

Glencoe

care home

A decorative graphic consisting of several overlapping, light gray circles of varying sizes. To the right of the text, there are several stylized leaf icons in shades of gray and yellow.

A special place
for a special person



Welcome

Established in 1989 Glencoe Nursing Home has built a reputation for delivering high quality professional care in a friendly, homely environment.

Our small 20 bedded privately owned home is set in the picturesque village of Gwithian 7 miles from Camborne - famous as the home town of Richard Trevithick - and 3 miles from the coastal town of Hayle, Glencoe overlooks rolling countryside and is protected from the sea by sand dunes. Set in its own grounds with a fully accessible enclosed courtyard and gardens Glencoe offers peace and tranquility for those looking for a home from home establishment.

Staffed 24 hours a day by qualified experienced nurses and a committed team of carers, caterers and housekeeping staff we are registered with the Care Quality Commission (CQC) to provide general nursing care for people over the age of 65.

The home has an experienced and dedicated management structure at the helm, owned by Alexandra Lunn since 1999; the Registered Manager has been in post since 1996, ensuring the smooth running of the home and the maintenance of expected high standards giving peace of mind to both customers and staff alike.

The home is forward thinking and has a positive attitude towards continuous improvement on all fronts, currently rated GOOD by the CQC; the home has achieved accreditation in the Gold Standard Framework End of Life Care National Scheme and was awarded the Investors in People Award in 2009.

Choosing a home for yourself or a loved one can be a very daunting and stressful time, but here at Glencoe we will endeavour to make the transition as smooth and stress free as possible. Think of the positives that living at Glencoe could provide -

- Help & assistance on hand 24 hours a day
- No more worries about cooking, cleaning or gardening
- Company and companionship
- Your own private space
- Maintenance of your own individuality and identity
- Setting your own agenda each day
- Protection of your privacy and dignity

Why not come for a visit and see for yourself, don't let age, illness or disability lower quality of life, Glencoe offers a solution, we're only a phone call away.



Glencoe

Glencoe is a home which provides general nursing care for up to 20 adults over the age of 65 years. Within this we have 5 registered beds for people who need specialist palliative care and 10 places for those with physical disabilities. All bedrooms and communal areas have wheelchair access including the enclosed patio and gardens to the rear of the home. Wheelchair access into the home is via the side entrance. Some of the bedrooms have en suite facilities and there are also communal bathrooms with specialized bathing facilities. The home has two communal lounges with plasma screen televisions and comfortable seating arrangements and there is a large dining room where residents can join each other for their meals if they desire. The home is a non-smoking home, but should residents wish to continue smoking then this needs to be discussed with the manager prior to admission.

We recognize that all residents are individuals and as such will have differing interests and activities; the home is very pro-active in trying to ensure that residents can remain as active as they wish and can continue with their activities if it is possible and they are able. We have a dedicated Activities Coordinator who is supported by all the other staff in the home to ensure that we can provide and support those residents who wish to participate in activities or to pursue their own interests wherever it is reasonable practicable and safe. We organize outings on a monthly basis as a group and visit many of the local attractions; we are also able to organize a wheelchair taxi service (payable locally) for those who wish to go out from the home. For other services provided by the home, please see our leaflet enclosed within this brochure.

The home is proud of its ability to provide specialist care for a variety of conditions and delivers a high standard of palliative care for which we achieved the nationally recognized Gold Standard Framework in June 2009. Staff training is very important to the management of the home and regular training and updates are provided for all staff both internally and externally to ensure that our standards remain high and our knowledge up to date. We have built a good rapport over the years with many of the outside agencies to ensure that the best care possible is being delivered to our residents.

The home will decline to admit a person to the home if we are unable to meet all of their nursing and social needs following a detailed pre-admission assessment and discussion which is always carried out by the Registered Manager or her deputy.

Our Statement of Purpose is written to give information to prospective residents and their family / friends on how we run Glencoe and the service that you can expect from us. (see Staff section)

Choice of Home

We will only admit to Glencoe Nursing Home those residents that we are sure we can provide a high standard of appropriate care and cater for their social needs.

To enable a decision to be made for a planned admission all prospective residents and / or their representatives will be invited to view the home and meet with the manager or her deputy and discuss the care and needs that are required. Following this a member of the management team will visit the prospective resident where they are currently living and carry out a full pre admission assessment with them and any other relevant people who have an input into their care for a final informed decision to be made as to whether the home is able to meet all needs. It should be pointed out that is the policy of the home only to carry out pre admission assessments if Glencoe is the home of choice for a prospective resident.

Should a person be admitted as an emergency admission then a pre admission assessment will be carried out with a relevant care professional usually over the telephone and the home will ask for all nursing needs assessments to be faxed to the home prior to admission. The home will then endeavour to complete all relevant paperwork within the first 48 hours of admission and will ensure the resident and their representatives are made aware of all necessary information regarding the home.

On admission to the home there is a four week trial period for both the resident and the home and during this time either party has the right to terminate the residents' stay with no notice needing to be given. A full copy of the contract is included in this brochure.

Health & Personal Care

Every individual resident at Glencoe will receive holistic nursing and social care appropriate to their needs, which will be delivered in a respectful manner with privacy and dignity maintained, ensuring that whenever possible choice is given and individuality is maintained.

Individual plans of care will be developed to ensure that care needs are identified and appropriate action taken for the well being of all residents. Residents and their representatives will be invited to partake in the development of these plans and their wishes will be uppermost in all decisions made.

The home will use the services of outside agencies where it is deemed necessary to ensure that all appropriate care and treatments are delivered. The home also has an agreement with one GP surgery, and we have a Doctor visit once a month to deal with routine issues and will see any of the residents who are registered with that surgery. There are other surgeries in the area whose Doctors will visit the home, but they do not do monthly routine visits.

The home ensures that it carries out regular reviews of the care being delivered and all care plans are updated a minimum of once a month, some may be reviewed more frequently if the care is changing.

All consultations with health care professionals, legal and financial advisors will be conducted in private and a nurse will only be present when required, i.e. to take instruction from the GP or if requested by the resident or their representative.

The home has achieved the nationally recognized Gold Standard Framework for end of life care (see enclosed leaflet) which focuses on ensuring that wherever possible peoples' needs and wishes are met and plans are put in place to anticipate the care that will be needed to prevent if possible unnecessary problems. The home will endeavour to support families' and friends' during this time and although separate accommodation can not be provided by the home, people are welcome to stay in the home and we will provide food and beverages where required.



Daily life and Social Activities

Daily life at Glencoe is relaxed and informal; residents are encouraged to set their own agendas for the day and to be supported by the staff where necessary. Getting up and going to bed is left up to choice if possible, although some patience may be required if staff cannot meet the exact time. Where people spend their time and what they do is their decision although advice may be offered by staff if there are any safety concerns.

At Glencoe we actively recognize the importance of people maintaining their interests and hobbies for as long as they are able and as such have an activities coordinator in place to assist people with remaining active and having interests. We also have organized activities taking place in the home and arrange an outing on a monthly basis to one of the local attractions or to go shopping and have a meal out. We encourage friends and relatives to join us for our activities and to assist us when we do go out.

We recognize the importance of meals and mealtimes and provide a varied and nutritious menu a copy of which is included in the brochure. Residents are encouraged to join with fellow residents to enjoy their meals in our bright and spacious dining room, alternatively if so choosing, meals can be served to residents rooms on attractively laid trays. We can accommodate a variety of diets at the home, and if you have any specialist dietary needs please discuss it during your pre-admission assessment. Food and beverages are available 24 hours a day.

The home would prefer not to handle the financial affairs of residents unless in exceptional circumstances and would actively encourage residents and their representatives to ensure that arrangements have been made with regards to financial matters.



Complaints and Protection

The home recognizes that many of the residents who are cared for at Glencoe are considered to be vulnerable adults and as such the home has robust policies and procedures for ensuring that they are all protected from any form of abuse at all times and their legal and human rights are upheld. We want people to feel comfortable if the need should arise and they have a complaint and therefore have an “open door” approach to managing the home and would actively encourage residents and their family and friends to approach the staff and management if they have any concerns regarding the wellbeing of the residents. We take all complaints seriously and where appropriate, action is taken. There is a copy of our complaints procedure with this brochure.

Room Sizes

Room No.	Size	En Suite
Ground Floor		
1	11.36m ²	✓
2	11.78m ²	✗
3	11.33m ²	✗
4	11.06m ²	✗
5	11.77m ²	✗
6	10.90m ²	✗
7	16.89m ²	✗
First Floor		
8	10.65m ²	✓
9	11.23m ²	✓
10	12.46m ²	✓
11	11.26m ²	✗
12	10.99m ²	✗
14	10.89m ²	✗
15	11.14m ²	✗
16	18.18m	✓
Second Floor		
17	10.35m ²	✓
18	10.47m ²	✓
19	11.70m ²	✓

Daily life in the home

Getting up and going to bed

This choice is left very much up to the individual service user and we try to oblige as close as is possible to their desired time. We do not wake anyone early in the morning to get up and if a service user is sleeping we will usually leave them until mid-morning before even waking them.

Going to bed, again this is very much the choice of the service user, no-one is expected to go to bed early, unless they request to and the normal times for settling people to bed is from 8.30 p.m. onwards.

We do ask for some patience from the service users, as you can imagine if all 20 service users wanted to get up / go to bed at the same time we would be performing some kind of juggling act which would compromise the care we give. However, we do our utmost to adhere to your requested times and if we are held up a little, service users will be informed of the impending delay.

Recreation & visiting

At Glencoe we are very keen on keeping people active as much as they are able and wish to be. We employ an activities coordinator to organise and assist with recreational activities in the home. We try to organise outside entertainers to visit the home twice a month. These include singers, magicians, musicians, etc. We also have a monthly outing from the home, affectionately called "Glencoe on Tour" where we visit a local attraction, go shopping or go somewhere for a walk and always have either a picnic or meal out. Our activities coordinator also organises activities within the home, either as a group or for individual residents. We can use the services of a local wheelchair taxi, and people can go out with family and friends whenever they wish.

We employ the services of a hairdresser and chiropodist, as well as offering massage and manicure / pedicure. We have a daily newspaper delivery service and have dentists and opticians visiting the home as well. A leaflet of the complete range of "Extras" that we provide is available on request and indicates which need to be paid for.

We encourage family and friends to join us with our activities and outings which often make it more enjoyable for our residents.

Meal times

Breakfast - A choice of cereal and toast or eggs. This is usually up to the service user. We serve breakfast from the early hours, until the last service user has been served, sometimes as late as 10.30 a.m. if they have slept in.

Lunch - Usually the main meal of the day which is always a hot meal and served at 12.30 p.m. If someone really does not want their main meal at lunch, then provisions can be made for it to be served at the evening meal time. Lunch is a set meal but if the service user does not like what is on offer then we are happy to offer alternatives.

Supper - Usually a lighter hot meal [except Sundays which is high tea] or soup and sandwiches, etc. are available if the service user wishes and is served from 6 p.m. Supper is a more free meal and the service user has a more varied choice.

Morning Coffee - Served with biscuits, between 11 a.m. and 11.30 a.m. there is a variety of hot drinks available, tea, milky coffee, Bovril etc.

Afternoon Tea - Served with home made cakes between 3 p.m. and 3.30 p.m. again a variety of drinks and bread and butter is available.

Bedtime drinks - Served between 8 p.m. and 8.30 p.m. with biscuits, cake or toast, a variety of drinks are available.

Hot drinks and snacks are available 24 hours a day, on request.

Some special diets can be catered for; this needs to be discussed during your pre-admission assessment to ensure we can meet your requirements. Our menus are mainly based on Traditional British Fare, but our kitchen manager is always looking for alternative meals to cook and would welcome your suggestions. We use a 4 week rolling menu which is changed approximately twice a year.

The following information is for the Health and Safety of Service users and visitors to the home and it is important that you are aware of our safety requirements and abide by them at all times.



Health and safety

Signing in book

We operate a signing in book at Glencoe so that we can be sure of who is in the home at any time. We would appreciate your co-operation with this, as it is very important especially in the event of a fire. The book is situated in the main entrance hall and please do not forget to sign out again when you leave. It is however optional as to whether you sign in the service users name when you visit for reasons of confidentiality.

In the event of a fire

If you hear the fire bells sound (a shrill, loud continuous ring) then please stay where you are and a member of staff or the fire brigade will come and lead you to safety.

If the fire is in the immediate area if you are able then break the glass on the nearest fire call bell panel to sound the alarms. Every room and corridors are also fitted with very sensitive heat and / or smoke detectors and will raise the alarm very quickly.

- All staff in the home receive regular fire training (during induction training and at no more than 6 monthly periods [night staff 3 monthly]) and are fully aware of the actions they need to take in the event of a fire.
- The assembly point when the fire alarms sound is by the staff room at the bottom of the main stair case, and all service users and visitors to the home will be moved away from the fire beyond fire doors.
- All fire detectors and equipment is checked weekly and monthly respectively by our Maintenance Person and any problems reported to the Health & Safety Representative and necessary action taken. We are also inspected by the Local Fire Brigade.
- We have a strict Fire Policy and Procedure for prevention of fire and also for staff information as to what to do in the event of a Fire.
- We would ask that all service users and visitors pay careful attention to fire prevention and ensure that no actions or omissions they may make would endanger the lives of every one in the home by risking starting a fire.
- We also ask that visitors to the home make themselves aware of the fire evacuation procedures and follow these promptly in the event of the alarms sounding.
- We are a non-smoking home now, but if a resident wishes to continue smoking then this needs to be discussed with the manager during your pre-admission assessment.

Health & safety policies and procedures

The home has many health and safety policies and procedures in place to protect the service user, staff and visitors, all of which you are welcome to read whenever you wish, please see the manager and request any you wish to look at.

Philosophy of Care

- ★ It is the primary concern of Glencoe Care Home to ensure that the quality of care provided to the service user is of the highest standard.
- ★ We have a holistic approach to care and look at the overall effect on the service users' health and well being any illness may have rather than only treating the illness.
- ★ The surroundings in which the service user lives will be clean, comfortable and safe at all times.
- ★ They will have their privacy and dignity preserved at all times and be treated with respect and sensitivity to all individual needs and abilities.
- ★ The service user will be encouraged to be as independent as they are able.
- ★ All members of staff working in this home have a duty to keep these considerations uppermost in their minds when carrying out any tasks.
- ★ Relatives and / or representatives will be kept informed of any changes that take place with the service user's care and / or health.
- ★ If at any time the service user or their family do not feel these values are being upheld, they are most welcome to discuss their concerns with the Registered Manager and / or the Director, so that a satisfactory conclusion may be obtained.



Helpful Information

Laundry

We have an in house laundry service and will do all washable laundry. If an item is Dry Clean Only then we would ask relatives / friends to take charge of this. We do ask that you try to ensure all laundry is suitable for machine washing and preferably the tumble dryer as well, although we can dry woollens etc. naturally. As much as we would like to be able to cater for hand washing items, time does not allow for this. Please be aware that all items will be washed in the machine.

WE DO ASK THAT ALL ITEMS OF CLOTHING ARE CLEARLY MARKED WITH THE SERVICE USERS NAME BEFORE THEY ARE BROUGHT INTO THE HOME. THE HOME CANNOT BE RESPONSIBLE FOR UN-NAMED ITEMS GOING MISSING.

Valuables & cash

We do ask that service users / representatives inform the management of any valuables that the service user brings into the home. If an item is of great value then we advise the service user to take out a separate policy, as it would not be covered by the home's extensive policy.

We advise that the service user does not keep large sums of money in their possession. We prefer that they only have enough for their daily needs. A maximum of £25.00 is advised.

The home will provide a lockable storage space for items of value and cash if the service user requests - please discuss this with the management. If the service user and / or representative would prefer the cash to be kept in the locked cabinet in the office and for the secretary to handle the money then this can be arranged with the manager and a record of all transactions will be kept for you to see at any time.

Telephone

Each room has its' own telephone point and all service users can make direct dial outside calls by pressing "9" before dialling to get an outside line. These calls are logged and charged for periodically. You will receive a bill.

The home offers a direct dial telephone service where each resident can have their own private number straight through to their room, this is charged for locally and current prices are included in the additional Extras leaflet which is available on request.

Call bell system

Every room has a call bell point and it is important to note that these bells can only be turned off at individual points. Therefore preventing the switching off of the bell and someone then forgetting to attend when they are free.

Toiletries

We like for service users' to provide their own toiletries such as:

- SOAP / BUBBLE BATH
- DEODORANT / TALCUM POWDER
- TOOTHPASTE / DENTURE CLEANER / TOOTHBRUSHES
- RAZORS / SHAVING FOAM / AFTERSHAVE
- PERFUME / MAKE UP

The reason for this is everyone's taste is different and we could not possibly keep up with providing for each individual person. We do however have a small Mobile shop on the premises which holds toiletries, tights, sweets, cards and seasonal items. We will keep you informed when personal items are running low.

We provide all incontinence products which may be required.

General practitioners

The home has an agreement with Harris Memorial Surgery at Illogan, one of our local surgeries and the Doctors there are willing to register any of our residents as their patients. They then visit the home once a month to deal with all routine problems and of course visit for emergency situations as well. This agreement has been in place for approximately three years and works very well. However, our residents may register with a G.P. of their choice, providing the G.P. is willing to visit the home, however these Doctors will normally only visit the home during their emergency rounds and not on a routine basis.



Complaints policy

At Glencoe Nursing Home we aim to give our service users the highest standard of care possible. We do this with robust policies and procedures, a positive and enthusiastic approach to staff training and a highly dedicated workforce. We hope you will always be satisfied.

However, in the event that you feel we have not maintained our statement of purpose objectives and you are unhappy we have a complaints procedure for you to follow. Rest assured that any complaint will not affect the care the service user receives.

We aim to satisfy all complaints internally if at all possible. The procedure is as follows:

See the Nurse in Charge and tell them what you are not happy with. If it is a minor problem they will deal with it immediately, and make a record of the complaint and the action carried out.

If the problem is of a more serious nature and the Nurse in Charge cannot deal with it, make an appointment to see the Registered Manager.

The Registered Manager will listen to your complaint and assist you, if needed to complete the necessary paperwork (Complaint Form). Possible solutions and desirable outcomes may be discussed with you.

The Registered Manager will undertake any investigation required and put in place any action needed to reach a satisfactory conclusion.

Upon receiving a written complaint we will inform you of our findings and action within 28 days.

All formal complaints will be thoroughly and fairly investigated with all relevant and available information taken into account.

If you remain dissatisfied you may contact the Director Mrs. A. Lunn whose telephone number is available from the Registered Manager, who will endeavour to help you further.

Failing the above and you are still not happy you may contact:

Care Quality Commission

Citygate, Gallowgate

Newcastle Upon Tyne

NE1 4PA

Tel: 01179 307110; Fax: 01179 307112;

Email: enquiries.southwest@csci.gsi.gov.uk; Website: www.cqc.org.uk

NB: Please note that complaints do not have to follow this procedure and you are entitled to start your complaint at any stage of the procedure. You may if you wish go straight to the Care Quality Commission if you feel unable to approach any member of the management at the home, although we sincerely hope this will never be the case.



Staffing

Statement of Purpose

Responsible Individual and Registered Provider

Mrs. Alexandra Lunn
Glencoe Nursing Home
23 Churchtown Road
Gwithian
HAYLE
TR27 5BX
01736 752216

Experience: Has been the Registered Provider of Glencoe Nursing Home since 1999 and is also a Director of another local home.

Registered Manager Mrs. Tracey Brooking
Glencoe Nursing Home
23, Churchtown Road
Gwithian
HAYLE
TR27 5BX
01736 752216

Experience: A Registered Nurse who has worked in elder care settings since 1991 and has been the Registered Manger of Glencoe since 1996. Also has an NVQ level 4 Registered Managers Award and is currently undertaking NVQ Level 3 in Coaching and Training.

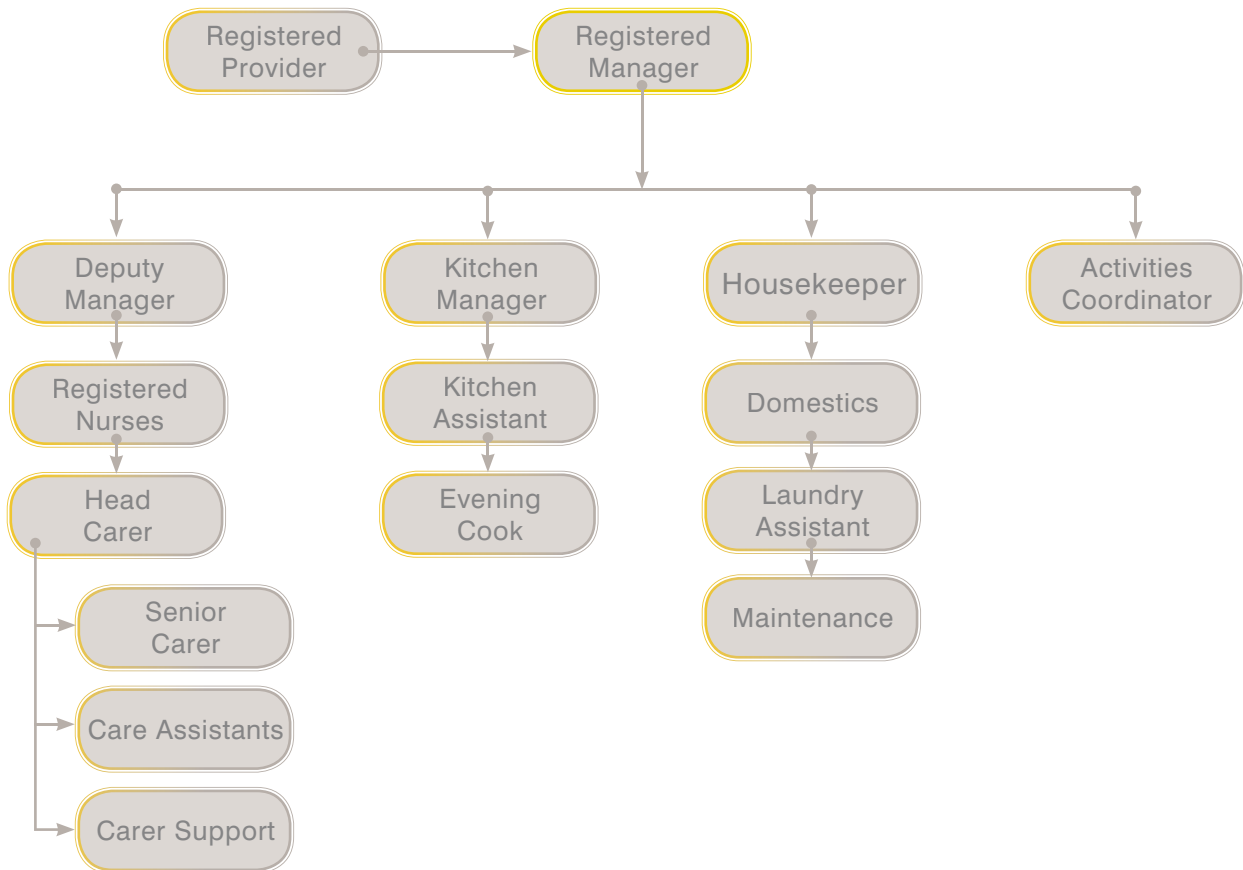
Staffing Ratios

The home will have the correct ratio of nursing and care staff to the number of residents living in the home, the minimum number will be:

8 a.m. – 2 p.m. = 1 member of staff per 5 residents
2 p.m. – 8 p.m. = 1 member of staff per 7 residents
8 p.m. – 8 a.m. = 1 member of staff per 10 residents

To support the nursing and care staff the home employees a Head Cook / Kitchen Manager and a team of support catering staff to prepare, cook and serve the home made food. We also have a Housekeeper and Domestic Staff to ensure the home is kept clean and tidy and the laundry is done on site. We recognize the importance of keeping our residents active and employ an Activities Coordinator to organize activities within the home and outings on a monthly basis. To ensure the home is well maintained we employ the services of a maintenance person.

Staffing Structure



Terms and Conditions

This agreement between
(hereafter called the Directors) and the Service User (hereafter called the Service User) relates to the acceptance by the service user of accommodation in Glencoe Care Home (hereafter called the Home), namely room

1. Upon payment of a weekly charge the Directors undertake to provide food, light, heat, laundry and all necessary personal care as would normally be required by a service user of a care home (nursing), and to maintain a standard of care as required by the Care Quality Commission.
2. In accordance with Standard 5 of the National Minimum Standards everyone if offered a trial period of up to 4 weeks for the Directors in consultation with the registered manager to confirm the assessed needs of the service user, as well as the suitability of the service users placement within the home and the suitability of the home to the service user. Termination of placement can be given by either party during that period and no notice is necessary.
3. Service users may bring items of furniture, ornaments and pictures for their own room with permission from the Home. The Home must be notified of any valuables in the possession of the service user. In the case of electrical items, these may be subject to a safety inspection and in other items as to their suitability in the Home. However the Home cannot accept any liability for their loss or damage and remain at the owner's risk. For valuable possessions we suggest the service user takes out appropriate insurance. We also suggest a maximum of £25.00 in cash is kept by the service user.
4. Should a service user require hospital treatment for a period exceeding 21 days the home undertakes to retain accommodation on payment of 75% of the full daily or weekly amount for 8 weeks. Any subsequent period will be discussed with all concerned parties with, perhaps, notice of termination assumed. On return from hospital a review will be necessary to establish the extra needs of the service user, which may lead to an increase in fees.
5. The home undertakes to order, take charge of and dispense the service users' prescribed medication - unless prior agreement has been reached during the pre-admission assessment for the service user to take charge of their own medication. The service user undertakes to allow the Home to do so and also undertakes not to use any non-prescribed medication without the prior knowledge and approval of the home.
6. The service user shall from their own resources provide hairdressing, newspapers, clothing toilet requisites and other items of luxury or personal nature.
7. Should a service user wish to leave after the trial period and the service user is permanent, a 4 weeks notice is required for the termination of accommodation, or 4 weeks fees in lieu of notice in ALL circumstances. Similarly, should notice need to be given by the home, 4 weeks notice will be given subject to Clause 8a, b, or c, below.
8. The Home will give notice requiring the service user to leave at less than 4 weeks notice, under the following circumstances:
 - a) Non-payment of fees.
 - b) If, in the opinion of the registered manager the Home is unable to provide the level of care and attention required by the service user.
 - c) Any circumstances or behaviour which the Directors and registered manager feel may be seriously detrimental to the Home or welfare of other service users.
9. Fees are payable 4 weeks in advance from the date of admission, calendar monthly. Fees are payable only by Bank or Building Society Standing Order. A Standing Order Mandate will be supplied.
10. In the event of the death of a service user, any outstanding fees shall be chargeable to the service user's estate or recoverable from the next of kin or other representative(s).
11. If an occasion should occur where a complaint or query arises, the Home has in place a policy and procedure to deal with this. A copy of which can be found in the Home's Brochure.
12. A contract will be issued detailing a breakdown of fees and by whom, for all service users.

Signed Glencoe Nursing Home: _____ Date: _____

Service user / representative: _____ Date: _____

Witness / representative: _____ Date: _____

