

Information Guide



Our Mission

A forward thinking provider who looks after people extremely well.

A genuine warmth.

We really do care.

Our Vision

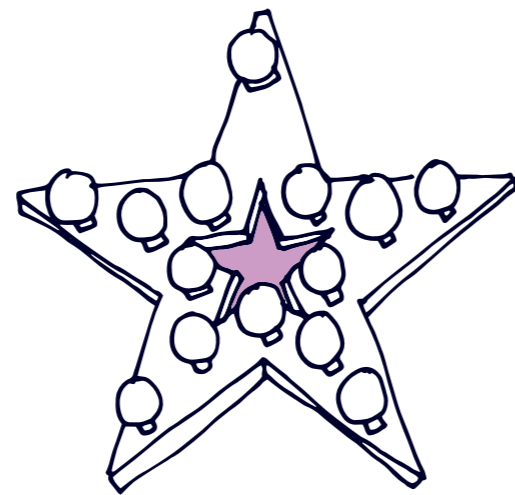
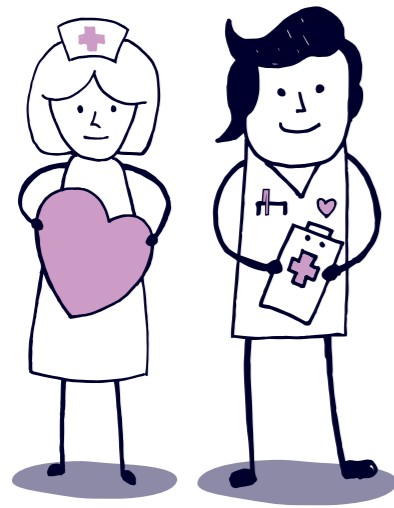
To have a real, positive impact on people's lives within our local community.

We are trusted.

We are their preferred choice.



Our Core Values



Treat People Really Well

ONE team, working together to put residents and families at the heart of everything we do. We will always respect and treat people really well.

Continuous Development

Embedding excellence in our Homes, we must continually develop to deliver the highest standard of care.

Trust

Always act in a way that strengthens and builds trust within Macklin Care Homes through Honesty and Integrity.

Dedication

Passionate about being an integral member of the team, we live our values every day.



Admission to the Home

You are welcome to make enquiries directly to our Homes or through your Care Manager who will assist in making the arrangements. If you wish to discuss the admission process please contact the Manager of the Home who will be happy to discuss your individual situation and assist you to make suitable arrangements for admission to the Home.

Named Nurse/Senior Carer and Key Worker

In the Home we provide care for our residents using a named nurse/senior carer concept. This means that on admission, you will be advised of the name of your named nurse/senior carer and key worker. The named nurse/senior carer will be responsible for discussing your care and, in consultation with yourself/your family, will draw up a plan of care which will ensure your needs are met. The key worker will assist you with all other aspects of your life in the Home.

Care Records

It is essential for us to keep records of your treatment, care and medications during your stay with us. These records are like those kept in hospitals and are completely confidential, available only to the staff in the Home and those people visiting the Home who are directly involved in your care e.g. your Doctor.

Confidentiality

All information obtained by the Home in the process of a resident's care is deemed as confidential and will not be passed on to any others who are not responsible for the care of the resident without your consent or a legislative requirement.

Medicines

On admission, you should bring all medications with you, and after we have talked with your Doctor, we will give these medicines to you at the correct times each day.

Those residents who wish to continue to take their own medication independently should discuss this with their named nurse/senior carer or Manager. Family and friends should not administer any medication to the resident without the knowledge of the staff to avoid the staff administering a similar medication.

Care Managers

Care Managers are health care professionals, employed by the Trust who are initially involved in the assessment of each of our residents before they come to our Home.

Following admission to our Home, the Care Manager will review each placement to ensure that we at the Home are providing a high standard of care, which meets the needs of our resident – their client. A meeting can be called at any time if there are any concerns that need to be addressed either by family or by the staff in the Home.

Visiting Times

There are no set visiting times at the Home and visitors are welcome to drop in at any time throughout the day. However to allow for the wellbeing of the residents we would ask visitors to refrain from visiting between 10pm at night and 10am in the morning. In the event that a resident is unwell there is no restriction on visiting unless there is a specific request from the resident. The wishes of each resident regarding receiving of visitors will be respected and will be monitored by the Nurse in Charge.

Personal Items in the Home

Our aim is that our residents will feel completely at home, and therefore, we would encourage residents to bring indoor and outdoor clothing. To prevent mix up or loss, clothes must be clearly named before admission preferably with printed name tags which are sewn on. The Laundry is done in house which is included in the fee but dry cleaning will incur an additional charge. If residents are staying for longer periods of time, we would welcome them to bring any personal belongings they would like such as ornaments and photographs. All electrical items must be PAT tested prior to being used in the Home therefore we would ask that these items are named and left in the office for PAT testing prior to being placed into use.

Valuables

We encourage residents to send money and valuables home where possible. We cannot accept responsibility for money or valuables left in the bedrooms.

Insurance

Resident's property is insured under the Homes Insurance Scheme (with the exception of very valuable items). Residents overall belongings are covered to the total value of £500 and £100 per item; if you are unsure please ask the Nurse Manager. If you have any items in excess of the insured amount please make sure that you arrange suitable personal insurance cover.

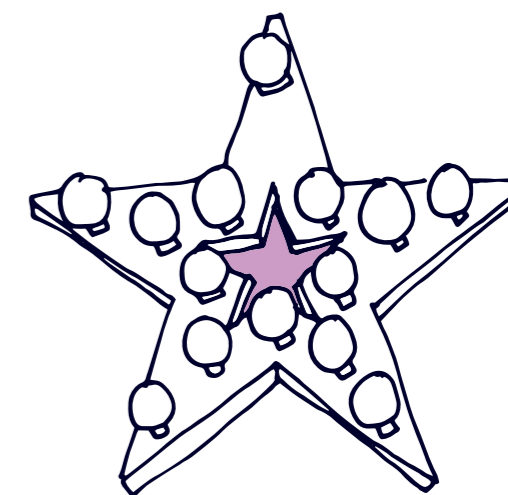
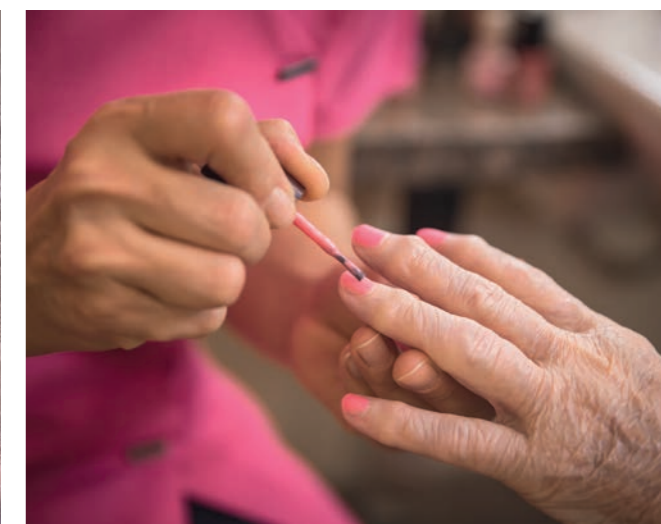
Meal Times/Beverages

Breakfast (ongoing)	8am – 10am (approx.)
Morning Tea/Coffee and scones	11am
Lunch	1.00pm – 1.30 pm
Afternoon Tea and Tray Bakes	3.00 pm
Evening Meal	5.00 pm – 5.30 pm
Supper	7pm
Late Supper	9pm – 10pm

All meals are made fresh each day. We attempt to accommodate all of our residents' food preferences and will endeavour to attend to any dietary requirements as notified throughout a resident's stay with us.

Other Items

Any other items that you may need i.e. confectionery, cigarettes and toilet requisites etc. can be ordered by the office and delivered to you during your stay.



Your Doctor

Your family Doctor will continue to care for you, visiting you in the Home as necessary. If you have moved outside your Doctor's area, it may be necessary for you to register with another Doctor. If this is necessary, we will discuss the matter fully with you and/or your family.

Admission to Hospital

If an admission to hospital is necessary and the resident and family agree that this is the most appropriate action then the resident will be transferred to hospital via ambulance. If the resident needs to be assessed in accident and emergency we will contact the family to advise if they wish to accompany the resident to hospital; in the event that a family member cannot accompany the resident we attempt to send a care assistant with the resident. Please be aware a fee will be incurred for this service.

The care assistant will accompany the resident and wait until they are either admitted to the hospital or return to the Home. If the resident is being admitted straight to a ward there is not normally a requirement for the resident to be accompanied.

Physiotherapy/ Occupational Therapist

If a resident requires therapy or equipment, the Staff Nurse will arrange for a Physiotherapist/Occupational Therapist to visit you in the Home by contacting your GP.

Optician/Dentist

The local dentists and opticians will visit the Home to carry out any treatment necessary.

Podiatrist

A podiatrist can be made available for all of the residents and this will be coordinated by the nurses to ensure that your podiatry needs are met. Some residents may feel that they would like podiatry more often than is available and they can arrange for a private podiatrist to visit through an individual private arrangement and at their own expense.

Activities

A range of daily group activities are available in the Home which you are welcome to attend, however the activity therapist will be delighted to discuss your activity needs on an individual basis should you prefer not to attend the group sessions. Additional costs may be charged for activities outside the Home.

Hairdresser

We have a hairdresser and barber who visit the Home. Please arrange an appointment with the nursing staff. Each resident is responsible for the cost of individual hairdressing.

Worship

Clergy are welcome at any time and services are held at the Home. Should you wish us to contact your Clergy, please do not hesitate to ask.

Newspapers

A range of newspapers are delivered to the Home daily for residents to read, if you wish to have your own newspaper delivered to the Home we can arrange this and the cost of the paper will be added to your bill.

Telephone

Staff can arrange for the residents to have access to a phone in the Home, if residents wish to have a private telephone in their rooms please discuss this with the Manager who will assist you to arrange this via an external provider.

Going on Holiday

Should you wish to go out for the day or on holiday; we will assist you to prepare for your trip. Please let us know in advance and we will help with packing etc. We must continue to charge the full fee when a resident vacates the room temporarily as with personal effects in the room, it is impractical for others to use it in your absence.

WIFI/Internet

The Home has WI-FI/internet facilities available for all residents.

Resident / Relative Meetings

We strongly encourage relatives/friends to have an input into the Home and we will invite you to attend resident/relatives meetings within the Home. Specific issues relating to individual residents should be discussed on a day-to-day basis with the care staff or Manager. These meetings will take place as frequently as requested by the resident/relatives.

Comments & Suggestions

Comments and suggestion cards are available in the foyer and we would encourage you to give us feedback as this helps us to improve our service to you. Please leave it in the post box provided.

Quality Audit Questionnaires

We at the Home are very aware that the most important person is the person receiving the care therefore each year we send all residents and their families a quality questionnaire; these questionnaires can be returned anonymously and are vital to us improving our service to you.

Conclusion

It is hoped that we have addressed all of your queries, however, if you have any questions please do not hesitate to contact us and we would be delighted to discuss them with you. We look forward to welcoming you to our Home.

