

Service User Guide

An introduction to Macklin Care Homes



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Company Overview



Our History

At Macklin Care Homes, our mission is to be **a forward-thinking provider** dedicated to looking after people extremely well. We believe in offering more than just care; we have **a genuine warmth** and put compassion into everything we do. Every day, we go above and beyond to create a supportive, caring environment where people feel truly valued. Above all, we are driven by a simple but powerful truth: **We really do care.**

Our Mission

Our vision is to have a **real, positive impact** on the lives of people within our local community. We aim to be the trusted provider for care that families choose with confidence. Through our dedication, passion and commitment, we care with heart, creating an environment where people feel safe, loved and respected. Our vision is for Macklin Care Homes to be the preferred choice in the community—where **people know they are in the best hands**, with a team that truly understands and supports their needs.

We are family-run, and family-focused.
We care with heart.

Welcome

On behalf of the management and staff, we would like to extend **a warm welcome to you and your family** as you either consider a care home, or become part of our community. We understand that moving into a care facility is a significant step, and **we are committed to making your transition as smooth and comfortable as possible.**

Our team is here to provide not only excellent care but also **a compassionate, supportive environment** where you can feel safe, valued, and respected. We believe in fostering **an atmosphere of dignity and independence** while also ensuring you receive the personalized care that meets your unique needs.

This booklet is designed to provide you with essential information about life in our home including our services, policies, and the many activities and opportunities available to you. We encourage you to read it thoroughly and get involved in shaping your experience here.



Warm Regards,
Management and Staff

At Macklin Care Homes, we are committed to providing a caring, supportive environment for all our residents. This guide should help you navigate the day-to-day routines and ensure that you and your family members feel informed and welcome every step of the way.

Please know that our team is always available to assist you and ensure that you feel at home here. We are honoured to be part of your journey and look forward to supporting you in every step along the way.



Our Values

At Macklin Care Homes, we are guided by **a strong set of core values** that shape everything we do.

These values help us build a culture of **respect, care and dedication**, ensuring that our residents and their families are always at the centre of our efforts.



Treat People Really Well

At the heart of our approach is a commitment to **treating everyone with kindness, respect and empathy**. Whether it's our residents, families or fellow team members, we believe that every individual deserves to be treated well. We are one team, working together to create **an environment where everyone feels valued and supported**.



Trust

Trust is the foundation of everything we do. We believe in **acting with honesty, integrity and transparency to build and maintain trust within our homes**. Through our actions, we strengthen the bond of trust with our residents, their families and our team members, fostering an environment where open communication and reliability thrive.



Continuous Development

We are committed to embedding excellence in everything we do. Continuous development is **key to delivering the highest standard of care** and we are always learning, growing and improving. By **embracing change** and investing in our team's growth, we ensure that our homes remain places of comfort, safety, and outstanding care for all who live and work here.



Dedication

We are passionate about our work and dedicated to being **integral members of a team that lives by our values every day**. Our commitment to excellence drives us to consistently go above and beyond in our roles, ensuring that **the well-being of our residents and the success of our team is always our top priority**.

First Steps...



Admission process

You are welcome to make enquiries directly to our homes or through your Care Manager, who will assist in making the arrangements to come and view the home and talk to our very experienced staff about your care needs. 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.

If you would like to spend a few hours, we are happy to provide coffee, tea and lunch. Hopefully this gives you an opportunity to sample the atmosphere, level of service and observe staff at the home and meet the other residents.

If you decide that you would like to move into the home, one of our experienced team will meet with you and your family to carry out a **"Pre-admission Assessment"**. This assessment allows you to meet a team member, ask questions and discuss your care needs so we can better understand you and prepare staff to support you before your arrival.

From this assessment, **a plan of care will be devised within 5 days of your admission**, when the staff get to know you fully. Family input is important in this plan and we would ask you to please speak with the nurse in charge of the unit to make sure that your plan is tailored to your needs, likes and dislikes.



Medicines

On admission, please bring all medications with you. After discussions with your doctor, we will give these medicines to you as per your doctor's instructions.

We take the safe and effective management of medication very seriously. All medications are stored securely, and our trained staff ensure that prescriptions are administered accurately and on time according to each resident's individual care plan. We work closely with doctors, pharmacists and other healthcare professionals to regularly review and update medication schedules.

Our medication administration is carefully documented and we monitor for any side effects or changes in health that may require adjustments to their medication. Families are informed of any significant changes with resident permission. **We encourage you to discuss any concerns regarding your loved one's medication with us at any time.** Their well-being is our priority; we strive to provide the highest standard of care.

Relatives should not bring any medication into the home or give any medication to the residents without the knowledge of the nurse or Senior carer in charge. Those residents who wish to continue to take their own medication independently should discuss this with their named nurse/senior carer or Manager.

Personal Belongings



Our aim is for residents to feel completely at ease, like moving from one home to another. For residents who are staying for longer periods of time, we welcome and encourage them to bring any personal belongings they would like such as ornaments and photographs. However we would discourage bringing in valuable items where possible.

Clothing should be clearly marked / named before admission. I.e. printed name tags which are sewn on. Our in-house laundry service is covered in the Bed Fee, however dry-cleaning requirements will incur an additional charge. We would encourage residents to bring indoor and outdoor clothing.

Electrical items must be PAT tested prior to being put into the resident's room, therefore **we would ask that any personal electrical items are clearly named and left in the Home Managers office for PAT testing before being used in the resident's bedroom.**

Our insurance covers personal belongings up to a maximum value of £1000 for all items. This includes items such as jewellery, electronics and other personal possessions brought into the home. Any valuables exceeding this amount are not covered under our general insurance policy.

For items valued over £1000, we recommend families arrange separate private insurance coverage. This will ensure that any higher-value items are adequately protected. Whilst we take utmost care in protecting items, the home is not liable for any loss, damage or theft of items exceeding this limit.

Your Care Team.

♥ Care Managers

Care Managers are healthcare professionals employed by the Health Trust who are involved in the assessment of your care needs prior to admission into the Home.

Following admission, the care manager will review each placement to ensure that the home is providing a standard of care that meets your needs.

The formal process for meetings is 6-weekly, 6-monthly and annual reviews where all parties get together to discuss the care.

Please do not hesitate to contact us if you have any suggestions or concerns to raise and we will deal with them immediately.

A meeting can be called at any time if there are any concerns that need to be addressed either by family, the resident or the home.

♥ Doctor

Your family doctor will continue to care for you, visiting the home as necessary to provide medical support.

If you have relocated outside your doctor's area, it may be necessary for you to register with a new doctor. Should this be the case, we will discuss the matter with you and/or your family to ensure a smooth transition and make sure all your health care needs are properly addressed.

Your well-being is our top priority, and we will support you in any way we can to maintain continuity of care.

♥ Named Nurse/ Senior Carer and Key Worker

In Macklin nursing homes, we use a "Named Nurse and Keyworker" system to ensure each resident receives **personalized care and attention.**

Every resident is assigned a Named Nurse who is responsible for overseeing their medical needs, coordinating their care plan and ensuring that any healthcare concerns are addressed. The Keyworker is a member of our care team who plays a key role in supporting the resident's day-to-day wellbeing, assisting with personal care and acting as a primary point of contact for both the resident and their family.

This system allows us to build strong, trusting relationships with our residents and their families, ensuring that everyone's needs are met in a way that is tailored to them. **Both the Named Nurse and Keyworker provide compassionate care and will work closely with you to keep you informed and involved in your loved one's care journey.**



Who's who?



Easily identify different key workers within our homes with this handy key.



The Nurse Manager will either wear their own clothes or a nurse tunic



Staff Nurse



Care Assistant



Activities Staff



Housekeeping



Kitchen Staff

Agency Staff

Sometimes, temporary healthcare staff will work in the homes through an agency, wearing a slightly different uniform with a non-Macklin logo. Please be assured these team members remain highly-trained and have undergone the same employment checks as our core team working in our homes.



Physiotherapy/ Occupational Therapist

If a resident requires physiotherapy or occupational therapy, our Staff Nurse will coordinate this by contacting the resident's GP. **The GP will then refer a Physiotherapist or Occupational Therapist to visit the resident in the home.**

However, residents/families can organise a private Physiotherapist/Occupational therapist to visit the Home at their own expense.



Optician/Dentist

We work closely with local dentists and opticians who will visit the home to provide any necessary treatments or check-ups for our residents. This ensures that residents receive regular dental and eye care without needing to leave the comfort of the home.

If any treatments or assessments are required, our staff will help arrange the visits and support residents during their appointments.

If the resident requires any Optician / Dentistry services outside of what is available to them free of charge, this will be at the expense of the resident or their family.



Podiatrist

Regular foot care is an important part of maintaining overall health and well-being. **A podiatrist is available for all residents at their own expense. Our nursing team coordinates these visits to ensure that podiatry needs are met.**

Should residents wish to receive a different or more frequent podiatry provider, the resident or family can arrange for a private podiatrist to visit the home through a private arrangement.



Hairdresser

We are pleased to offer professional hairdressing and barber services with stylists who visit the home regularly.

To arrange an appointment, simply contact the nursing staff who will be happy to assist in scheduling a convenient time for you. This will be at the resident's own expense.

If you'd prefer to have your own personal hairdresser visit the home to provide treatment, this can also be arranged.



Your care records



We're committed to delivering high-quality care, which includes keeping detailed records for each resident. This covers personal information, medical history, treatment plans and other relevant details –to ensure care is tailored appropriately.

We take privacy seriously and comply with the **General Data Protection Regulation (GDPR)**. All personal and health data is securely stored with access restricted to only the care team and others with a legitimate reason. Under GDPR, residents and their Next of Kin can request access to these records at any time.

If you have any questions about care records, please speak to the Manager.



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 anyone that has no responsibility for the care of the resident without the necessary consent or a legislative requirement.

We ask that all residents/relatives **respect the confidentiality of the other residents** and our staff and **please do not share information** that they become aware of in the time they are in the home.



Recording and Privacy Policy

We understand the desire to capture special moments. To protect the privacy and dignity of all our residents and staff, **visitors are not permitted to take photographs or their loved one in an area where there are other residents or staff**, make video recordings or record audio of any care being provided or of staff members.

This policy helps ensure that all individuals' rights to confidentiality are respected, in line with data protection and safeguarding standards. **If you wish to capture special moments with your loved one this is permitted as long as other residents or staff are not in that area at the time** or if you gained appropriate permission with the home manager in advance.



Visiting Hours



Macklin Care Homes has no set visiting times, but to support residents' well-being, we ask visitors to avoid coming between **10pm and 10am.**

Residents' wishes regarding visitors will always be respected and monitored by the Nurse in Charge. If a resident is unwell, visiting remains unrestricted unless the resident requests otherwise. *In the event of an outbreak, visiting may be restricted following Public Health Authority guidance to protect residents and others.

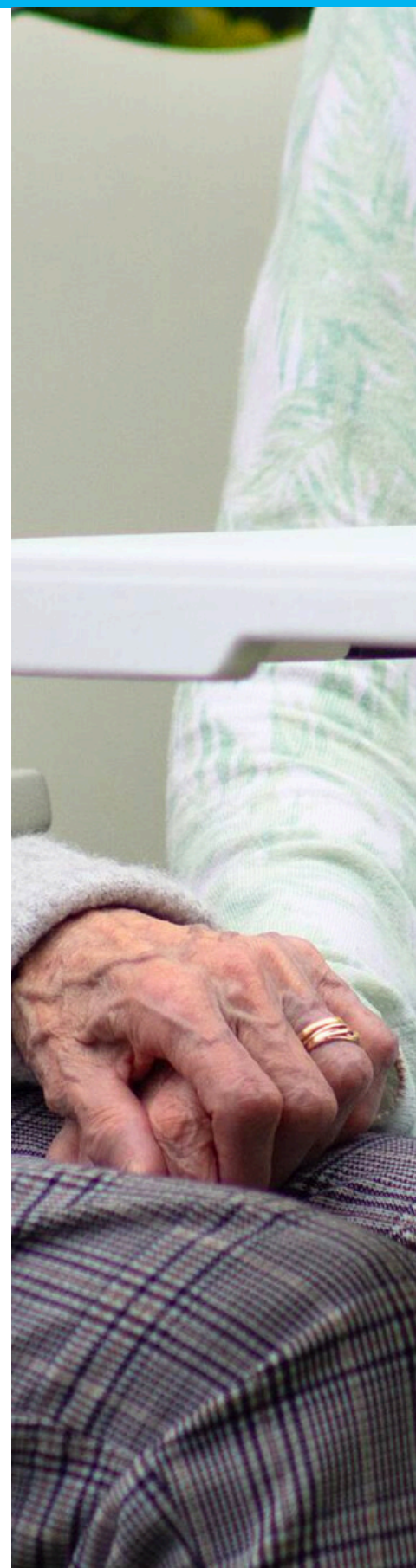
We are committed to a safe, respectful, and supportive environment for all. **Visitors must not be under the influence of alcohol or drugs,** and anyone displaying disruptive behaviour will be denied entry or asked to leave.

We also have a **strict zero-tolerance policy for abuse of any kind—verbal, physical, or emotional—towards staff, residents, or visitors.** Everyone deserves dignity, respect, and kindness. Any violations will be addressed accordingly. Thank you for helping us maintain a safe and caring home.

Smoking Policy

Smoking is permitted in the designated smoking areas of the nursing home for all residents, staff and visitors. For the safety and well-being of all residents, **smoking is strictly prohibited in bedrooms and all other areas in and around the home.**

Residents who require assistance managing their cigarettes may keep them with the nurse who will provide them as needed. We appreciate your cooperation in maintaining a safe and comfortable environment for everyone.



Mealtimes



At Macklin Care Homes, we understand the importance of mealtimes as not only a chance to nourish the body but also as a time for social interaction and enjoyment. Our skilled kitchen team prepares a variety of delicious, nutritious meals that cater to individual dietary needs and preferences. **We offer a choice of meals at each mealtime, ensuring that all residents have options that meet their tastes and health requirements.**

Mealtimes are a relaxed, social experience, and we encourage residents to enjoy their meals in the company of others. Whether in our dining areas or in the comfort of their own rooms, we aim to create an environment where mealtimes are not just about food, but about sharing a moment of connection and care.

Some homes operate a protected Mealtime to enhance the residents experience

Breakfast (ongoing)	8am — 10am
Morning Tea/Coffee and scones	11am
Lunch	1.00pm – 1.30 pm
Afternoon Tea, Coffee and Tray Bakes	3.00 pm
Evening Meal	5.00 pm
Supper	7pm
Late Supper (available on request)	9pm — 10pm

Prescribed Diets and Food Safety

For some residents, a prescribed diet has been recommended by Speech and Language to ensure their safety and wellbeing. These special diets and vegetarian, gluten-free are carefully adhered to.

We kindly ask that all relatives or visitors check with our staff before offering any food to a resident to ensure it is safe. This precaution helps prevent any risks associated with swallowing difficulties or food allergies and ensures that the care we provide is both safe and appropriate. Your cooperation in this matter is greatly appreciated as we work together to support the health and comfort of our residents.

A life of fulfilment...



Activities

We offer a **variety of daily group activities** designed to promote social interaction and overall wellbeing. weekly activities schedule is available from the home.

If you prefer not to attend group sessions, our Activity Therapist will discuss your preferences and arrange personalized activities to suit your needs. **Our goal is to ensure that each resident has an enjoyable and fulfilling experience**, whether participating in group activities or in tailored one-on-one sessions. *Costs may apply for activities held outside the home.



Newspapers

We aim to ensure that all residents have access to the reading material of their choice, helping them stay informed and entertained.

A selection of newspapers is delivered to the home daily for residents to enjoy. If you prefer to have your own personal newspaper delivered, we can arrange this for you. The cost of the any newspapers purchased for individual use will be at the resident's expense.



Faith Based Care

Understanding that spiritual wellbeing is an important part of overall health, we are committed to providing faith-based care that respects and supports the religious and spiritual beliefs of each resident. Whether through access to **religious services, visits from clergy or personal time for reflection**, we strive to create an environment where residents can practice their faith freely. Clergy are always welcome to visit at any time, and religious services are held regularly at the home.



Going out for the day or on holiday

If you wish to go out for the day or take a holiday, we are happy to assist you in preparing for your trip. **Please let us know in advance and we will help with packing and any other arrangements you may need.**

Please be aware that we will continue to charge the full fee when a resident vacates their room temporarily. This is because, with personal effects left in the room, it is impractical for others to use the space during your absence.



Miscellaneous Charges

To ensure every resident feels comfortable and well-cared for may at times require staff to purchase items or arrange services on behalf of the resident. If the family is unable to assist with this, it will be at the resident's expense.

Examples include: Reflexology, Podiatrist, Hairdresser, Newspapers, Stationary, Toiletries, Clothing, Sweets. Cigarettes, alcohol, day trips out etc.

Staying in touch

At Macklin Care Homes, we understand how important it is for residents to stay connected with their families and loved ones. We encourage regular visits, phone calls and virtual meetings, ensuring that residents can maintain strong relationships with their family members and friends. Whether through in-person visits, phone calls or video chats, we provide the support needed to help keep communication easy and accessible.

Our team is always here to assist with arranging visits or setting up technology for virtual connections, ensuring that families can stay involved in their loved one's care and well-being. Residents are welcome to receive telephone calls, and we can arrange for a phone to be placed in your room if desired.

If you would like a personal telephone in your room, please speak with the Manager who will assist you in arranging this through an external provider. We aim to ensure that residents can communicate easily with family and friends, maintaining meaningful connections and supporting their emotional and social wellbeing.



Events

The home will regularly host seasonal events which we highly encourage you to attend when you can!

Events at Macklin Care Homes are a fun and joyful way to spend time with your loved one and friends of the home.

If you would like to arrange a personal party for your loved one e.g. Birthday Party, Anniversary dinner, please get in touch with the home manager or Activities team directly.



Wi-Fi/Internet Access

Macklin Care Homes provides **free Wi-Fi for all residents** to help stay connected with family and friends, browse the web or enjoy online entertainment. If you need assistance accessing the internet, our staff will be happy to help ensure you can make the most of this service during your time with us.

We post regularly on Facebook @Macklin Care Homes (for residents / families who have given consent). **Be sure to follow us and the homes individual page to keep up to date with residents!**



Admission to hospital

If a hospital admission becomes necessary, and the resident and family agree that this is the most appropriate course of action, **the resident will be transferred to the hospital by ambulance.** If the resident needs to be assessed in Accident & Emergency, we will contact the family to inform them of the situation and ask if they will need to meet their loved one at the hospital. **If the family are not able to attend and want a care assistant to accompany them to hospital this can be arranged where possible but it will incur a fee for this service.**

The Care Assistant will accompany the resident and stay with them until they are either admitted to the hospital or return to the home. If the resident is admitted directly to a ward, it is not necessary for them to be accompanied by a member of staff. **We aim to ensure that the resident is well cared for throughout the process, and we will work closely with the family to provide updates and support during this time.**

Hospital Appointments

If a hospital appointment is scheduled for the resident, family will be contacted to accompany the resident to the hospital appointment, if they are unable to attend a care assistant will be sent with them however this will incur a charge as this will involve a member of staff to cover the home in their absence.



Moving to another Care Home

A resident's care needs may change, requiring a move to a different care home that can better meet those needs. Our priority is to make this transition as seamless and stress-free as possible for both the resident and their family. Therefore, **we will assist in finding an appropriate home that offers the necessary level of care**, whether that's more specialized care, such as nursing or dementia care, or a home with facilities better suited to their requirements.

We will ensure that all medical records, personal belongings, and care plans are transferred safely and efficiently to the new home. Throughout the process, we will support you every step of the way, working closely with you and your loved one to ensure a smooth transition.

Family feedback...

Resident / Relative Meetings

At Macklin Care Homes, we strongly encourage relatives and friends to **have an active input in the care and environment of the home**. To facilitate this, we regularly invite you to **attend resident/relative meetings**, where we can discuss general matters and ensure everyone's voice is heard.

If there are specific issues or concerns relating to an individual resident, we recommend discussing these on a day-to-day basis with the care staff or the Manager. These meetings will be held as frequently as requested by residents or relatives, ensuring open communication and a collaborative approach to care.



Comments & Suggestions

We value your feedback and encourage residents, relatives and visitors to share their comments and suggestions with us.

Cards are available in the foyer for you to provide any thoughts or ideas that can help us improve our services. Please feel free to fill out a suggestion card and leave it in the designated post box.

Your input is important to us, and we are committed to continuously enhancing the care and experience we provide.



Quality Audit Questionnaires

At Macklin Care Homes, we recognize that the most important person is the one receiving care. To ensure we are meeting your needs and providing the highest standard of service, **we send out a quality audit questionnaire to residents and their families each year.**

These questionnaires can be returned anonymously, and your feedback is vital in helping us identify areas for improvement.

We greatly appreciate your participation, as it allows us to continually enhance the care and experience, we offer.

Family feedback...

[Verified Reviews from carehome.co.uk]

“ —

February 2025

The staff are amazing, caring, friendly and gentle with mum. Nothing is too much trouble for them. The nurses are vigilant and professional and we are kept informed of anything we need to know. There is a great range of activities which Mum is encouraged to join in with and Saturday tea parties which she loves.

—Service User of Milesian Manor
Lifestyle Nursing Home, Magherafelt

“ —

February 2025

From the moment my sister moved into this home, we all saw a big change in her. She was so happy beyond our wildest dreams as the staff carers and nurses, everyone made us so welcome and the care was second to none.

Thank you, your worth is your weight in gold.

—Service User of Our Lady's Home,
Belfast

“ —

January 2025

They care for their residents as if they are their own family. The team spent so much time always making sure my grandmother was involved in activities, and made sure her day was always full of laughter and joy. It is such a homely place to have a loved one stay in. I'm so grateful to each staff member for taking such great care of my grandmother.

—Service User of Parkmanor Oaks Care
Home, Belfast

“ —

January 2025

First-class experience from a dedicated team. Great care was shown to my mum. Much appreciate and highly recommend this nursing home.

The care was second to none and the cleanliness of the rooms are a high standard.

—Service User of Ratheane Private
Nursing Home, Coleraine

Macklin Care Homes Complaint Procedure

At Macklin Care Homes, we always strive to ensure that you receive a high standard of care, however we accept that we do not always get it 100% right. **If you have a complaint or a concern, please do not hesitate to contact us.** We welcome feedback in order to learn from it and make the service we deliver of the highest possible standard.

We would always advise that you bring your concerns to the person in charge of the care of your loved one **on the day** so that we can get a solution to your concern immediately. Staff will endeavour to resolve your concern or complaint to your satisfaction, however if you are not completely satisfied, you can bring the complaint to the attention of the manager.

Your complaint will be investigated, and **you will be informed of the outcome of the investigation within one month.** It is envisaged that most complaints should be resolved within this period. However, should it take longer you will be informed of the outcome as soon as possible and you will be informed as to the reason for the delay.

If the complaint remains unresolved after speaking with the home manager, you may then refer the complaint to a Deputy Regional Manager:

- Angela Dorrian – adorrian@macklingroup.com (Belfast homes)
- Rosie Clarke – rclarke@macklingroup.com (Mid-Ulster/Causeway homes)

Your concerns will be reviewed and a meeting can be arranged to discuss your concerns and the outcome. In your complaint remains unresolved to your satisfaction the complaint can be addressed to:

- Christine Thompson, Regional Manager – cthompson@macklingroup.com

If the complaint remains unresolved, the complaint should be addressed with the Care Manager/Social worker within the relevant Health and Social Care Trust. An external review meeting can be arranged to discuss your concern.

You can also contact the Ombudsman for Health and Social Care to have your complaint examined. Please see contact information below.

Northern Ireland Public Services Ombudsman, Progressive House, 33 Wellington Place, Belfast, BT1 6HN

Telephone: 02890 233821

Freephone: 0800 34 34 24

Text Phone: 028 9089 7789

Freepost: Freepost NIPSO

Email: nipso@nipso.org.uk

Website: www.nipso.org.uk

Other Services that can support you:

- RQIA (Regulation Quality Improvement Authority) are the regulator for care home services.

Phone: 028 9536 1990

Email: info@rqia.org.uk

Web: www.rqia.org.uk

Post: RQIA, 7th Floor Victoria House, 15-27 Gloucester Street, Belfast, BT1 4LS.

RQIA registers and inspects a wide range of health and social care services. Inspection reports for all homes are available on their website.

- Patient Client Council is a free and independent advice and support to help you raise your complaint.

Phone: 0800 917 0222

Email: info.pcc@hscni.net

Web: www.patientclientcouncil.hscni.net

- Age N.I. – <https://www.ageuk.org.uk/northern-ireland/services>
- Alzheimers Society <https://www.alzheimers.org.uk/about-us/northern-ireland>

Conclusion

Thank you for taking the time to review our information guide and we hope that you have found it useful. At Macklin Care Homes, we are dedicated to providing a safe, caring and supportive environment for all our residents. **We value the trust you place in us and strive to ensure that your loved one receives the highest standard of care.**

We encourage open communication and are always here to answer any questions or address any concerns you may have. Your feedback and involvement are important to us, and together, we can create the best possible experience for everyone. **If you ever need assistance or have any further inquiries, please do not hesitate to reach out to our team.**



CHRISTINE THOMPSON
Operations Manager



We care with heart.

→ ***Website:*** www.macklincarehomes.com

→ ***Facebook:*** [@MacklinCareHomes](https://www.facebook.com/MacklinCareHomes)

→ ***LinkedIn:*** [@MacklinCareHomes](https://www.linkedin.com/company/MacklinCareHomes)

Please Note: Each individual home has their own email addresses and telephone number.
Please check our website for more details.