



# Firs Residential Care Home Resident's Information Guide



*Making our home, your home*

## *Welcome to The Firs Care Home*

We are a family-run business that prides itself on a philosophy of care and quality. At The Firs, residents are treated with the utmost care, respect and dignity. All staff are highly trained to deal with all elements of old age and dementia. You will see that the staff treat the residents with love and affection.

The care home is managed by Care Manager Victoria Harvey along with Deputy Manager Christopher Smith-Law. Our Administrator is Val Skerrett.

All senior care staff are dressed in navy blue tunics and other care staff are in light blue tunics. We have an on-site domestic team who wear lilac tunics.

### **Our promise to you**

Our aim is to promote and maintain the wellbeing of each resident in the home through a caring attitude, whilst maintaining their privacy and encouraging their independence.

# POLICY STATEMENT





# VALUES, AIMS AND OBJECTIVES



## *Making our home, your home*

The Firs Care home is in the historical area of Sedgley, between Dudley and Wolverhampton. We take great pride in providing professional and friendly personal care.

### **Values**

We want our residents, their loved ones, and our staff to be confident in the care we deliver, so we have six Core Values of Care. These are:

privacy  
rights  
independence  
fulfilment  
choice  
dignity

These values underpin our clear aims and objectives that, together, set the standards we strive to achieve in providing our residents with a comfortable, safe and fulfilling place to live.

### **Aims**

Our aim is to ensure you, the resident, spend your mature years in a happy, healthy and safe family environment.

### **Objectives**

The objectives of the home are to provide you, the resident, with the facilities and services you want to maintain your independence for as long as possible, whilst ensuring your privacy and dignity at all times.



# RESIDENT'S CHARTER



## Residents should:

- Be encouraged and assisted to maintain a high quality of life.
- Have their privacy respected.
- Be treated with dignity and respect.
- Be encouraged to maintain their own independence.
- Have their human, emotional and social needs respected.
- Be encouraged to follow the religion of their choice.
- Be addressed as they wish.
- Be cared for in a manner similar to that which would be given by a caring relative in their own home.
- Not be discriminated against on the grounds of race, religion, sex, colour or disability.
- Have a choice of handling their own money or nominating an advocate.
- Be allowed to handle their own medications when competent to do so.
- Be able to retain the doctor of their choice.
- Receive medical and nursing care in private.
- Have access to their own medical records.
- Be entitled to all the common facilities available to other people living elsewhere in the locality.
- Be encouraged to discuss their care and needs with their own Keyworker and / or the manager / owner of the home.
- Be allowed to choose and wear their own clothing.
- Be cared for by adequate and appropriately-trained staff.
- Feel at "home".
- Be able to receive visitors at any reasonable time.
- Have a right to choose their own solicitor.
- Be encouraged to bring personal belongings into the home.
- Be provided with adequate accommodation.
- Have access to a telephone.
- Be able to complain about the quality of care received in the home.
- Be provided with adequate appetising and nourishing food.
- Have a contract of residence.
- Be encouraged to participate in recreational facilities.
- Be given value for money.



# FACILITIES

The Firs Care Home is an attractive modern care home located in a leafy area of Gospel End, Sedgley, between the town of Dudley and the city of Wolverhampton. There are communal areas, bathrooms, and shower rooms, as well as quiet seating areas, on both its floors.

The original house has been extended with two new two-storey wings. One has 16 bedrooms, the other 10 bedrooms.

The home has special areas set aside for visiting family and friends, where they can help themselves to hot or cold drinks while visiting loved ones.

The home's care manager will be happy to share more information about The Firs, so you know what we have to offer.

## Bedrooms

All bedrooms at The Firs are modern, comfortable and well-appointed. All have en suite toilets and showers and are furnished to a high standard. Beds are designed for older people with mobility problems.

There is also plenty of wardrobe and cupboard space for personal belongings. Each room has a chair, a bedside table, and a chest of drawers, with space to display personal items, pictures and ornaments. Each bedroom also has a television. Refurbished rooms have superior lighting, including spotlights and table lamps, as well as emergency lighting.

## Dining room

Our residents enjoy all their meals in the dining room, unless they choose to eat in their own rooms. Choice is the essence of our ethos here at The Firs.

The dining room is light and bright, with specialist, supportive seating for those who need it. The patio and outdoor seating area can be reached from this room. During warmer weather, the patio doors are kept open, so residents can use this secure and tranquil space.

Table places are allocated. However, residents can sit elsewhere in the dining room if they want. They (or a relative or advocate) just have to ask a member of staff on duty, and they will arrange it for them.





### Meal times

We have a lovely menu choice of fresh homemade traditional meals.

We operate a summer and winter menu to give our residents a wide variety of foods. The menu is changed daily and is displayed on the blackboard in the dining room on the back wall.

Meals can be taken in your room, especially in the unfortunate event that you are taken ill. However, to ensure correct nutrition, it is preferred that you take your meals in the dining room.

If you need one of our alternative meals, please let the cook or a senior care assistant know before 10.30am. If you need a special diet, for example vegetarian, diabetic or gluten-free food, that will be catered for.

Meals are served in the dining room as follows:

Breakfast	Between 8.00am and 10.00am
Morning Coffee/Tea and Biscuits	11.00am approximately
Lunch	12.30pm
Afternoon Tea/Coffee and Biscuits/Cake	3.00pm
High Tea	5.00pm
Supper	As and when requested
Evening Drinks - Coffee/Tea/Horlicks etc. Biscuits/Cake	8.00pm approximately



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### **Lounges**

The Firs has four lounges. The main lounge is close to the reception area. All the lounges are light and airy. There is plenty of comfortable seating to allow residents to enjoy the company of friends and relatives.

Many of our regular activities take place in the main lounge. It also provides easy access to our enclosed patio seating area.

### **Shower rooms / Bathrooms**

Facilities at The Firs are impressive. Baths and showers are very modern, and care staff have access to the latest disability and lifting aids, so residents can enjoy bathing in safety and comfort.

Our staff are trained to give personal care respectfully and safely. Our bath and shower rooms are located throughout the home, so they can be quickly accessed by all our residents with ease, whatever their circumstances.

### **Courtyard**

The Firs has a patio seating area within a secluded courtyard for residents. It is secure and designed with our residents' needs in mind. The patio is always well maintained, and has enough comfortable seats for residents, family and friends to sit outside together if they wish.

### **Laundry room**

Our laundry has been refurbished and fitted with modern equipment. It is used to clean and launder all our residents' clothes, as well as other items such as bedding.



### **Entry and Exit**

For your security, the home is fitted with key-coded door locks on the entrance doors and some internal doors around the home.

We request the cooperation of all visitors, in keeping residents safe, by being vigilant and ensuring that they do not let anyone in or out of the building without assistance from a member of staff.

### **Hairdresser**

A friendly and dependable hairdresser visits the home each week on a Thursday. This is a paid-for service. Prices are available on requests.

### **Care Plans**

All of our residents have a personalised care plan for the staff to follow to help new residents feel at home as soon as possible. We personalise these plans as much as we can. To do so, we respectfully ask the resident, relatives and friends about the resident's life, and record this information in a personal file. We also record likes and dislikes, so care can be tailored accordingly.

Forms and disclaimers that need to be completed are included in the welcome pack. It would be helpful if these forms can be completed and returned as soon as possible. If a relative or resident has questions regarding this paperwork please let us know. We would be pleased to answer them.

The care plans are reviewed every month. If a relative would like to attend these review meetings, they can speak to the care manager who will arrange this to happen.

### **Hospital Appointments**

Our administrator manages all hospital appointments the home is notified about. These are entered into a diary and the letter is filed in the office.

Once an appointment is received, relatives will be informed either via a phone call or the text messaging service.

We will ask if you can accompany your relative to their appointment. If not, we will arrange a staff escort to go with them. This service is charged at £9 per hour so that the staff member can stay with them for the entire time needed.

An invoice will be sent to you for any hospital visits with guidance on how to make a payment. If you are unsure at any time about hospital visits, please do not hesitate to contact us.





### **GP Information**

If your relative's GP is located out of the borough, we will have to transfer your relative to a local surgery. Information to allow us to do this will be gathered by a qualified member of staff at the moment when your relative's needs, as a new resident, are assessed.

### **Accidents or Injury**

The home will provide a staff escort in the event of any emergency admission to hospital. We will also contact the designated family member and inform them of the admission or injury. This may be late in the evening or during the night.

If you do not wish to be contacted during night-time hours, please inform the care manager who will enter this into your relative's file.

### **Chiropodist**

The NHS chiropodist and a private chiropodist both visit the home. If your relative receives pension credits please inform the care manager, so we can register them with the NHS service.

### **Personal Allowance**

All of our residents can have personal funds in the home. These are used to pay for items and services such as toiletries, hair appointments, newspapers and trips out organised by our activities coordinator.

Residents can also contribute £1 per week to the activities fund. This pays for professional entertainers to come into the home each week.

To deposit money into your relative's personal fund please see the care manager.

### **Laundry Services**

We operate a laundry service within the home. All items needing to be cleaned are put into our infection control bins located in the bathrooms around the home. They are laundered and returned to the resident's rooms each day.

If residents wish to use the laundry service, all items of clothing need to be labelled with their names to ensure they do not get misplaced.

If residents want to have their own laundry basket in their room they can. The care manager needs to be informed to ensure the basket is regularly emptied.



### Visiting Times

There are no set visiting times at the home. Families are welcome to visit their loved ones at any time.

We do have busy periods at the home, these are around meal times. Meal times are between 12 noon and 2pm and 4.30pm and 6.00pm. Staff may be busy between these times as they help residents in and out of the dining room. Visitors can help themselves, during these times, to refreshments placed by Lounge 3 and Lounge 4.

When visiting relatives, we ask that you use the clocking-in system located in the entrance. This is a computerised service designed to ensure security and safety. If necessary, a member of staff will be more than happy to show you how to use this system.

### Activities

We never underestimate what residents want to achieve. We must all be able to make our own decisions about what we want to do and can do.

Our two full-time activities coordinators arrange an extensive weekly programme including knitting, model making, bingo, arts and crafts, skittles, memory games, reminiscing games, reading, and flower arranging with fresh flowers donated by local supermarkets.

Singers and other performers visit regularly. They are paid for by the home's fundraising, local businesses and contributions from residents and families.

We like to have trips out to the pub or the garden centre for coffee, days out at the seaside and canal trips amongst others. Smaller trips are paid for by fundraising. Residents are asked to contribute to larger trips. Letters are sent to families or friends beforehand.

We welcome support from families and friends on these trips. Please speak to our activities team or care manager. Visit our Facebook page for activities past and present.





### Facebook

We have several ways that we like to communicate with residents' families and friends.

We have a Facebook page.

You can find us under [www.facebook.com/TheFirsCareHomeSedgley](http://www.facebook.com/TheFirsCareHomeSedgley).

Please feel free to send us a friend request.

You will find announcements of all activities, meetings and events that are taking place at the home on the page and photos of those who have consented to taking part. You will find a consent form in this pack. Please complete and return to us as soon as possible.

### Newsletter

We have introduced a quarterly newsletter that details all events and activities, upcoming birthdays, new staff and any important announcements you need to know regarding the home. The newsletter will be emailed out to those who have provided email addresses. It will also be uploaded to our Facebook page. If you would like to be sent a copy of our newsletter, please ensure that you have given your email address to the administrator.

### Text Service

We have also introduced a text message service. This service is used to inform you of any events taking place, any hospital appointments that your relative has coming up, reminders for meetings and any other important information we think you should know.

We will automatically add you to this service. However, if you wish to opt out, please speak to the administrator who can remove you from the system.

There is a form explaining how this service is used within in this pack. Please read and sign and return to the administration office at your earliest convenience.



### **Resident Meetings**

We like to keep all of our relatives informed of what is happening in the home and receive your feedback and suggestions. We do this by holding regular residents' meetings. We will post notices around the home informing you of the next meeting, and we will also post this on Facebook and send out a text reminder.

### **Residents' Post**

When you visit your relative please pop in and check the office for any new post to make sure it does not get overlooked. Again, if you have any problems please do not hesitate to speak to either the care manager, Victoria, or the deputy manager Christopher.

### **Complaints Procedure**

The care manager operates an open-door policy at The Firs. If you or your family have any issues, complaints or concerns - either formal or informal - then please do not hesitate to come and speak to us.

You do not need an appointment. Our door is always open.

We hope that your relative will enjoy their stay here at The Firs and will quickly see it as their home. We look forward to seeing you and your relative soon.

Vicky Harvey, Care Manger at the Firs



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**Northgate Healthcare Ltd - The Firs Care Home**

Wodehouse Lane, Gospel End, Sedgley, Dudley, West Midlands. DY3 4AE

**T: 01902 677911 F: 01902 887546**

**[thefirs@northgatehealthcare.co.uk](mailto:thefirs@northgatehealthcare.co.uk)**

**[info@northgatehealthcare.co.uk](mailto:info@northgatehealthcare.co.uk) • [www.northgatehealthcare.co.uk](http://www.northgatehealthcare.co.uk)**

The Firs Residential Care Home is part of Northgate Healthcare Ltd.

Registered in England and Wales Company Number 5773858

Registered Office: White Gables, Cross Lane Head, Bridgnorth, Shropshire, WV16 4SJ

Directors: K. Haines, A.K. Haines, M.K. Haines