

PLASGWYN NURSING HOME

INFORMATION BROCHURE

Index

Service users Guide for Service Users
And their Relatives

Statement of Purpose



PLASGWYN NURSING HOME

SERVICE USERS GUIDE

FOR SERVICE USERS AND THEIR RELATIVES

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog, LL49 9AP

PLASGWYN NURSING HOME

INDEX

Background Information	4
Location	4
The Aim of Plasgwyn	4
Ownership and Organisation	4
Objectives	5
Staffing Levels and Qualification	5
Facilities at Plasgwyn	6
Admissions	7
How Care is Provided to Service Users	8
Meal Times	9
Escorted/Accompanied Outpatient Visits	9
Visiting	9
Other	10
Service User's Charter of Rights	10
Philosophy of Learning	12
Evaluation	12
Schedule of Service	13
The Physical Environment	14
What Service User's Should Expect	15 & 16
Quality Assurance	17



PLASGWYN NURSING HOME

BACKGROUND INFORMATION

Plasgwyn was previously a hotel which was owned by the Hughes family from 1970. In 1998 the family decided to convert the hotel to a purpose built Nursing Home. Plasgwyn Nursing Home is registered to provide round the clock nursing care by highly qualified and experienced team of nurses and care practitioners. We provide Nursing, residential and respite services for adults mostly over the age of 65 who require professional nursing care.

LOCATION

Plasgwyn is located in Pentrefelin village on the A497 between Criccieth and Porthmadog. Porthmadog High Street is 4.5 miles and Criccieth High Street is 0.5 miles.

THE AIM OF PLASGWYN

Plasgwyn has established an excellent reputation for Palliative and end of life care and our aim is to ensure that our service user's are all treated as individuals and with the utmost dignity and respect, ensuring they are well cared for in a friendly, clean, safe, and attractive environment.

The people we support are given the very best care and attention, continually tailored to meet their specific needs. We are always looking at ways in which to improve the nursing care we offer, therefore making the service users life more comfortable: Plasgwyn was the first nursing home in the area to be able to administer sub cut fluids therefore avoiding unnecessary hospitalisation. We are also the first home in the area to purchase a coagu check machine therefore avoiding unnecessary venapuncture. (taking of blood)

OWNERSHIP AND ORGANISATION

Cariad Care Homes Limited is a limited liability company, specifically formed in 2004 for the purpose of developing and managing a nursing home. Plasgwyn is registered at Companies House with the Registrar of Companies and has the Company Number 3580952. Plasgwyn is owned by the Hughes family who have lived in the area for several generations. The family are active in the day-to-day management of the business to ensure a homely and friendly environment. The responsible individual of Plasgwyn Nursing Home is Mrs Mair Hughes and Mrs Sue Fryatt is the registered Manager.

THE MANAGEMENT TEAM

Mrs Mair Hughes	Chairperson
Mrs Ceri Roberts	Managing Director
Miss Nia Hughes	Director
Mrs Sue Fryatt	Matron (RGN Level 1)
Mrs Liz Owen-Till	Deputy Matron (RGN Level 1)

Plasgwyn is managed on a day-to-day basis by the management team with Mrs Ceri Roberts and Miss Nia Hughes responsible for day to day operations and administrative tasks and Matron and her Deputy being responsible for the nursing and personal care.

Mrs Mair Hughes had been managing Plasgwyn as a Hotel for over thirty years prior to its conversion to a nursing home, whilst Ceri Roberts background was working in 5 star hotels in London, Switzerland and the Middle East and more recently in Executive Search. Prior to

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog. LL49 9AP

PLASGWYN NURSING HOME

commencing with Cariad Care Homes Ltd Miss Nia Hughes was a Deputy Manager in a home for children with behavioural problems.

OUR OBJECTIVES

- > *To provide the highest standard of care using individualised programmes.*
- > *To preserve the legal and moral rights of our service users.*
- > *To ensure that service users have as much privacy as they desire*
- > *To provide a therapeutic and homely environment where relatives and visitors are encouraged to participate in activities and the service users individualized care programme*
- > *To protect service users right to choose and to and provide service user's with choices as far as is possible*
- > *To promote nurse and care practitioner development through the provision of onsite training and where appropriate arrange for staff to attend offsite training sessions*
- > *To ensure that our staff have a positive and caring attitude.*
- > *To maintain cordial relationships with the individuals providing professional services to Plasgwyn*
- > *To provide imaginative, understanding and sympathetic nursing care when service user's are highly dependent or when deterioration is inevitable.*

STAFFING LEVELS AND QUALIFICATIONS

Plasgwyn currently employs 2 Directors, 1 Manager, 9 RGN's, 28 care practitioners, 2 cooks, 1 kitchen assistant, 5 domestic staff for laundry, cleaning, a full time handyman and a part time gardener. At all times there is a Registered General Nurse in charge at Plasgwyn she is assisted by 6 care Assistants in the morning, 5 in the afternoon and 3 at night.

Most of our staff are recruited locally and are bi-lingual in English and Welsh. Many of our care practitioners have undertaken National Vocational Qualification's NVQ's 2. All staff are required to attend regular training sessions to ensure they are updated of new developments as they occur. There is also a team of ancillary staff responsible for the catering, domestic, laundry and maintenance. The management team, with their permission, regularly dine with service users to spot check the catering and ensure the highest standard is maintained.

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog. LL49 9AP

PLASGWYN NURSING HOME

FACILITIES AT PLASGWYN

The accommodation at Plasgwyn is on two floors; once on a particular floor there are no steps. Two staircases at each end of the building link the floors. There is also an eight-person passenger lift with its own telephone link in the case of an emergency.

Plasgwyn's fire protection and nurse call systems are the newest approved technology currently available. The fire alarm system is tested weekly – service users and visitors in Plasgwyn are advised of the test just before it occurs. All rooms are en-suite and have a remote control television/DVD machine. There is also a telephone point in each room. There are two lounges and a separate dining room. Plasgwyn also has its own hairdressing salon on site.

The garden to the rear of Plasgwyn has been landscaped and is for the use of service user's and their families/visitors, weather permitting. Sections of the garden are adapted to cater for the physically disabled, permitting service user's to maintain their own "plot" should they choose to do so.

The management of Plasgwyn have retained local professionals who are prepared to attend Plasgwyn; arrangements are in place with; opticians, dentists, chiropodists, speech therapists, physiotherapists, financial and legal advisors.

Plasgwyn has a library onsite, books are swapped regularly and the mobile library calls on a monthly basis to swap and replenish books.

Service users are encouraged to adapt their rooms to their rooms to reflect their own preferences, several colour schemes are available. Additionally, Plasgwyn has no objection to service users bringing items of furniture and other personal belongings into the building, subject to the prevailing regulations and provided they do not interfere with the care plan. Electrical equipment must pass a safety test and electric fires/fan heaters are not permitted.

Plasgwyn does not insure items belonging to service user's such as jewellery, valuables and cash. Service users are strongly advised to make their own arrangements in respect of these items. Each service user is provided with a lockable cabinet for their own use. Plasgwyn does have a cash box in which service users may place petty cash for safekeeping.

Ministers of all denominations are encouraged to visit Plasgwyn.

Plasgwyn now has a resident cat, a beautiful ginger Tom cat known as Puss.

ADMISSIONS

All prospective service user's, their families and friends are encouraged to visit Plasgwyn to see for themselves the environment we have created.

Prior to admission, all prospective service users are provided with a copy of our statement of purpose, service users guide, service users contract, statement of terms and conditions and a statement of purpose. Additionally all prospective service user's are assessed by our Matron who, in conjunction with the family, GP and Social Worker, will assess the individual and devise and individual programme of care which will be undertaken once they become Service User. In the event that Plasgwyn is fully occupied it is possible for prospective service users to be

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog, LL49 9AP

PLASGWYN NURSING HOME

placed on a waiting list or a room may be sourced at our sister home Bodawen until a room becomes available at Plasgwyn.

Service users are admitted to Plasgwyn through four main conduits;

1. Hospitals – Multi disciplinary care teams
2. Social and Community workers
3. General Practitioners
4. Relative and friends of existing service users

Service users of Plasgwyn are all here because they require nursing care.

Once admitted to Plasgwyn, service users have four weeks in which to decide that Plasgwyn is the nursing home for them. This first month provides an opportunity for the staff to get to know individual service user and to identify their wants and preferred ways of living i.e. the times at which they want to rise and go to bed. During this period the service users care and support requirements will be assessed, discussed and developed into an agreed plan. This process includes discussions on any risks to which the service user and staff might be exposed as a result of making their own choices and decisions. It also includes discussions, with the service users agreement, with any relatives or representatives who may be involved in their care needs and plans. The main objective is to achieve a care plan under that satisfy the requirements of all those involved.

Plasgwyn fees are paid by the Service User, their families, or by the local council or the Local Health Board. Additional information is available by contacting the local social service's office or the appointed Social Worker.

Service Users come under the care of the GP allocated to Plasgwyn by local health centre in Criccieth. Service users have the ability to remain with their own GP providing the GP is local and willing to visit. Our GP visit weekly and is on call as and when required. Service users have access to all of the resources of the National Health Service.

HOW IS CARE PROVIDED TO SERVICE USERS

The care plan designed for each service user provides the basis upon which Plasgwyn's care service is delivered. Each service user's plan includes a brief description of their preferred daily routine, their likes and dislikes in relation to food including specific dietary requirements and similar matters. It includes their list of preferences in respect of how they prefer to be addressed and what dignity, respect and privacy means to them in terms of daily behaviour and actions. It is particularly important to determine this in respect of any intimate or personal care to be performed. The care plan will also include a risk assessment and risk management plans needed as well as details of health care needs, medication, GP details and any community nursing or other therapeutic services provided or that may be commissioned by the Service user. The care plan also includes details of service user's social interests and activities and how they are met along with arrangement in place to facilitate the provision of religious services of their choice and contact with relatives, friends and representatives. Care practitioners are responsible for monitoring and reviewing the care plans for our entire service users. The duties of care practitioners include preparing service users and gathering information for their reviews, which are held annually or sometimes more frequently if needed. Care practitioners are given regular supervision by the nurse in charge, the deputy matron

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog, LL49 9AP

PLASGWYN NURSING HOME

and the matron who share responsibilities for supervising reviews and communicating with outside professionals, that may also be involved with particular service users.

The care plan is organised as a response to service users individual and combined needs. All meal times are flexible and service user's can arrange to have meals in their own rooms or in the dining room. Our communal lounges have been established with specific uses such as, a smoking lounge, and the main lounge which has a television and a compact disc player/audio equipment to allow groups to watch different channels or listen to the radio. This reflects Plasgwyn commitment to provide service users with as much choice as they want.

MEAL TIMES

The menu is on display in the reception area – if you require a copy please do not hesitate to ask and one will be provided to you. Our attitude to meals and meal times is very flexible. Specific menus and diet can be catered for by prior arrangement. We believe in allowing our service user's to dine at times of their own choosing and our meal times are set out for guidance purposes only, they are as follows:

Breakfast	08.30 – 09.30
Mid morning coffee/tea	11.00 – 11.30 Available in service room or any of the lounges.
Lunch	12.00 – 13.00 Lunch is served in the main dining room or in service user's rooms.
Afternoon tea	15.30 – 16.00 Available in service users room or any of the lounges.
Evening Meal	17.00-18.00 Supper is served in the main dining room or in service user's rooms.
Drinks/Snacks	19.30 onwards a selection of hot and cold drinks along with sandwiches and snacks are available all through the night upon request.

ESCORTED OR ACCOMPANIED OUTPATIENT VISITS

Plasgwyn is willing to offer trained care practitioners and or nurses to escort service users on outpatient visits. The fee scale applicable as follows and are payable directly to the escort:-

RGN Level 1	£12.50 per hour
Care Practitioner	£ 7.00 per hour

The hourly rate will be applied from the time of departure from Plasgwyn to the time of return.

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog, LL49 9AP



PLASGWYN NURSING HOME

VISITING

There are no restrictions on visiting times, we ask that visitors use their own discretion and be reasonable.

The management wish to make it known that domesticated animals such as dogs are allowed on the premises. Owners are required to keep their pets on lead and under control at all times. Plasgwyn accepts no responsibility for any issues arising from visitors bringing animals on to our premises.

OTHER

Our aim is to ensure that the dignity of our service user's is preserved at all times and that they are afforded such privacy, as they want. Should you require additional information or clarification on any point or issue, please do not hesitate to telephone or better still call in and see us. Our Telephone Number is 01766 522559 ask for our Matron Mrs Sue Fryatt.

We aim to give all our service users the highest degree of care and the best possible service. However, in the event of a complaint, the matter should be raised in the first instance with the nurse on duty. If the nurse in charge is unable to resolve the matter then the complaint should be taken up with our Matron Mrs Susan Fryatt. In the unlikely event of a dispute not settled to your satisfaction the matter may be referred to the local health authority. Contact details are set out below:

Mr Nigel Williams
CSSIW North Wales Region
Government Offices
Sarn Mynach
Llandudno Junction
Gwynedd
LL31 9RZ

Tel: 0300 062 5609

SERVICE USERS CHARTER OF RIGHTS

At Plasgwyn we always bear in mind that our service users are human beings and have the same rights that all of us have regardless of the degree of dependence or disability. Our service users quality of life is dependent on being seen by others as a person with intrinsic value and status, entitled to dignity and respect at all times.

Care will be delivered in ways that actively promote a positive image for our service users.

All Service users are individuals and have a variety of needs and requirements.

Quality of life depends on fulfilling these needs using the same means that we all do

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog, LL49 9AP

PLASGWYN NURSING HOME

The style of care provide at Plasgwyn gives Service User the opportunity of autonomy, choice and access whilst preventing infringement of legal, civil and moral rights.

We at Plasgwyn value our service users as individuals. We believe that our service user's should maintain personal links and continuity with the community at large and be recognised as unique individuals.

PHILOSOPHY OF LEARNING

By providing a stimulating environment that facilitates learning and understanding of the service users physical and psychological requirements, the knowledge of treatment progresses.

A trained assessor conducts ongoing education of staff at Plasgwyn. This allows our staff to relate to service users specific requirements and identify the problems encountered on a day-to-day basis. All staff are monitored by the management team on a day to day basis to ensure that all procedures are adhered to and that staff conduct themselves professionally at all times.

Nurses and care practitioners are encouraged to develop their full potential and to participate as a member of the therapeutic team.

High standards are maintained at all times by following our policies and procedures.

By developing an awareness of the legal and moral rights of all service users, nurses and care practitioners can determine and carry out their duties and responsibilities to our service users.

Service users participation in all aspects of their individualised programme of care is monitored through daily discussions with the nursing staff and care assistants. This ensures that all members of staff are contributing to the programme and that adequate feedback is obtained allowing results to be evaluated and programmes to be adapted as required.

Plasgwyn encourages all staff to develop their natural talents and skills. All staff are given the opportunity to extend their knowledge by attending relevant and appropriate training courses. Qualified nurses are required to register with their professional body every year. This annual registration requires nurses to update their knowledge by attending professional courses.

EVALUATION

Using continuous feed back from various sources; service users, families, multi disciplinary reams and the management, with on-going evaluation we aim to achieve the highest possible standard of care. We have adopted a problem solving approach with a realistic, optimistic and professional manner, service users are encouraged to achieve the goals they have set.

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog. LL49 9AP

PLASGWYN NURSING HOME

SCHEDULE OF SERVICES

Items <i>INCLUDED</i> in Weekly Fee	Items <i>EXCLUDED</i> in Weekly Fee
General Nursing Care	Professional hair Dressing
Linen & Towels	Opticians Fees
Incontinence Aids	Private Physiotherapy
Laundry	Dry Cleaning
Minor Toiletries such as Soap	Clothing
Non-alcoholic beverages	Individual News Papers
Special Diets	Individual Magazines
In-house activities	Personal supply
Birth Day Cake & Card	Private prescriptions
Birthday Present	Escorted/Accompanied outpatient visit to Hospital
Christmas present	
Occasional glass of sherry or wine (with G.P's Permission)	Hairdressing
Professional Chiropody	
Communal Newspapers	
Library	
Video Library	

PLASGWYN NURSING HOME

THE PHYSICAL ENVIRONMENT

- > The building is regularly inspected by the fire officer and meets with the local authority standard.
- > The building meets the local authority standard as regards room temperatures
- > The building is accessible to people using wheel chairs
- > All floors are non-slip and the floor space is free of obstructions, which might be hazardous to an infirm person.
- > The building is well ventilated
- > The building is well lit all rooms have adequate and appropriate lighting
- > All rooms are clearly marked as to their purpose. Signs are sufficiently large and include symbols
- > Room doors are numbered and labelled to allow visual identification
- > Corridors, stairs, toilets and bathrooms have hand rails
- > There are sufficient rooms to allow privacy as and when required by service user's
- > Each service user is encouraged to bring personal items of furniture into Plasgwyn (Subject to Matron's confirmation)
- > Sufficient toilets are available within easy distance of the communal areas (lounges, the dining room etc)
- > Bathrooms/toilets are sufficiently wide to allow two nurses to assist a patient who is immobile
- > Visual signs are provided and are accurate denoting time, day date and year. Such signs are large enough to be read by people with impaired vision
- > There is garden area which is discreetly fenced and is accessible to service user's and provides for their safety
- > There is a state of the art nurse call system with sirens audible in each bedroom, communal rooms, bathrooms and toilets. There are visual display units throughout out the building identifying the source of the call
- > There is a passenger lift serving both floors of the building
- > The requirements of the North Wales Health Authority have been met
- > All service users have access to a private telephone in their rooms.
- > A selection of newspapers are available to service user's in the communal rooms.

WHAT SERVICE USER'S SHOULD EXPECT

1. To be addressed according to their wishes.
2. Service users wishes with regard to time of rising and time of retiring are respected and balanced with the Service User's need for rest and sleep. There is no general "Wake-up" time or "Lights Out"
3. Nurses will ascertain service user's interests and the care plan will include attempts to involve the Service User appropriate.
4. Relatives and friends are made welcome. There are no restrictions on visiting.
5. Service users will have their affairs dealt with confidentially and their privacy will be respected at all times.
6. Service users will be encouraged to fulfil their human, emotional and social needs.
7. Service users will be safeguarded from discrimination on any grounds, such as age, disability, sex, race, language or religion.

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog, LL49 9AP

PLASGWYN NURSING HOME

8. Service users preferences regarding diet will be identified and recorded. Where a service is unable to exercise a choice of menu their likes/dislikes will be identified, recorded and noted in the kitchen as well as the care plan.
9. Service users have their own toiletries. There are no communal toiletries.
10. Each service user has their own clothing, nametags can be provided. There is no shared clothing.
11. Service users are able to retain the Doctor of their choice, where possible.
12. Service users will receive medical and nursing care in private.
13. Service users will have their care evaluated and discussed at regular intervals with the Management of Plasgwyn and will be given genuine and informed choices of the options available for their future care.
14. Service users will be freely given information about themselves, their condition and prospects; they will be informed of the person ultimately responsible for their care.
15. Service user's will be cared for by appropriately trained and qualified staff.
16. Attempts will be made to identify service user's preferences in respect of music, television and radio programmes. Inappropriate use of the television/radio is Avoided.
17. A programme of activities is on display. The programme includes therapeutic (e.g. Reminiscence/orientation-exercise) activities and activities which will be ongoing and part of a daily routine.
18. The programme includes activities outside of Plasgwyn. Service users are encouraged and helped to participate in the community.
19. Appropriate transport is available to facilitate offsite activities, relatives are encouraged to participate.
20. Service users have the right to consult privately with a solicitor, advisor, advocate and or financial advisor and the right to be represented when this is necessary to put forward the Service User's point of view.
21. Service users will be provided with homely safe and clean accommodation of a high standard and will be encourage bringing personal effects into Plasgwyn.
22. Service users have access to private telephone.
23. Service users will be encouraged to continue existing and to form new friendships.
24. Members of the local community are encouraged to visit Plasgwyn on occasion e.g. local choir, nativity plays etc.
25. Service users religious beliefs are identified and recorded. Service users will be assisted in maintaining religious practises.
26. Service user's right to privacy is respected at all times, service user's will never be expected to dress, undress or use the lavatory in view of other service user's
27. Service users will have a contract and statement of terms and conditions of residency and this service user's guide prior to admission.
28. Service users will be given a quality of service of a consistent standard that is appropriate and responsive to the individual needs.
29. Relatives and friends at Plasgwyn staff agree that service user's will not be hurried in any activity and will be allowed to move at a pace, which suits them.
30. Visiting domesticated pets are allowed inside the building. Service Users and their relatives are advised that Plasgwyn accepts no responsibility for the actions of their animals and asks that they may be kept under control whilst on the premises.

PLASGWYN NURSING HOME

STATEMENT OF PURPOSE

PLASGWYN NURSING HOME – AIMS AND OBJECTIVES

Our aim is to provide our customers with the highest quality care. We will use our specialists' skills and knowledge to deliver a premium individualised programme of care to our service users.

The care we give to our service user's is based on the values that we have developed over the years that we have been in business as a provider of nursing care. They are:

Caring – in the way we look after the best interests of our Service Users and staff

Accountability – for the quality, efficiency and values of our services.

Ethically – in the way we deal with the responsibilities that we are entrusted with.

Respectfully – of individuality, privacy and the dignity of each service users.

Dedication – to training and developing our staff and providing excellent care to our service users.

STATEMENT OF FACILITIES AND SERVICES

For a full description of our facilities and the services provided, please see our service user's guide.

1. Name and Address of the registered provider and of any registered manager

The registered provider is Cariad Care Homes Limited, whose responsible individuals are Mrs. Mair Hughes and Mrs Ceri Roberts. The registered provider is a limited liability company registered in England and Wales at Companies House. The Head office of Cariad Care Homes Limited is at Plasgwyn Nursing Home, Pentrefelin, Criccieth, Gwynedd, LL52 0PT. The registered manager is Mrs Mair Hughes.

2. The relevant qualifications and experience of the registered provider and any registered manager.

The registered provider is Plasgwyn Nursing Home Limited. This company was formed in 1999 for the specific purpose of providing quality nursing care to the general public. The registered managers have been with the Company since its inception and have been responsible for the performance of the Company since that date. They are currently undertaking the NVQ level 4 (Registered managers award) in compliance with current legislation.

3. The number, relevant qualifications and experience of the staff working at the care home

The Company currently has 32 employees. They are a combination of administrative, nursing, catering and domestic staff. An analysis of our current staff situation is set out in our service user's guide. Information relating to their qualifications and experience is confidential. Any concerns or queries should be taken up in the first instance with our Matron Mrs Susan Fryatt.

4. The organisational structure of Plasgwyn Nursing Home

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog, LL49 9AP

PLASGWYN NURSING HOME

The care practitioners report to the nurse in charge. The nurse in charge reports to the Deputy Matron/Matron. Matron also oversees the kitchen, domestic staff and the handy man. There is management team responsible for the day to operation of the Company, which is comprised of; Matron, her deputy, Administration officer and the directors. The management team report to the Board of Directors on a monthly basis. An organisational flow chart is attached as Appendix 1

5.The age range and sex of the service user's for whom it is intended that accommodation should be provided

Plasgwyn Nursing Home provides nursing care for a maximum of thirty five older service users of either sex, one younger adult with physical disabilities and two elderly, personal care; in all a total of 38 service users.

6. The range of needs that the care home is intended to meet

Personal Care
Physical Disabilities
The Terminally ill
Old age, not falling within any other category

7. Whether nursing care is to be provided

Plasgwyn Nursing Home caters for 35 elderly service user's requiring nursing care and two elderly service users requiring personal care and one younger adult with physical disabilities requiring nursing care.

8. Any criteria used for admission to the care home, including the care home's policy and procedures for emergency admissions

Plasgwyn requires service user's to correspond to the groups set out in our registration and our policy on non-disruptive clients.

9. The arrangements for Service users to engage in social activities, hobbies and leisure interest

Plasgwyn actively encourages service user's to engage in social activities, hobbies and leisure interests. Entertainment is arranged by our Matron Mrs Susan Fryatt at the home includes but is not restricted to; outings to cinema and theatre and shopping trips, book readings, quiz nights, musical evenings (Harpists, pianists, and various entertainers)

10. The arrangements made for consultation with service user's about the operation of the care home

Whenever possible service users are involved in the arrangement made about the operation of Plasgwyn, e.g. Several Service Users were involved in the planning and development of the landscaping of the gardens.

11. The fire precautions and associated emergency procedures in the care home

For more information please refer to our service user's guide or ask for a copy of our policies and procedure in respect of this item.

12. The arrangements made for service user's to attend religious services of their choice.

Plasgwyn has its own specialist vehicle, which is available to transport service users. Additionally an made an arrangement on behalf of the service user's with a taxi firm with specialist vehicles that can facilitate visits to offsite religious services. Ministers and clerics of

Pentrefelin, Criccieth, Gwynedd, LL52 0PT

Tel: 01766 522559 Fax: 01766 522505

E-mail: Plasgwyn@btconnect.com

Registered office: Dunn & Ellis, St David's Building, Lombard Street, Porthmadog. LL49 9AP

PLASGWYN NURSING HOME

most denominations (Methodists, Catholics, Russian Orthodox) have been contacted and are advised of members of their particular faith in the care home. As with relatives and friends there are no restrictions on visiting clergy.

13. The arrangement made for contact between service user's and their relatives, friends and representatives

Service users are free to decide how much contact they have with visitors (relatives, friends and professionals etc.). Visitors can be received in private in service user's rooms or they have the use of a private lounge. There are no restrictions on visiting times although we do ask visitors to use their common sense and discretion.

14. The arrangements for dealing with complaints

Plasgwyn has devised a formal complaints policy which is distributed to service user's or their next of kin upon arrival at Plasgwyn. Additionally, a notice suggesting a method for dealing with comments, complaints and suggestions is displayed in the entrance lounge. In the first instance any complaint should be raised with the nurse on duty. If satisfactory resolution is not achieved, then we request that you raise your concerns with our Matron. If a satisfactory resolution is not reached then we request that you document your concerns in our complaints book in the reception area. This book is reviewed by our directors. An acknowledgement of your complaint will be sent to you within seven days. Please note that should you so wish you have the right to raise any concerns directly with our regulators.

Their contact details are set out below:

National Assembly for Wales
Mr Nigel Williams
CSSIW North Wales Region
Government Offices
Sarn Mynach
Llandudno Junction
Gwynedd
LL31 9RZ

Tel: 0300 062 5609

15. The arrangements for dealing with reviews of the service user's plan referred to in regulation 15(i)

Our view is that the care plan for a Service User is a working document, which is subject to ongoing review, evaluation and update. They are accessed daily by the appropriate professionals.

16. The number and size of rooms in the care home

Plasgwyn Nursing Home has a total of 38 rooms, which comply with the National Minimum Standards. All rooms are for single occupancy and have unsuited facilities, TV/video and telephone. Various rooms have sea views. Additionally there are four lounges, a library, video library and a separate dining room all of which comply with the regulations currently in force.

PLASGWYN NURSING HOME

17. Details of any specific therapeutic techniques used in the care home and arrangements for their supervision

for more information please refer to our service user's guide or ask for a copy of our policies and procedure in respect of this item.

18. The arrangements for respecting the privacy and dignity of service users

Our philosophy of care is that the privacy and dignity of service user's is paramount. The intrinsic value of the individual should be recognised and their needs and uniqueness respected. Our staffs undergo a rigorous induction programme with the emphasis on preservation of dignity. Accordingly our staffs have the knowledge and understanding of the whole person taking into account their cultural, religious, ethnic and other need and norms including their expectations of privacy and respect. Service user's choose how they wish to be addressed by staff, other service user's and visitors. The rights of individuals to be left alone or undisturbed and free from intrusion or public attention to their affairs must be respected. Service user's have their own individual private space. Each service user is provided with an appropriately equipped room in which they can attend to their personal care to the fullest extent in keeping with their ability.

Service user's where able, can wash bathe and use the toilet in private. Dependence on staff for personal care will be undertaken in such a way as to preserve dignity and privacy. The dignity of service users that are not in control of their behaviour or appearance is safeguarded by sensitive and attentive care. Service user's are at the centre of the decision making process. They have the right to choose how they dress, what they eat, when they go to bed and rise, how they spend their day and the extent to which they wish to associate with other service users. Essential housekeeping and administrative procedures are arranged so that intrusion is minimal. Staffs are required to be discreet, constantly, about the affairs of service user's and safeguard the confidentiality of the information held. Service users are aware of what information is maintained and how it is used.