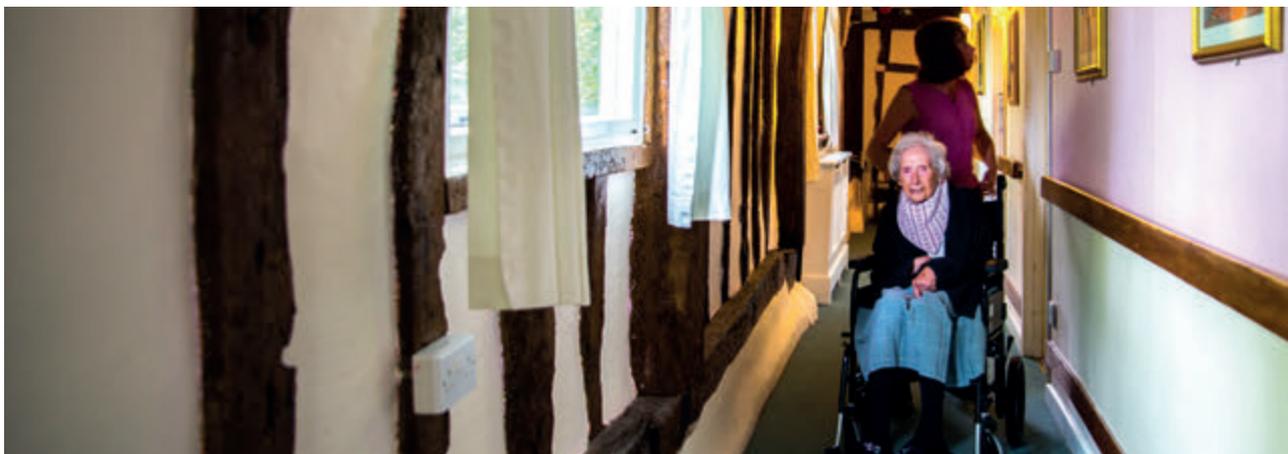




Sheet 5.

Administration



How do we work?

A comprehensive but flexible admin system keeps our residents comfortable and contented. Further, as a resident's conditions change, so too does the Hall's response.

Keyworker assigned

Over and above the 24-hour care and support by our dedicated staff team, every resident has a named person, a keyworker, assigned to them, maintaining close contact with them and their families or representatives. The keyworker supports them and sees to their individual needs, for instance purchasing personal toiletries when required.

Joining us at Westthorpe Hall

We are aware that making a decision about moving into residential care is never easy, so we guide you through every aspect of the admissions process. This is especially true for people with dementia, as well as their family and carers:

Acquaintance visits

Anyone thinking of respite or a permanent residency at Westthorpe Hall is encouraged to spend a few days with us to meet with our residents, to become familiar with the surroundings and to better appreciate the services we provide.

Care and social needs assessment

Prior to admission to Westthorpe Hall the Manager, or one of the Senior Care team, will always undertake an initial assessment of care and social needs. This will assist the staff team to consider the resources required in meeting each resident's individual needs and to maintain the appropriate staffing levels at all times.

The assessor will make arrangements to visit at the most suitable place and/or appropriate to those who may be representing the views on a potential resident's behalf. With consent, information will also be sought from other care professionals and practitioners to help us in the decision-making process. The decision as to whether to offer a place will be communicated to the prospective resident, or their proposer, within three days of assessment, or following a probationary visit. We will not accept a potential resident if we feel that we are unable to adequately meet their needs.

When people move into the Hall they have one month built into their occupancy agreement to decide whether this is the home that they wish to adopt as their new place of residence. The period provides an opportunity for staff to get to know each individual, their family, friends and representatives and to identify their needs and preferred routine. During this time their care and support requirements are assessed and developed into an agreed support plan.

Detailed assessment on admission

Once an admission date has been confirmed a more detailed assessment of needs will be undertaken, usually within the first ten days of your arrival and this will form the basis of your Support Plan.

Support Plan provision

Every resident has their own personal Support Plan outlining care and social needs and how the staff of Westhorpe Hall will meet these needs.

Information may be as simple as how residents like their cup of tea, or more detailed about how they would like to be supported with personal hygiene.

Reviews

This plan is a working document and so is under continual review to ensure that care and support remains appropriate as a resident's needs change. The review is conducted with all interested parties – the resident and/or their family or through the independent advocacy service. All involved in this review process receive a copy of this plan.

We also maintain a record of daily care notes where information is handed over to staff on a shift-by-shift basis. The Support Plan may be updated from the discussions at these meetings.

There are formal reviews of the Support Plan at the following times:

Monthly	by Keyworker
Quarterly	by Manager
6-Monthly	by Manager
Annually	by Manager

A care and support review can be requested if required by the resident or their representative at times outside of those documented above.

Family contact

Family, relatives and friends or representatives are encouraged to visit regularly or maintain contact by other means when visiting is not possible. Staff will assist residents with telephone calls and letter writing where this may be needed. Telephone calls are currently free of charge and you will be able to make and receive calls in private. The Westhorpe Hall telephone number is 01449 781691.

Visitors will be welcomed at all reasonable times and are simply asked to make themselves known at reception and to sign the visitors book – then logging out when they depart.

We listen

We are committed to improving the quality of our facilities and services and undertake regular audits to highlight any shortcomings, plus we hold regular reviews with residents and, if necessary, their carers/independent advocates. Further we encourage residents and/or their families/representatives to inform us of any respect in which we can make improvements.

As we want everyone to be satisfied with all aspects of our services, Three Arches Care Ltd is committed to ensuring that all interested parties are fully consulted about matters that are significant to the running of Westhorpe Hall, or about matters that might affect each resident's general wellbeing or quality of life.

It is also important to us that we obtain the views of our residents. We will do this through regular reviews with them and their family and through informal daily contact. We also have monthly residents' meetings, to which family and representatives are also invited to attend.

In turn we encourage residents and/or their families to inform us of any respect in which they feel we can make improvements.

Complaints and protection

We want residents to be fully satisfied with all aspects of our service. We therefore encourage them to inform us if there is any way that we can make improvements. We also welcome views and constructive criticism as a positive means of improving our service.

Complaints can be made through any of the staff you feel most comfortable to talk to and they will duly inform the Manager of the concerns. You can also ask a relative or a friend to represent your views on your behalf. Alternatively we can arrange for you to meet with an independent Advocate who will be pleased to act on your behalf.

We like to deal with all complaints quickly and efficiently. However, if you are not satisfied with our response you can also refer your complaint to the Council that funds your care or, if self-funded, to the Local Government Ombudsman on 0300 061 0614.

Giving guidance

Selecting the right care home can be a complex and difficult choice. We recognise this and that is why we help carers by providing guidance about all the financial issues, like CHC funding, and legal matters such as appointees or Court of Protection and lasting power of attorney (LPA) that may arise when arranging a care package, especially for those residents suffering from dementia.

Fees and contract terms and conditions

Fees cover a single private occupancy with full board and lodging, household bills, laundry on the premises and 24-hour care support. They are charged on a weekly basis using a daily scale and are payable one calendar month in advance. The fee is payable (normally by bank transfer) either by the placing authority or, in the case of privately-funded occupants, by the representative who signs the contract. If for any reason you should require extra hours additional support, then this will be negotiated either with the care coordinator, or with the funding authority as an additional charge.

Fees shall remain unchanged unless the proprietor gives a minimum of four weeks written notice, or should both parties agree to an amendment. Fees are reviewed at the beginning of each financial year (calendar year).

The weekly fees are dependent on the assessed needs of each individual. As of 1st April 2015 these are between: £390 and £800 per week.

Full terms and conditions are available on application.