMENT

We achieve our high standards of care due to our dedicated team of professional and friendly staff. This is down to the staff we employ, how they are trained and how they deliver your care.

At The Laurels We:

- have appropriate recruitment procedures and policies in place
- ensure all relevant checks are carried out when we employ staff
- ensure staff are registered with the relevant professional regulator or professional body where necessary
- make sure that our staff have the right experience, qualifications and skills to support and care for you
- make sure staff are properly trained, supervised, appraised and supported to provide care and treatment to all of our residents
- have a mechanism in place to deal with staff who are thought to be no longer fit to work in health and social care services

INSPECTION BY OUR REGULATORS

The Care Quality Commission (CQC) not only registers our Care Home but inspects it as well. A report of the latest inspection is available on request or can be found on their website.

HOW TO MAKE A COMPLAINT

We aim to deal quickly and effectively with any/all complaints and concerns.

The procedure is as follows:

1. A complaint should be raised initially with the person in charge. It will be recorded, in writing, on a complaints form. If the complaint cannot be resolved at that time. then the complainant should ask that the matter be passed to the Home Manager.

2. If the Home Manager is not able to come to a satisfactory resolution, the complaint will be referred to the Company Director for immediate attention.

3. The complainant will receive an initial response within 48 hours.