



College Fields Nursing Home



A guide for those who use our services

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Summary of Statement of Purpose

College Fields Nursing Home is a dedicated care home equipped to a high standard. Our aim is to provide all the necessary nursing care and attention for those who wish to be in a secure caring atmosphere. The accommodation offers facilities to ensure comfort and care.

All bedrooms are provided with a T.V., nursing bed and essential furniture. A bathroom on each floor is fitted with a 'Parker' or Jacuzzi bath and hoist facilities as well as separate shower rooms. A shaft lift provides easy access to upper floors

Highly trained and qualified staff are on duty 24 hours a day, every day, every week, with either Matron or her Deputy on call. All qualified staff



Melissa Phillips proudly holds her bronze prize in the Residential Care Practitioner Award 2010



Rachel Kemp is seen with her gold award as Nurse of the Year. 2010. In 2007 she won the 'Spirit of Care' award

regularly attend training to update and develop their practise. The home maintains strong emphasis on

staff training, and all staff have at least five training days per year in order to ensure that we maintain a high standard of care. The home has been recognised by a training provider as being an exemplary employer, in the way in which staff are encouraged and supported to achieve a higher standards of care and higher qualifications.

All of our residents needs are met in a friendly and efficient manner. Staff strive to preserve and



maintain the Residents dignity, individuality and privacy, and are sensitive to ever changing needs. Residents are recognised as having a past, a present and

a future. Our care reflects a quality of life.

There is a wide range of activities organised by our diversional therapist. Residents are also encouraged to pursue their own hobbies and interests wherever possible. Residents are provided with activities in and out of the house, however, it does depend on the residents needs and abilities at the time.

Friends and relatives are welcome to visit at any time

on any day. For our residents security the front door is locked at 9pm. If you wish to visit after this time could you please ring the front door bell and you will be given



access. Likewise if you are leaving the home after this time could you please inform a member of staff so that the front door can be relocked. The interim door has a security panel attached to it and access can only be gained by the entry code. The Floor Manager will inform you of this code (which is changed from time to time).

We have parking to the west of the building. We have a gentle ramps between different levels in the approaches and in the garden for ease of access.

We aim to make every residents stay as homely and comfortable as possible

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

Depending on the personal financial situation, a Service User can either receive benefits arranged by social services, NHS continuing care or pay their fees privately, with a contribution towards the nursing costs from the Local Health Board.

The current rules can be complicated and specific advice is available from the Home Manager or the Administrator.

Fees - What is included

Fully trained staff in 24 hour attendance

Good Home Cooking

Provision for Special Diets

Laundry Service

GP visits when required

Call System

Central Heating

Telephone installation in most rooms but it can be removed if not wanted

Chiropody

Wifi internet access

Fees - What is not included

Dry cleaning

Weekly visits from the hairdresser to the home - prices are nominal and a brochure can be obtained

from the Hairdressing Salon (situated opposite the lift on the Ground floor).

Outside Telephone calls - incoming calls are not charged for.

Aromatherapy - By arrangement, our therapists visit on a weekly basis (Friday) .

Newspapers, magazines etc., - can be ordered and delivered to the Residents Room on a daily basis.

Physiotherapy can be arranged on request.



Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Residents with regard to Health and Safety, also as to their choice to have animals within the home. This is not to say we do not permit pets, the Manager will, however, treat each case individually on need and the number of pets already at the home.

We are visited on weekly basis by a P.A.T (pets as therapy) therapist and her dog, Sophie. Wendy visits each Service User and if they so wish Sophie will visit them and she loves nothing better than a love!!

Medication

All drugs are managed by the qualified nursing staff and dispensed and ordered under the instructions of the General Practitioner. If a Service User wishes to self-medicate whilst residing in College Fields then they may. We will undertake an assessment to ensure that they are capable and competent to safely handle their own medication. Some Residents may be able to maintain a little independence by handling some but not all of their medication. For example, the nursing staff may administer the tablets but the Service User may be able to administer their own inhalers.

Almost medication is now kept in the resident's room in their own locked cupboard. Any medication that requires storage in a refrigerator is kept in fridge in the treatment room .

The General Practitioner will be requested, by the qualified nursing staff, when they feel the Service User needs medical intervention. Any Service User may see a doctor in private at their request.

Telephone

The majority of bedrooms have their own telephone. External phone calls can be made by pressing 9 to obtain the outside line and the dialling the number

wanted – calls are made at a nominal charge. Outside calls are received into College Fields automated system and if you are not aware of the extension you require then our receptionist will then transfer you to the resident. Internal calls can be made by directly dialling the extension number.



Reception - 200

Matron -201

Deputy Matron - 202

Ground floor (Nurses) - 203

Middle Floor (Nurses) - 204

Top Floor (Nurses) - 205

Administrator - 206

Administration Secretary -207

Kitchen - 208

Meals

Menus will be varied and favourite dishes and special diets can be catered for. Residents who are able to are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Tea, coffee and other hot drinks are served and available 24 hours a day. Visitors can also be catered

for – twenty-four hours notice is requested if visitors wish to have a meal. A modest charge is made for this facility. We also have 'special lunch' days such as Mother's Day, Easter Sunday, where a full three course lunch and wine is available. Advanced notice of this is given on the 'What's On' notice board (situated outside each nursing office).

Communication

All senior staff are more than happy to listen to comments and suggestions to improve our care. A newsletter is produced quarterly to provide residents with information and news. If you would like to provide an article or news item it will be gratefully received.

Although a 'Friends of College Fields' has been promoted via the annual questionnaire to date no representatives of residents has come forward. It was hoped that the group would discuss quality of life issues and its sole purpose is to improve the quality of life for our Residents. If you would be prepared to join this group please let the nurse in charge of your resident's floor know and we will arrange to meet you.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are waived during the 4-week trial period. If a Service User temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained, provided normal fee is paid.

Laundry

Our laundry is available for the benefit of all residents. Our aim is to keep all entrusted to us not only clean but to keep our environment as free from infection as is possible. We have been successful in the endeavour by washing in commercial machines at very high temperatures.

There are two aspect that we bring to your attention. Firstly, every piece of clothing must have sewn in name tags. Written or ironed in labels do not last more than one or two washes and indelible markers last no time at all.

Secondly due to the high temperatures 'permanent creases' disappear and delicates can be damaged. If you wish to have this type of garment then if it is to be washed by us we cannot be responsible if they are damaged so family or friends must take them home to be washed.

Restraint Policy

College Fields policy is that restraint is not permitted.

No resident is to be restrained unless under specific medication instruction with full consent of client (where possible) family, medical practitioner and consultant and nursing staff.

Clients at College Fields are allowed to take an educated risk' following a full assessment. The falls risk assessment must be completed for each client and following discussion with client, family and medical practitioner a plan of care is instigated.

General Enquiries

If a relative or visitor has a query regarding the Residents care then information can be sought from the Floor Manager or Qualified Nurse on duty. Confidentiality is utmost in the care of our residents and so information given will be appropriate to the enquirer.

If the relative or visitor would like to speak to Matron or her Deputy then a request at reception can be made. Likewise if the advice of the

administrator is needed, a request at reception can be made. Matron, Deputy Matron and Administrator have normal working hours of 9 – 5 however, if you wish to see them at other times an appointment can be made outside of these hours.

Complaints

If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from Reception or from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the
*CSSI W, Cardiff Regional Office, 1 Alexandra Gate,
Ffordd Pengam' Tremorfa' Cardiff, CF24 2SA
Tel: 029 2047 8600*

A copy of College Fields Nursing Home complaint procedure is on display and can be made available