



AMESBURY
THE AMESBURY ABBEY GROUP

AMESBURY ABBEY LTD

Statement of Purpose
SUTTON MANOR CARE HOME



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A copy of this document will be available at reception at all times and will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.

Aims and Objectives of Amesbury Abbey Ltd.

The Amesbury Abbey Group has dedicated over 40 years to the care of the elderly and has been doing so with remarkable success since the day the first resident moved into Winton House in 1972. Amesbury Abbey was opened in 1985, followed by Sutton Manor shortly afterwards. The Group was originally founded by Mary Cornelius-Reid A.M. M.B.E., who realised when she was a Senior RGN at Winchester Hospital, that there was a tremendous need for nursing homes for the elderly that could deliver a personalised service and premium quality care in beautiful, peaceful surroundings.

Mary Cornelius-Reid's legacy continues today through Amesbury Abbey Ltd, under the management of her children; Dr Rosemary Reid, David Cornelius-Reid and Naomi Cornelius-Reid. All three take pride in offering a highly professional, caring service to the elderly based on a truly personal approach.

The Group has the relevant knowledge, experience and staff to deal with the majority of health conditions and other issues experienced by the elderly, including caring for those with Dementia at Winton Care Home.

We are pleased to accept Residents for long term, short term, convalescence and holiday stays.

Provider Details

Provider Name:	Amesbury Abbey Ltd
CQC Provider Number:	1-1311108622
Legal Status:	Organisation
Business Address:	Amesbury Abbey Church Street Amesbury Wiltshire SP4 7EX
Telephone Number:	01980 622 957
Email:	naomi@amesburyabbey.com



Rosemary is the eldest of the Cornelius-Reid second generation and is currently practicing as a Consultant Obstetrician and Gynaecologist. Her early interest in healthcare was no doubt stimulated by helping out within the family run care homes, being involved in each of the early steps of their establishment. Her own children are in their teens and increasingly independent, which has allowed her to become progressively more active in the development of the family business; most recently becoming Chairman of Amesbury Abbey Ltd.



Having been born at Winton House, the location of the Group's first care home in Hampshire, Naomi has grown up with and been involved in the company all her life. Naomi has a huge range of experience having undertaken various roles, from front of house to facilities management and everything in between. She is passionate about the family business and now sits on the board as Managing Director, having overall responsibility for the day-to-day running of Amesbury Abbey Ltd. Naomi holds the I.O.S.H qualification and is also the Nominated individual, as required by the Care Quality Commission, for each of the Group's registered locations.



David has been involved in the family business from its very start in 1972. As a teenager, he could be found around Winton helping out where ever he could with the maintenance of the building. Today, David has operational responsibility for the individual homes of Amesbury Abbey Ltd and in addition sits on the Group board. Although based at Amesbury Abbey, he divides his time between each location and is a familiar face to all our Residents. David holds an NVQ4 Registered Managers Award for care homes and has significant involvement with the Group's extensive workforce. In his spare time, he is a semi professional photographer and has recently successfully exhibited his work.

Our Core Values of Care

We believe that, as age dictates to us, those who are finding it increasingly hard to live independently, or who are simply unable to, deserve to be respected and compassionately cared for. Within our care homes individuality will be celebrated, staff will have time to give unhurried care and our residents will be empowered and supported to live their lives to the fullest.

With this in mind Amesbury Abbey Ltd's aims and objectives are to provide care, treatment and support by promoting the following:

Privacy: - We understand that maintaining a level of privacy is extremely important in life. Permission will always be requested before entering a Residents' rooms or personal space. We will do our utmost to ensure our Residents do not feel embarrassed when receiving personal care, treatment or support. Our staff are trained to be as sensitive as possible to matters of gender, culture and/or religion and will always exhibit good manners and polite conduct. Private areas of our care homes will be made available for receiving visitors on request. We will always respect our Resident's rights to privacy whilst doing our very best to alleviate any feelings of loneliness.

Dignity: - We believe treating people with dignity is paramount. We promote a personalised approach to the care, treatment and support of our Residents with the utmost respect for their individual personalities, unique needs and wishes. We place an emphasis on enabling our Residents to maintain their independence, choice and control over their lives for as long as possible; listening and providing support, so their needs and wants can be expressed and met and they can remain dignified at all times.

Independence: - Promotion of independence forms the basis of all our relationships with Residents. The nature of that independence depends on our Resident's abilities and disabilities. We will always promote independence as far as is possible for each individual; understanding that independence is closely tied to feelings of positivity and well-being. We will support and encourage Residents to make their own decisions and think and act for themselves, maintaining their autonomy for as long as possible.

Choice: - Choice is an important part of life that promotes independence, self-esteem and confidence. Our Residents deserve the opportunity to have choice available to them in all aspects relating to the activities of daily living and their care. Staff will respect Residents choices and when those are not volunteered, staff will encourage Residents in the decision making process from something as simple as deciding what they would like to wear and what they would like to eat, to discussions about the activities they would like to take part in, or how they would like their care to be provided.

Rights: - The promotion of Residents' individual rights is central to our care philosophy. When Residents are unable to make decisions for themselves we will always work hand in hand with the relevant authorities and act in their best interests with any decisions made on their behalf being the least restrictive of their rights.

Fulfilment: - It is important to us that our Residents are not only cared for medically but also feel fulfilled. Through our person centred care plans, which are outcome focused and followed by all staff, Residents will be supported to realise their own goals whatever they may be.

Our Philosophy of Care

Amesbury Abbey Ltd aims to provide all its Residents, whether residing within Amesbury Abbey, Winton House or Sutton Manor with a secure, relaxed and homely environment in which their care, treatment, support, safety, well being and comfort are of prime importance.

Staff within all Homes will strive to preserve and maintain the dignity, individuality and privacy of all their Residents within a warm and caring atmosphere and, in so doing, will be sensitive to their ever changing needs. Such needs may be medical, therapeutic, cultural, psychological, spiritual, emotional and/or social. Residents will be encouraged to participate in the development of their individualised care plans in which the involvement of family and friends, where appropriate, will be greatly valued.

All staff employed by Amesbury Abbey Ltd will be appropriately qualified to deliver the highest standards of care. A rolling staff training programme is in place to ensure that these high standards are maintained in line with the latest developments in care, best practice and appropriate legislation and regulations.

Emergency admissions within all Homes are occasionally possible if a room is vacant and the Resident's needs can be properly catered for. Emergency admissions can only be accepted with the permission of the Registered Home Manager and the Nominated Individual, Naomi Cornelius-Reid, following completion of the Group's standard pre-admission assessment. Where an admission would involve a possible deviation to our registration, Amesbury Abbey Ltd shall evaluate each enquiry on an individual basis. Following our pre-admission assessment and liaising where necessary with the Care Quality Commission and relevant health professionals; provided we are able to meet a person's needs and manage their risk adequately, we will be delighted to care for them; though may request a trial admission before confirming permanent occupancy.

Location of Amesbury Abbey Ltd Care Homes

Location 1 (Care Home Service with Nursing – CHN)

Name of Location:	AMESBURY ABBEY CARE HOME
Managers Name:	<i>Generoso Tayhopon</i>
Address:	<i>Amesbury Church Street Wiltshire SP4 7EX</i>
Telephone:	<i>01980 622 957</i>
Email:	<i>abbeymanager@amesburyabbey.com</i>

Description of Location:

Amesbury Abbey care Home is set in 35 acres of historic parkland, through which flows the famous Hampshire Avon. It is ideally located, just a short walk away from Amesbury town centre and provides personal and Nursing Care for the over 65's. The home is not registered for Residents suffering from Dementia, therefore we are unable to admit individuals whose overwhelming needs relate to a mental health problem.

Amesbury Abbey Care Home has 37 individual apartments and is equipped to provide gracious living for every Service User to enjoy. Accommodation consists of bed-sitting rooms with bathrooms en-suite, or suites comprising of a separate drawing room with one or more bedrooms and their own bathroom. All rooms are carpeted with central heating, telephone and TV points. A nursing team is on duty 24-hours a day, 365 days a year and Residents can be seen by visiting local doctors on a regular basis, or by the medical practitioner of their choice. Specialist advice is available and a feature of the Abbey is its well-equipped Physiotherapy Department, which is under the direction of a fully qualified physiotherapist. A hairdressing salon, manicurist, library and small shop are among the other facilities on offer. Services of a chiropodist are also available. Our pager operated nurse call system gives Residents instant contact with care staff.

Breakfast is brought to Resident's own rooms each morning. Principal meals are served by uniformed waiting staff in the Abbey dining room and adjoining the conservatory in the Summer months, overlooking the grounds. If a little privacy is preferred on occasion, or Residents are feeling under the weather, arrangements can be made so that they can also enjoy their main meal in the comfort of their own room.

A varied menu is freshly prepared each day and includes much local produce. Special dietary requirements can be catered for. For those who enjoy alcohol with their meal, the Abbey holds a residential license and offers drinks at cost price.

Number of Approved Beds:	45
Service User Bands:	Adults 65+ Sensory impairment Physical disability
Regulated Activities At This Location:	Accommodation for persons who require personal or nursing care Treatment of disease, disorder or injury

Location 2 (Care Home Service with Nursing – CHN)

Name of Location:	WINTON CARE HOME
Managers Name:	<i>Louisa Smigielska</i>
Address:	<i>Wallop House Nether Wallop Nr Stockbridge Hampshire SO20 8HE</i>
Telephone:	<i>01264 781 366</i>
Email:	<i>wintonmanager@amesburyabbey.com</i>

Description of Location:

Winton Care Home is situated in the Hampshire village of Nether Wallop. It is set in 20 acres of formal gardens and parkland through which the Wallop Brook flows. Winton House provides personal, nursing and dementia care to its Residents.

There are 22 apartments within the Nursing Home itself, one which is suitable for sharing. Each room is unique with a variety of period features and the majority enjoy views of the extensive grounds. A nursing team are on duty 24 hours a day, 365 days a year and Residents can be seen by visiting local doctors on a regular basis, or by the medical practitioner of their choice. Services of a chiropodist are also available, as is a pager operated nurse call system, giving instant contact between Residents and care staff.

Rooms are fully carpeted and furnished with central heating, telephone and TV points plus 24-hour connection to domestic staff and nursing assistance.

Breakfast is brought to Residents own rooms each morning. Principal meals are served by waiting staff in one of the two dining rooms and on warmer days, Residents enjoy afternoon tea in the gardens that can be accessed from the spacious conservatory. If a little privacy is preferred on occasions, or Residents are feeling under the weather, arrangements can be made so that they can enjoy their main meal in the comfort of their own room.

A varied menu is freshly prepared each day and includes much local produce. Special dietary requirements can be catered for. For those who enjoy alcohol with their meal, Winton holds a residential license and offers drinks at cost price.

Winton Care Home also offers specialist care for those suffering from more severe disabilities including Alzheimer's Disease and Dementia in a separate wing of the House with secure access and its own dining facilities, that can accommodate 13 Residents.

Number of Approved Beds:	36
Service User Bands:	Adults 65+ Dementia Sensory impairment Physical disability
Regulated Activities At This Location:	Accommodation for persons who require personal or nursing care Treatment of disease, disorder or injury

Location 3 (Care Home Service with Nursing – CHN)

Name of Location:	SUTTON MANOR CARE HOME
Managers Name:	<i>Kamala Limbu</i>
Address:	<i>Sutton Scotney Nr Winchester Hampshire SO21 3JX</i>
Telephone:	<i>01962 760 188</i>
Email:	<i>suttonmanager@amesburyabbey.com</i>

Description of Location:

The former home of Lord Rank, Sutton Manor is situated in 60 acres of gardens and parkland in Sutton Scotney, near Winchester. Sutton Manor provides personal and nursing care to the over 65's. The Home is not registered for Residents suffering from Dementia, therefore is unable to admit individuals whose overwhelming needs relates to a mental health problem.

The Manor has 33 individual apartments. Our selection of accommodation spans spacious, private suites through to cosy bed sitting rooms, all with a host of features making each choice unique.

Almost all accommodation enjoys an en-suite bathroom and we have a selection of six, larger rooms suitable for two people. Rooms are fully carpeted and comfortably furnished with central heating, telephone and television points.

Breakfast is brought to Resident's own rooms each morning. Principal meals are served by uniformed waiting staff in the dining room and wine may be taken with meals. If a little privacy is preferred on occasions, or Residents are feeling under the weather, arrangements can be made so that they can also enjoy their main meal in the comfort of their own room. Special dietary requirements can also be catered for and the varied, freshly prepared daily menus include much local produce.

For peace of mind, a qualified nursing team is on duty 24-hours a day, 365 days a year. Residents can be seen by local doctors who visit on a regular basis, or by the medical practitioner of their choice. Specialist advice is available as required. The Manor is visited by physiotherapists and chiropodists on a regular basis and has its own in house hairdressing salon. A pager operated nurse call system gives Residents instant contact with the care staff.

Number of Approved Beds:	38
Service User Bands:	Adults 65+ Sensory impairment Physical disability
Regulated Activities At This Location:	Accommodation for persons who require personal or nursing care Treatment of disease, disorder or injury

Local Information for Sutton Manor Care Home

Details of Staff Numbers and Staff Training

Our staff are selected for their qualities of reliability, integrity, skill, caring and compassionate natures, friendliness and professionalism. Amesbury Abbey Ltd undertakes a rigorous recruitment procedure where all staff are expected to undertake a criminal record check prior to commencing employment and references are always checked thoroughly. All new staff follow a comprehensive induction program adhering to standards outlined within the 2015 Care Certificate. Training is delivered by the in-house Trainer or the Training Manager and mentored by experienced, qualified senior staff and includes the following critical subjects:

Movement & Handling

Food Hygiene

Duty of Care

Record Keeping

Confidentiality

Health & Safety

Roles & Responsibilities

First Aid Awareness

Protection of Vulnerable Adults

Fire Safety

Care Code of Conduct

The Rights of Residents

Personal Care Tasks

Infection Control

The Home encourages all Care Assistants to hold a minimum of NVQ or a Diploma level 2 in Health & Social Care. All new members of the care department are supported to achieve this important qualification. The Homes Training Manager is a qualified Assessor therefore has the expertise to organise Diploma's levels 2 and 3 Health and Social Care in house. At present the Home employs 27 permanent Health Care Assistants the skill mix is as follows:

<i>Care Staff</i>	<i>Number of Qualified Staff</i>	<i>Number of Staff In Training</i>
Level 3 Health and Social Care or above	9	
Level 2 Health and Social Care	3	3
Non N.V.Q / Diploma Health Care assistant	9	
<i>Ancillary Staff</i>	<i>Number of Qualified Staff</i>	<i>Number of Staff In Training</i>
Level 2 or above	4	
Non N.V.Q / Diploma	20	

There is a continuous programme of training within the Home and these figures change regularly. The Training Manager, as a qualification is achieved, updates all records including the Statement of Purpose to reflect the skill mix. Members of the housekeeping and office staff are also encouraged to undertake a Diploma qualification in their area of competence and these numbers are shown above.

Skill mix correct and updated 20.10.16

Accommodation

The Home is registered for 38 Residents with accommodation consisting of mostly single rooms, many with en-suite facilities. Sizes ranging from a 14ft x 12ft bedsit, to our largest suite incorporating a 19ft x 7ft sitting room, 8ft x 8ft study & 12ft x 9ft bedroom. All apartments vary in size and Residents are encouraged to personalise their environment.

Social Rooms:

Sutton Manor has a large drawing room, a library and a separate dining room. Residents are encouraged to use these public rooms and invite up to 2 guests at a time (with 24 hours notice) to lunch; however, those who choose to stay in their own rooms may do so. Smoking is not allowed in any public rooms.

Facilities:

The Home has one large communal bathroom / wet room allowing easy access for wheelchair users located on the ground floor comprising of an adapted bath with Jacuzzi and shower, toilet and sink

As detailed previously, many of the Home's rooms have en-suite facilities. Should Residents require bathing aids to help with bathing in their own rooms then these will be provided.

The Home has a minimal amount of wheelchairs available. Should a resident be deemed, by the physiotherapist, to be in need of a wheelchair then every effort by the Management will be taken to source one from the NHS. This, however, is a lengthy process and may not always be successful. In this instance the Home recommends the private purchase of wheelchairs by individuals. Management can assist in sourcing a suitable provider and chair.

We have limited capacity for mobility scooters. Please speak to the Home Manager should you wish to keep one on the premises. Management reserve the right to ask a Resident to remove their mobility scooter if they are not making regular use of it, so that a space can be released for someone who does.

The Home has appropriate moving and handling aids for all Residents, including mechanical hoists, slide sheets and stand aids. Should it be deemed necessary for a Resident to sleep on a pressure relieving mattress and / or profiling bed then the Home will provide one.

Admission

Residents interested in moving to Sutton Manor Care Home are encouraged to visit the Home in person to take a guided tour and enjoy lunch or afternoon tea with us in the first instance. Prior to any admission a full pre-assessment of a Resident's needs must be undertaken. Confirmation regarding the Homes ability to meet the potential Resident's needs, accompanied by a breakdown of costs, will be made in writing.

The Home does not take admissions over the weekend, Bank Holidays or on Fridays unless under exceptional circumstances. Emergency admissions still require a full assessment of needs undertaken by an appropriately qualified member of the care team.

On arrival, Management ask that Residents, or their Next of Kin, provide a full inventory of personal effects and furniture that they are bringing with them. We politely request that

existing beds and mattresses are not bought into the Home unless there is certified proof, by a reputable company, of cleaning.

Financial Arrangements and Fees

We are committed to providing a quality service that represents value for money.

Fees are calculated according to:

1. The type of care package required based on the needs of the individual.
2. The type of accommodation selected.

Depending on a Resident's personal financial situation they can either pay their fees privately or by making use of other sources of funding available to them in part, or fully, from the NHS, Social Services or others. Residents may like to seek funding advice from independent financial advisors specialist in elderly care funding, such as St James' Place, or other reputable firms.

Fees - What is included

- Care from fully trained staff in 24 hour attendance
- An 'Aid Call' system to summon assistance at the touch of a button
- Good home cooking with provision for special diets
- Basic laundry service
- Weekly GP visits
- Central heating
- A varied programme of activities

Fees – What is not included

- Dry cleaning
- Appointments with the in house hairdresser
- Visits from external healthcare providers such as the chiropodist
- Private phone rental and calls
- Physiotherapy
- Daily newspapers
- Toiletries
- Entrance fees / transport costs required during activities

Privacy and Dignity

All staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all Residents within a warm and caring atmosphere and, in so doing, will be sensitive to the Residents ever changing needs. Where appropriate every Resident has a key to their apartment.

Smoking and Alcohol

The Public areas of the Home are non smoking. However, Residents who wish to smoke in their own rooms may do so having been assessed on admission, and regularly thereafter, as safe to do so. A risk assessment will be undertaken by the care team with the involvement of the Resident and all reasonable steps will be implemented to reduce any risk to its minimum. This is to ensure both the safety of the Resident and others within the Home.

Many Residents choose to keep alcohol in their apartments. Additional alcoholic drinks may be purchased from the waitresses in the dining room, the cost of which will be added to the sundries account.

Fire Safety

- The Home has a state of the art fire alarm system and fire exit notices and fire emergency instruction notices are displayed at strategic points throughout the Home.
- All staff are instructed during induction training and regularly thereafter on the topic of fire safety. This includes understanding the Home's Fire Policy and Procedure detailing use of the Home's fire appliances, evacuation, assembly points, raising the alarm, etc. Residents are informed of the emergency procedure during admission.
- The fire alarm and emergency lighting is tested monthly by staff of the Home and quarterly by Haven Fire. Records are kept of all such testing as part of the Proprietor/Manager's responsibilities.
- All fire fighting equipment is checked annually by an appropriately qualified engineer.
- Where possible furniture, fixtures and fittings are made of fire-resistant or fire-retardant fabrics and materials.
- The Home has two trained Fire Marshals; these are Louise Burgess the Training Manager and Peter Baker from the Maintenance Department.
- All portable appliances must be checked by the Maintenance Department prior to being used on the premises; this includes those brought in by Residents. The Directors reserve the right to ask a Resident not to use an item which fails the test.

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within, or outside the Home if they so desire. If services are outside the Home the resident should, if necessary and where possible, 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. A fortnightly, Anglican service is held in the drawing room on a Wednesday.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings. The Roman Catholic priest can make arrangements to visit to see anyone who wishes. Criminal record checks are also undertaken on these professionals prior to entry.

Contact with Family and Friends

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

Visitors will be welcomed at all times. However, for reasons of security and fire safety we ask that they sign in to the visitor's book located in reception on arrival and out on departure. The Resident has the right to refuse to see any visitor and this right will be

respected and up-held by the person in charge who will, if necessary, inform the visitors of the Resident's wishes.

Guest accommodation for family and friends is available in the Abbey Mews, subject to availability.

Care Plan Implementation

Assessment of an individual's needs will be made within 7 days of the Resident being admitted into the Home. The Resident will be fully involved in this process to enable the care team to create and deliver a detailed, personalised plan of care and treatment, which reflects the Resident's wishes and preferences regarding their present and future care needs, without depriving the Resident of their liberty or freedom.

The care team will assess the Resident's capacity to understand, retain, weigh up and communicate any decision they make. Should a Resident be deemed to lack capacity, after the test for capacity has been applied, then the care plan may be implemented in the Resident's 'best interests' with the Home Manager's and G.P's agreement and that of the Resident's Next of Kin or Lasting Power of Attorney.

Care Plan Review

Residents are actively involved in the creation of their care plan and are asked to comment within the care planning documentation as part of the review process, should they wish to.

Once developed, care plans will be continuously and regularly reviewed each month or as change dictates, whichever is the soonest, to ensure that the Resident's needs are being met in a satisfactory manner.

Residents and their relatives are always welcome to speak with a member of the care staff if they have any concerns whatsoever about any aspects of a Resident's care or care plan.

The Care Plan is reviewed at three levels:

- Daily on a shift-to-shift basis. When shifts changeover the Resident's daily care notes and any points of note relating to their care are handed over by the out-going shift's staff to the in-coming shift's staff and discussed as needed. Changes to the care plan may be proposed at this point.
- At the end of the four week settling-in period.
- Thereafter a formal review is held with care staff on a monthly basis.

All amendments to the care plan will require the authorisation of the Home Manager, Clinical Lead, RGN or a senior healthcare assistant. Certain amendments may require the authorisation of the Resident's G.P. All amendments to the care plan are recorded in full.

Therapeutic Activities

Residents are encouraged to keep active and most importantly positively engaged and interested in life. The Home's policy on therapeutic activities takes into account our Residents' interests, skills, life experiences, individual personalities and medical conditions. The Home regularly reviews the activities on offer to ensure they best reflect the preferences of the majority of Residents and, as far as is practicably possible, help Residents to continue to pursue their hobbies and interests. Sutton Manor Care Home also encourages engagement with the local community; as a result some carefully selected private and public events are held within the grounds from time to time. The Home Manager will ensure all Residents are aware of any such events and will address any concerns raised.

Examples of Popular Activities

- Bowls
- Talks on popular topics
- Individual one-to-one conversations
- Walks in the grounds
- Manicures and hand massages
- Films in the Drawing Room
- Armchair exercises
- Reading letters/magazines/newspapers, discussion of current affairs
- Reminiscence work
- Games afternoons; Scrabble, Bridge etc
- Craft afternoons
- Cooking afternoons
- Themed weeks to tie in with occasions.
- Singing performances
- Fine dining evenings

All outings are geared to Resident's individual needs and capabilities and due to this a limited number of Residents can go on any one outing.

Examples of Popular Outings

- Visit to National Trust houses
- Shopping excursions
- Visit to local public gardens and garden centres
- Visit to the theatre
- Day out on a barge on the Avon Canal
- Visits to our other nursing homes to meet with other Residents and take part in their activity programmes.

Leaving or Temporarily Vacating

Our Residents are welcome to come and go as they please. However, we would ask that the Home Manager is made aware of all outings well in advance, so medical support, if required can be put in place.

During prolonged absence from the Home, the Resident's room is kept locked. There is a small safe available in reception should a Resident like to leave small valuable items for safe keeping. Details of absence must be given to the Home Manager for example, leaving date and expected date of return, contact details. All medication required during absence must be collected from the Sister in charge.

Pets

We acknowledge the fact that Residents may have much loved pets they would like to bring with them when they move in. Where possible we will of course accommodate any such requests. However, the Management have a responsibility to all the Residents with regard to health and safety. The Registered Home Manager will treat each case individually, dependant on the ability of the Resident to care for their pet as well as the amount of pets already living in the Home and the needs of other Residents.

Medication

As standard a Resident's drugs will be managed by the staff, dispensed where required and ordered for the Resident under the instructions of the Doctor. Any Resident may request to see a doctor in private if they wish.

If a Resident wishes to be self-medicating and is safe to do so then all necessary help and support is given to facilitate this. A risk assessment will be necessary to evidence the Resident's competency to self medicate and details of this shall be found within their care plan and medication notes. These will be regularly reviewed.

Telephone

All rooms have a telephone point with a personal telephone number. Telephone bills will be paid by the Home and charged to the Resident on their monthly sundries bill.

Meals

Our food is freshly prepared and locally sourced where possible by our in house catering team. The menus will be varied and offer a least two choices for breakfast, lunch and supper, with favourite dishes and special diets accommodated wherever possible. Residents are encouraged to enjoy meals in the dining room adjoining conservatory in the summer months but may of course eat in their own room if they prefer.

Tea, coffee and other hot drinks are available and can be served at any time and visitors are also catered for.

Other Facilities

The Home has a hairdressing salon with a hairdresser who comes regularly.

Physiotherapy is available from a team of dedicated physiotherapists, who visit the Home twice a week. We have a visiting chiropodist and our domiciliary care agency, Homecare Finder Ltd can be arranged for additional companionship and one-to-one time.

If a Resident would like to take advantage of any service we do not provide in house, we will make every effort to source that service for them from a quality provider.

All the above services will be charged to a Resident's monthly sundries account.

Monitoring and Quality

Quality service and attention to detail is pivotal to everything that we do. The Home has various quality management systems in place to ensure these goals are met.

We regularly consult the Residents and their relatives about about the Home, the staff and the services we provide. We do this through in person meetings, an open forum for Residents to discuss anything and everything they would like to and, in addition, Quality Assurance questionnaires are sent to all Residents and / or their significant others at least once a year for feedback purposes. Confidential surveys are also issued to employees on a regular basis enabling management to more fully support staff by seeking their opinions and feedback on their training and work environment.

The information collected during this time is confidential unless the individual wishes to state their name and is collated by the Management and used to identify areas of dissatisfaction as well as satisfaction with action plans put in place to remedy any concerns.

The most recent questionnaire and can be found in the back of this folder. Also included is information on the Home's most recent Care Quality Commission inspection report.

End of Life & Bereavement

In the last days of a Resident's life and in the difficult days following a bereavement our Resident's family and Next of Kin can expect every possible support.

Whereas funeral arrangements are usually made by the Next of Kin, the Home's staff can be relied upon to assist and explain what is required. Where there are no Next of Kin, staff will attend to the necessary arrangements on behalf of the Resident. Every attempt is made by the Home to make this distressing time as stress free as possible. On discussion with the Home Manager, arrangements will always be made to allow relatives who wish to stay with their loved ones during this time to do so. Our staff are experienced in end of life care enabling the Home to provide a holistic approach to this time, empathetic with the needs of the terminally ill Resident and emotionally supportive of their relatives.

The Home has a close working relationship with the community Palliative Care Team, who visit regularly, as required. The Home has had many complimentary letters with regard to this subject all of which we keep as part of our quality assurance process.

Complaints & Compliments

If a Resident, relative or visitor feels that there is a cause for complaint, the matter should be discussed with the most senior person on duty, or the concerns documented within a letter addressed to the Registered Manager. All compliments and complaints will be logged and recorded in the compliments and complaints register, which is available in the care office. A full investigation will be made into any complaint and the outcome provided for discussion as soon as possible or within 28 days. If the results of the investigation are not satisfactory and internal procedures have been exhausted without reaching a satisfactory conclusion, a registration officer from the Care Quality Commission can be contacted at the following address:

Care Quality Commission
CQC National Correspondence
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
TEL: 03000 616 161

For more detailed information about making a complaint please see the Amesbury Abbey Group's more detailed, Complaints and Compliments Policy, which can be found in the Home's Reception or a copy provided to you on request.