



Residents' Handbook

March 2021

VICARAGE COURT
CARE HOME



Welcome....

Welcome to Vicarage Court Care Home in North Featherstone. We would like to take this opportunity to thank you for choosing us to become your primary care team. We appreciate that this transition can be difficult and that it will take time to make this change successful but we are here to help.

Our intention at Vicarage Court is to provide you with 'Care, Comfort and Companionship'. We aim to do this by putting you our residents at the centre of our provision, based on an individually assessed plan of care designed to meet your own personal requirements.

This handbook has been created to help you understand the Home, the various routines and the type of activities that happen within it. It also forms part of a larger document known as our 'Statement of Purpose' a copy of which is

available if you wish. As part of our quality monitoring process you may be asked to sign to acknowledge that you have received a copy of this handbook.

Calsa Care has owned and operated the home since 2006. The Registered Manager has established the Nursing Unit and Young Physical Disabilities Unit within the Home. She has 22 years of nursing experience.



The Home employs a variety of staff from qualified nurses to care staff who hold a variety of qualifications that enables them to fulfil their roles within the Care Home. We employ approximately 90 staff at Vicarage Court Care Home.

***The Vision of Vicarage Court is...to provide
‘Care, Comfort and Companionship’***

The Care Home



Vicarage Court Care Home is registered with the Care Quality Commission (CQC) to provide accommodation for individuals with or without nursing. We are currently registered for 80 residents who have general residential, general nursing, EMI residential care needs and young physically disabled

people with complex neurological disorders’.

Services we cover include the provision of care for Dementia residents (those suffering from Alzheimer’s Disease, Vascular Dementia, Lewy Body Dementia and the like), General Residential Care for the elderly and also General Nursing Care is provided.

We provide day care and respite care on all units, subject to assessment.

The full address of the Home is:

Vicarage Court Care Home
Vicarage Gardens
Featherstone
West Yorkshire
WF7 6NH
www.thevicaragecourt.com

The contact numbers of the Home are:

Tel: 01977 708 368
Tel: 01977 792 253
Email: info@thevicaragecourt.com

The Registered Manager of the Home is:

Mrs Tracy Smith

The Proprietors for the Home are:

Mr Jagjit Singh and Mr Gurdip Singh of Calsa Care Ltd.
The Singh Family maintain a daily presence in the Home and
are able to ensure that all residents personal needs are met.

Should you have any problem or difficulty, please do not hesitate to
ask for anyone of these people. During unsocial hours the Senior
staff on shift will be happy to discuss your care needs with you
should you have any concerns.

Vicarage Court is situated in beautiful Yorkshire countryside to the
North of Featherstone, Pontefract. It is close to many local
amenities such as post office, public houses and various shops.
There is ample free car parking for visitors at the front of the Home.

Vicarage Court has been a Residential Home since 1984 and in 2013 was registered to include General Nursing. The Home is well established within the local community.

The care home is occupied by residents on three levels.

- The lower ground floor has bedrooms, dining facilities, communal lounges and bathrooms for use of the residents. There are two conservatories within the unit and an outside court yard for residents use. The rooms are all different, some have en-suite bathrooms other rooms are of different sizes and have different views of the surroundings. There are rooms available which have french doors to enhance your view of the gardens. There is access to the gardens at this level, and there is a lift and stairs to the ground floor and first floor. This Unit has been purpose built for the provision of Care for those residents who suffer from various forms of Dementia and has keypad entry to maintain our vulnerable resident's safety.
- The ground floor has the main communal rooms. There are three dining rooms which we encourage our residents to join each other for meals, our comfortable and spacious lounge is ideal for entertainment and social gatherings, but if you desire a quieter area these are also catered for. There are several TV's throughout this area and all are able to be accessed through remote controls. There are numerous residents rooms of varying sizes and containing a variety of different facilities from en suites and rooms overlooking the gardens, other rooms have french doors to enhance your view.
- On the first floor (Green Floor) you will find bedrooms, apartments and a communal lounge and dining area which are available for residents. There is a lift to service the first floor. There is also an external balcony area for residents enjoyment.

The Gardens

Vicarage Court is set in approximately 2 acres of beautiful gardens and is surrounded by country fields with stunning views. We now have an organic garden, sculptured chairs, red phone box, contemplation zone and raised garden beds for the residents to enjoy. In 2017, we extensively developed the front gardens as you approach the home to provide a more inviting view upon approach.



Activities and Entertainment



We are fortunate to have an enthusiastic and very experienced Activities coordinator at Vicarage Court, who has implemented a bespoke activities programme for the whole Home. We liaise with various Colleges and Community Groups to provide courses such as crafts, gardening, dancing, music, keep fit, Tai Chi. These courses will change each year providing stimulation and interest to our residents. We also promote baking, and other hobbies that our residents enjoy participating in. For a full list please discuss this with our Activities coordinator.

We have regular visiting entertainers and during the summer months provide community integration by planning and arranging a variety of fetes and fairs for all to enjoy. Monies raised go into the Residents Comfort Fund to be used to purchase trips and activity equipment for their use.

Your Room



We hope that you will feel at home in your room, and we encourage you to bring in your own personal items such as ornaments, pictures, photos and small pieces of furniture.

Most of the rooms are single rooms with en-suite facilities, however we do have larger rooms and apartments for couples. When you first come to stay the choice of rooms may be limited, but you can always request a change when another room becomes available.

Electrical Goods

You may bring your own radio, TV, and music centre. If you have a computer you can also bring this with you. There is a reduced annual license fee for your TV. We now have Freeview available to each room.



If you do decide to bring in any electrical equipment, it must be checked by the Maintenance Department before use.



Free Wi-Fi (wireless fidelity) is available to all residents within our Care Home, please speak with our receptionist for the password.

Families to provide TV wall bracket.

Bed and Bedding



Your bed and bedding will be provided to suit your individual needs and you can choose to have a duvet or blankets, whichever you prefer. Please note if you prefer to have your own bedding it must be fire retardant and labelled.

Valuables

There is a small locked drawer in your room for your valuables, and there is a safe in the nurses treatment room if you need to store special items, jewellery or papers. During business hours these items if left in our keeping will be transferred to a more secure safe and you will be given a receipt. You will be offered a key to your room if you wish. All personal belongings are itemised when you arrive. We can arrange for repairs to be made to any personal items, but the repairs will be charged to your account. However, we cannot take responsibility for any losses.



Smoking



Due to our fire regulations, smoking is not allowed inside the Home, you may use the outside patio area which is located off the communal lounge on the ground floor.

Insurance

The care home has insurance for the building, business operations and staff. This however does not cover your personal items. If you require this then it needs to be arranged by yourselves. We cannot take responsibility for any loss or damage to your personal items.





Fire Alarms

If you hear the fire alarm sound at any time, stay where you are and wait for a member of staff to assist you.

If there is a fire in your room, the fire alarm will be set off straight away. If you are able, leave your room, close the door behind you and shout for help. Otherwise, please use the emergency call bell and a member of staff will come to your assistance straightaway.



Personal Telephone Calls

If you wish a telephone line to be installed please see the Manager who will assist you with this process, however the cost for this will be invoiced to your account. We are however not always able to offer this service to all rooms. Mobile phones have good coverage throughout the building dependant on your network and this may be an alternative option for keeping in touch with your family.

Families are also able to contact residents using our main telephone numbers listed at the front of this booklet.

Covid-19 Visitation



COVID-19
Coronavirus

Visits must be in line with government guidelines and testing arrangements. The care home has built special visiting pods for families to visit. Zoom calls can also be arranged via reception staff.

Laundry



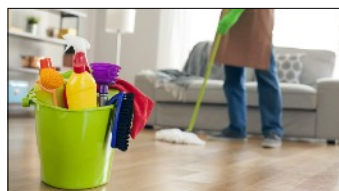
All your laundry, clothes and bedding are dealt with by the care centres laundry. Clean clothes are usually returned to your room on the next day. Dry cleaning, should you request this has to be sent out, and a charge is made for this service.

It would be most helpful if your clothes are purchased to be machine washable and dryer friendly as there are very limited facilities for hand washing.

Clothing is labelled using a process of attaching labels by heat. They are able to be purchased on site, please see the care staff should you require this facility. The cost of labels is £10 for 25 labels and £20 for 50, which includes attaching to clothes.

Cleaning

We have a friendly and obliging team of domestic staff who make sure that the Care Centre is always clean and fresh. The same staff member will deal with your room so you can be sure that things are left how you like them.



Catering

Our trained cooks provide three wholesome meals a day, with a choice at each meal. Meals are served in the dining room, but some residents prefer to eat in their room.

Meal Times

Residents may choose to take meals and refreshments between the following times:-

Breakfast	7.30am – 11.00am
Lunch	12.00pm – 2.00pm
Dinner	4.30pm – 6.00pm



Residents can have meals outside of these times and are welcome to extra servings.

The meals are served to the tables by the care staff, and if you need assistance with your meal a member of staff will be there to help you. Special dietary needs are catered for.

The menus are posted on the menu boards and orientation boards around the Home on a daily basis, and your menu selections are discussed with you the evening before. We also provide a menu on the dining tables which will assist you in making choices, these are changed daily. If you wish to discuss your diet and preferences with our head cook please ask your care staff to arrange this .

Drinks are served at mealtimes and between meals. If you would like a drink at any other time please feel free to request one from the care staff who will be happy to help you. If you are unable to help yourself a member of staff will make a drink for you. If you are able to make a drink by yourself, you can have tea making facilities in your room.

Dining Room experience audits are conducted regularly and we seek your input into the quality and size of the meals. We would also like your comments regarding the dining experience and any other ways in which we can make this experience more enjoyable for you. Please discuss your ideas and impressions with our Head Cook.

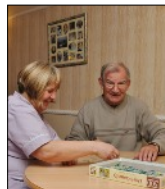
Visitors



Your friends and relatives are made welcome at any reasonable time, as we do not have 'visiting hour'. When your visitors arrive they will be asked to sign in the visitors book (for the fire regulations) and if your visitor wishes to stay for a meal with you, this should be ordered and paid for at the reception desk. You may entertain your visitors in your room or in the main sitting rooms, whichever you prefer. There are two private lounges on the main floor which you can access if you require.

Key Worker

At the time of your admission to Vicarage Court a member of the care team will be appointed to coordinate your care, this person is termed your 'Key Worker'. The allocated person will assist you in ensuring you attend appointments should your family be unable to attend. They will ensure that your room and clothing are kept neat and tidy and should you require someone to talk to will give you that extra time. They will also ensure that your personal needs are attended to, such as shopping for extras, for presents, and your clothes if you wish.



Please note that you may choose your own Key Worker at any time if you so wish.

Personal Affairs

We appreciate that it is a stressful time when you move into new surroundings. The care team will discuss with you what choices you would like to make in regards to your End of Life Care. We will be asking you for preferred actions in the event of bereavement. This is known as our End of Life Care Document and our staff will be happy to assist you in the completion of it. This document should be done in conjunction with discussions with your family.

Nursing Care



We have a team of registered nurses and trained support workers on duty twenty-four hour a day. You will have a named nurse who will discuss your care with

you (and your relatives if you wish). You will be encouraged to be involved in deciding your care plan, and you will have the opportunity to discuss your progress with your named nurse at regular intervals.

The nurses and care staff will be on hand to assist you with any personal needs you may have such as bathing, dressing, toileting, and are there to help with any worry or problem you may have, however small.

Medication

The administration and storage of medicines is managed by the trained nurses. Prescriptions are collected from the doctors' surgery and medicines are delivered by our dedicated Pharmacist. We keep a small number of home remedies available for minor ailments. If you particularly wish to manage your own medicines, this can be discussed and arranged with the nurse in charge.



Nurse Call System



There is a call bell at the side of your bed, and one in the toilets and bathrooms. Once the call bell is pressed, it alerts staff by registering on a display board throughout the home. Staff will attend to your call as soon as possible, day and night.

Medical Care

If you have come from the local area, we encourage you to keep your own GP. We can arrange for the doctor to visit you at the Care Centre. If you are not from the area, there is a choice of local doctors, and the nurse in charge can advise you. The local surgery also provides health education and health promotion activities at the Care Centre.



Specialist Services

The care centre liaises closely with the local My Therapy team and should you require physiotherapy, occupational therapy or speech and language input you will be referred to this team.

Since 2016 when we saw a new avenue of care management at Vicarage Court as we have gained a place on the VANGUARD PROGRAMME which has been set up to coordinate rapid responses to treatment and reduced admissions to hospital.



Attending specialist outpatient appointments is able to be accommodated by discussing your needs with our qualified staff. We would prefer that family members assist in escorting you to these routine appointments, but will if needed organise a staff member to accompany you if your family are unable to assist. Transport that will enable you to attend these appointments will be arranged through your GP or Outpatients clinic. Should staff be required to escort you on these routine appointments a charge will apply for the time taken and transport ie: taxi, which will be invoiced by our finance team.

Chiropody



At Vicarage Court we have a private chiropodist should you wish to access this service. The cost of this service is £18.00 for the first appointment and £14.00 for each subsequent appointment. The reason for the higher first fee

is each resident will have their own personal chiropody kit to reduce any infection control risk.

The NHS chiropodist visits Vicarage Court to treat those residents who are eligible for NHS treatment. This is able to be discussed with your GP should you wish to.

Dental Services

There are excellent local services available. Families usually take residents to their clinic.



Ophthalmic Services



The Care Home is serviced by Vision Call an ophthalmic service provided to care homes. They use specialist equipment to test your eyes which is essential for our residents who have verbal communication difficulties.

If you prefer to use an alternative service, it can be arranged for you to visit them.

Complimentary Therapy



A qualified complimentary therapist attends the Care Home regularly, and provides a variety of treatments which many residents enjoy and find beneficial. There is a small charge for this service. These services include Bowen Therapy, Head and Neck

Massage, Indian Candle Treatment for ears, amongst others.

Hairdresser

Our hairdresser visits the care home every Tuesday and Wednesday, and our salon is very popular with our residents. You can arrange to go to the hairdressers in the next village if you prefer. Prices are displayed in the hairdressers' room.



Personal Items

Residents to bring their own toiletries, however this needs to be risk assessed by the Unit Manager. Steradent is not allowed in the home.

Church Services



We care for everyone without discrimination, and we will assist you to attend any venue of your choice, or arrange for your minister to visit you at the Care Home. There is a non denominational service to be

held at the home every first Monday of the Month. Please see our Activities coordinator for more information. Escorts are charged on a time basis and travel arrangements.

Gifts

We are grateful to receive gifts and donations which will benefit everyone in the Care Home, and indeed we are always fundraising to make improvements. However, it is our policy that staff should not accept personal gifts. Feel free to discuss this with the Manager should you wish to.



Having Your Say

We endeavour to ensure that you are comfortable and contented at Vicarage Court Care Home, and your wishes are always considered as far as we are able. If you are dissatisfied with any aspect of your care, do not hesitate to mention your concerns, and we will do our best to rectify it as soon as possible. Complaints are taken seriously and there is a complaints procedure which you or your relatives may use.

A copy of the form is attached to this document.

The residents hold a meeting once a fortnight (alternating floors) , where you can share your ideas and suggestions. Dates are advertised on the notice boards around the Home.

If you have suggestions or wish to say how satisfied you are with your care, we are pleased to hear these comments too.

Access to Records



Policy

Information about clients is held in the our Reception office, nursing office and in the Activities Department.

Reception/ Office

Financial information and records are kept in a lockable file in the finance office. Access to this office is restricted. A record of client's finances (relating to the patients personal allowance records held by the Care Home) is held on the computer. Clients may make a request to the Home Manager to see their financial records, and expect to view them within 5 working days.

Nursing Office

Clients' records are kept in the nurses stations. They are stored in a lockable cupboard. These records relate to the clients health (physical, psychological and social). Information is not disclosed to any third party without the authority of the resident in question. It is a matter of good practice that information in the records should be shared information with the client, at or around the time the entry is made.

Activities Department

Client records are held in a lockable filing cabinet. These records relate to the clients social activities and progress. Audits of all activities undertaken at Vicarage Court are located in the Managers Office. The same ruling as client health records applies.

Access to records

All clients have access to their care plan and nursing records. Third party may request access to these records by applying to the Home Manager.



VICARAGE COURT
CARE HOME

“

*We have absolute faith in
the professional ability of
your team of people.*”

John & Lynne Walker, Resident's family

calsacare
care comfort companionship

Request a
Brochure

Care, Compassion & Companionship

Resident & family feedback on this booklet

L. Sims *“It's very good.”*

J. Braithwaite (M Johnson) *“It is very interesting”*

M. Cook *“It's a good idea”*

J. Wright *“It's good to have the information”*

E. Evans *“It's a good idea for the families to see”*

S. Hill *“I like the size and it's a good idea”*

S. Evans *“It's really good and very thorough”*

J. Philpott *“It's good for everyone to see”*

L. Horne Family *“Yes it's a good idea and very helpful.”*

