Quantum Care

Providence Court

Key Information Guide

Providence Court
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This document is available in other formats on request. Please contact the Home Manager for details

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Introduction

Located in the market town of Baldock, Providence Court is conveniently situated within just a few minutes' walk of a large supermarket and many other local amenities.

Within Providence Court you will find a wide range of communal areas including lounges, cosy corners, dining rooms and more. Each bedroom is fully furnished with en-suite facilities but you are welcome to bring your own possessions, and make it your own.

Providence Court is part of the Quantum Care family of care homes; a family that forms a not for profit Community Benefit Society.

The first of our core values is that "our residents are at the heart of all we do" and that is why we are committed to ensuring our residents and their families receive the best quality service and environment we can offer.

This guide is designed to give you key information about Providence Court. For information on fees and our terms and conditions, please refer to the **Indicative Fees Guide** and the **Care Home Contract**, both of which are available at **www.quantumcare.co.uk** and in the home.

Services

At Providence Court, we provide a range of care services including the following:

Residential Care

This type of care is designed for older people who might be finding it difficult to cope at home without assistance. Providence Court provides accommodation with 24-hour personal care and support.

Dementia Care

This type of specialist care is delivered by highly trained staff and is for those who are living with dementia. We provide 24-hour personal care and support in a supportive environment.

Respite Care

In many cases, residential care may only be needed for a short time, for example to enable family or carers to have a break. This service is also available to those who may be recovering from an illness or operation. We provide 24-hour care in a safe, comfortable environment lasting from just a few days to as long as you need.

Facilities

- Café
- Sun lounge
- Hair and beauty salon
- TV and quiet lounges
- Full internet access/Wi-Fi
- 61 bedrooms
- Fully furnished private bedrooms and own furniture welcomed
- En-suite facilities
- Nurse call monitoring system
- On-site laundry
- On-site catering
- Full lift access
- Visitors' on-site parking
- Secure access to building
- Landscaped gardens

Your New Home

Providence Court is divided into four separate households, each comprising 15 bedrooms, one with 16. Each household has its own kitchen and spacious lounge/diner, with additional quiet seating areas. Within the home there are various communal areas available for you to use, including the Sun lounge and Best Friends Café.

When you move into Providence Court, we want you to feel completely at home. All of our bedrooms have en-suite facilities including toilet and sink. They are fully furnished with a bed, bedside cabinet, chair, curtains, wardrobe and chest of drawers. They also have internet connectivity. What is most important however is making the room personal to you, so we encourage you to bring along the things that matter to you such as pictures, family photos, ornaments, small items of furniture etc. (please note that fire regulations apply).

Care Planning

Understanding all about your life history, your needs and the people and places close to your heart will help us to ensure that the care and support we provide is designed especially for you. Just like our staff teams, our residents come from a diverse range of backgrounds, with different likes and dislikes but what matters most, is that we respect your right to live as you choose.

Before you come into the home, a member of our care team will carry out a detailed assessment to ensure that we can provide the service that you require.

When you move into the home, we will work closely with you and/or your loved ones to create a person centred care plan which is tailored to your exact needs and wishes. You will be allocated a Key Worker who will be a point of contact for both you and your family and who will be involved in reviewing your care plan. As you continue your stay with us, this care plan will be regularly reviewed and updated if things change.

Your Care Team

At Providence Court, our whole team is passionate about ensuring residents receive the best care and support, and that they live happy and fulfilled lives. Each and every member of the team receives first class training and is provided with ongoing support to help them develop and thrive in their career.

Our Providence Court team is led by the Home Manager who is supported by the Deputy Manager. Both managers have extensive experience in the care sector. Our

care teams are proactive in the care that they give and are available 24-hours a day. The home is staffed by a dedicated team of experienced Care Assistants, providing support day and night. Supporting the teams during the day are Senior Carers, and an experienced Care Team Manager is available at night to take over the responsibility for the management of the home.

Every member of our team receives comprehensive and ongoing mandatory and specialist training, with the opportunity to gain recognised care qualifications to further enhance their skills.

Residents are able to choose whether they are attended to by male or female Care Assistants.

Please note that the actual level of care that each resident will receive in our home will depend on their individual care needs.

Your Leisure

Keeping busy and active is important for both emotional and physical wellbeing, which is why we have a broad range of activities on offer at Providence Court and a dedicated Activities Team. When you move into the home we will take a detailed record of your life history, including your likes, dislikes, previous hobbies and interests. We will then create a wellbeing programme which is suited to you.

Our Activities Team organises a wide range of events and activities, from arts and crafts, to exercise programmes, cooking clubs, games, quizzes, parties, film nights and days out, so there is something for everyone. We also provide gentle activities such as hand manicures or pampering sessions for those who prefer a quieter approach to life.

Your family and friends are welcome to come and join in with what's going on at the home. We have regular entertainment and events, which they can attend, or they may prefer to pop in and join you for coffee in the café. A full list of events can be found in the reception area and in each household.

We strive to ensure that our residents remain connected with the local community, with trips out to local places of interest. We also have strong relationships with community groups such as schools, places of worship, clubs and societies.

Religion and Culture

Religion, nationality and culture can have a major influence on many parts of life including how and when you worship, your preferred music, food, clothes and everyday routines. At Providence Court we welcome residents from all backgrounds, and we will do everything we can to support you to pursue your religious and cultural needs.

Medical Care Arrangements

Medical care at Providence Court is provided by local General Practitioners (GPs). If you are local to the area and wish to remain with your current GP, then they can continue to visit you at the home. Otherwise, we will arrange for you to be registered with a GP practice.

Providence Court does not provide nursing care and we therefore do not employ nurses. We do have access to District Nursing services if you need them and can arrange them on your behalf.

If you are coming to Providence Court for a temporary stay and your present GP is willing to visit you while you are staying with us, then they will be most welcome. If your GP cannot visit we will help you find a temporary local GP for the duration of your stay.

If you have an external appointment, you will need to arrange to be accompanied by a relative, friend or your representative. If they cannot be contacted or are unable to attend, then we will endeavour to arrange for a member of staff to accompany you, but this may not always be possible. If we do provide a member of staff to attend with you, the Home Manager will discuss this with you or your representative in advance of the appointment.

Medication

When you come to live at Providence Court, we can manage your medication for you. When you move in, you will need to bring all your medication with you and we will then arrange for your prescriptions to be dispensed directly to the home and administered by one of our trained staff members. If you normally manage your own medication, you can continue to do so and you will be given a lockable area in your room for storage.

Personal Belongings and Money

All bedrooms have a lockable container or drawers which can be used to keep personal items secure. If you wish to make purchases at the home, for example hairdressing, then you can either keep your money in your locked container or drawers, or you can book it into the home's safe and we will pay for purchases on your behalf and keep receipts to show what has been spent.

For all personal furniture, belongings and any valuable items, you will need to organise your own personal insurance policy.

Dining Arrangements

Food is not only vital to health and wellbeing, but can also be one of life's greatest pleasures. This is why we place a huge emphasis on good nutrition and the eating experience as a whole.

At Providence Court, all of our meals are specially prepared using ingredients that ensure the meals we serve our residents are appealing, high in nutrition, and deliver on taste and satisfaction. Meals can be enjoyed in your dining area for a more sociable experience or, if you prefer, in the privacy of your own room. You just need to tell us what you like and dislike, and whether you have any dietary requirements, and our team will ensure that there is a choice of nutritious and tasty meals on offer for you.

Our menus are designed to suit a variety of tastes and preferences and we are able to meet a wide range of health, ethnic and religious dietary needs. In addition to our regular mealtimes, there are a range of snacks and drinks available all day so there is always something on offer whenever you fancy it.

Standards of food safety and hygiene within care homes are measured by the Food Standards Agency (FSA). Providence Court has the highest Food Hygiene rating of 5 stars.

Visitors

Contact with relatives and friends is fundamental to care home residents' health and wellbeing and visiting is encouraged at all times. You are welcome to entertain visitors at any time, either in the privacy of your own room or in the communal areas. They can also join you for a meal by arrangement with the staff team. Visitors need to sign in and out of the building for safety reasons.

Pets

For many of our residents, their pet is an important part of family life. If you have a pet, then please discuss this with the Home Manager who will determine whether your pet is suitable for the home and whether the home is able to accommodate it. Due to the nature of communal living this may not always be possible.

Newspapers

If you like to keep up with the latest news, then we can organise a daily delivery of your chosen newspaper from our local newsagent. The cost of newspapers is payable weekly to the newsagent and we will forward payment on your behalf.

Post Arrangements

Post is received at the home via the main office. Your mail will then be separated and delivered to your room. If you wish, we can keep it safe in the office for your family/representative to collect on your behalf.

Smoking

Residents can smoke, but to comply with legislation we ask that you smoke only in the designated area (this is an outdoor area). All smokers must ensure they place their cigarettes in the appropriate bins and ensure they are extinguished.

Laundry

At Providence Court we have an in-house laundry service for personal items of clothing. When you move to the home, we ask that all items of clothing are clearly labelled with your name. The home is equipped with a thermal-heated labelling system and the housekeeping team can label up to 50 items of clothing and footwear for a small charge.

Please note that our washing machines are industrial machines that wash at high temperatures. This means that thermal heated labels are the only type which will endure these temperatures. It also means that we are unable to wash clothing which either requires dry cleaning or is made of delicate fabrics such as silk or pure wool.

Additional Health Care Services

At Providence Court we have regular visits from the following external professionals:

- Chiropodist
- Dentist
- Optician

These professionals are independent and are not employed by Quantum Care. Prices are available on request. If you prefer to use your own contacts for these services, we can help you arrange this.

Please note: Some people may be entitled to free health services through the NHS.

Beauty and Grooming

We also have regular visits from a Hairdresser. This professional is independent and is not employed by Quantum Care.

Prices are available on request. If you prefer to use your own contacts for these services, we can help you arrange this.

Health, Safety and Fire Precautions

Everyone's safety is important to us. All Quantum Care buildings have regular health and safety visits to ensure our premises are safe for residents, staff and visitors. We also have regular fire drills to ensure that everybody knows what to do in the event of a fire.

When you move into the home, a member of the team will take you through all the health, safety and fire procedures that will keep you safe.

Confidentiality

The nature of our service means that much of the information you provide to us is personal and sensitive. We respect your right to privacy and dignity and we will handle your information in a way which preserves your rights, and is in accordance with the Data Protection Act and GDPR regulations.

For more information about how your personal information is stored and used, please speak to the Home Manager.

Quality Assurance

We want to ensure that we are consistently providing you with a quality and personal service that exactly matches your requirements and that's why we want you to tell us if there is something we could do better.

Internal Quality Monitoring

We have a Quantum Care Quality Team who regularly audit each home to ensure that standards are being met and delivered. The Regional Manager also attends the home regularly to monitor the quality of service.

Care Quality Commission

All care homes are registered by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety. The Care Quality Commission can be contacted by telephoning 03000 616161, by post at CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA or by online form via the CQC website **www.cqc.org.uk**

Compliments

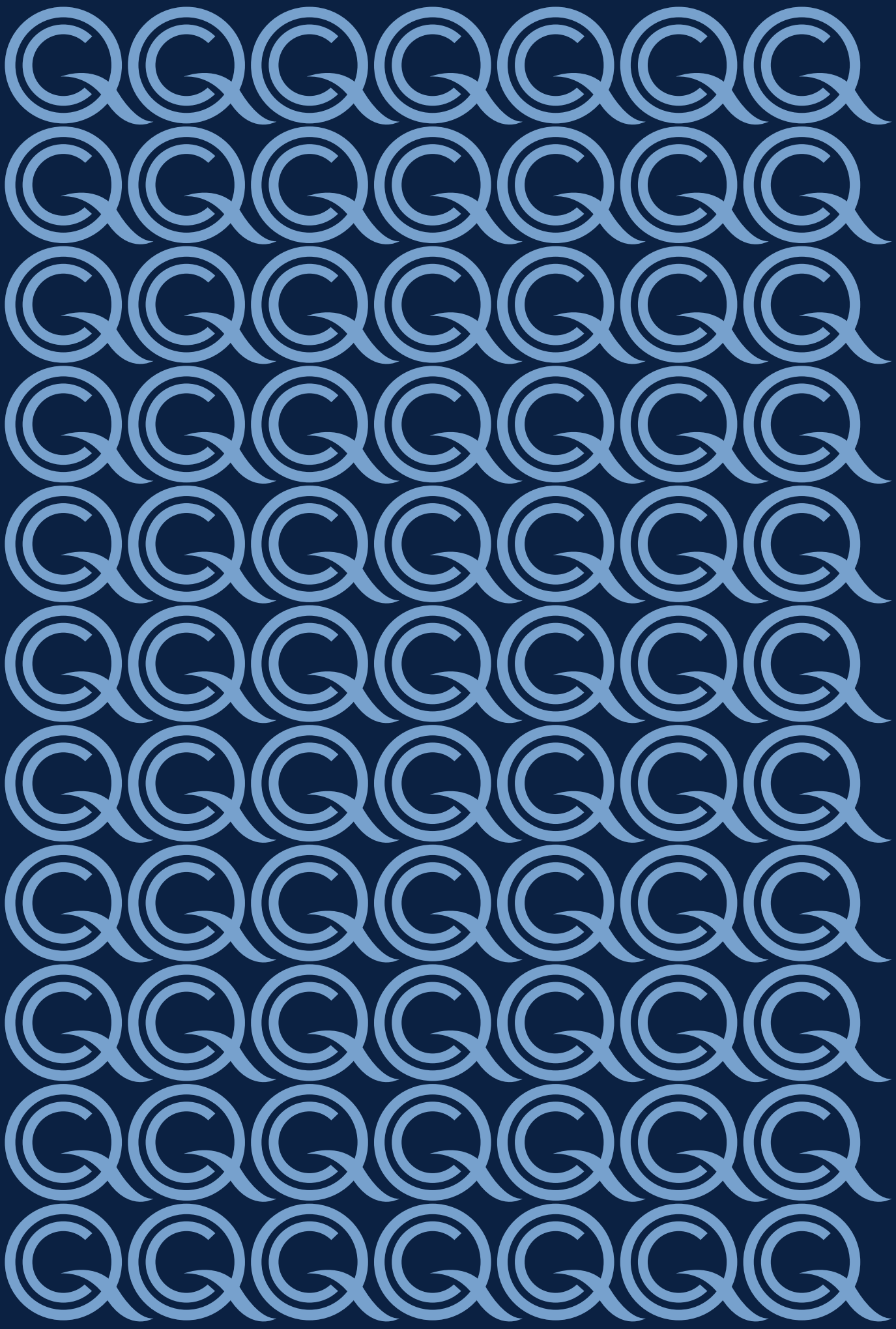
If you feel that we are doing things well, then we would welcome your feedback. This gives us an opportunity to thank members of staff who are involved in delivering your service.

Complaints Procedure

If you wish to make a complaint about any aspect of the service at the home, please speak to a senior member of staff in the first instance who will always do their best to rectify any complaint that you may have.

Our Complaints Procedure is on display and will also be given to you in writing. Alternatively, you can download our Complaints Policy at **www.quantumcare.co.uk**

Notes



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