

Cavendish

CARE HOME

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INFORMATION

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Foreword

Cavendish Care Home is a converted Victorian house located on Stroud Road in Gloucester. It is a privately owned care home owned and operated by Mr Steven Pinshaw. Cavendish Care Home has been successfully operating for over 30 years and it's senior management has a vast experience of the elderly social care sector.

Cavendish Care Home was acquired by Mr Pinshaw in 2017. This is now a specialist dementia care home registered for 24 residents.

We have written this guide for Cavendish Care Home to provide you with as much information as possible so that you are able to make a well informed choice when choosing the right home for you.

Introduction

Cavendish Care Home is managed by our Home Manager, and is supported by a dedicated team of staff who are qualified and experienced to meet the assessed needs of all the Residents. The organisational structure of the home and details of the experience of staff are set out later in this document.

We aim to set a high standard of the living environment and service within the home. Accommodation within Cavendish meets the requirements of day space and bedroom space as set out within current legislation.

Cavendish is situated on Stroud Road in Gloucester, just opposite the Ribston Hall High School for girls. There is a main bus route which passes along Stroud Road and stops near the care home. St Barnabas Church is close by and there is a lovely rose garden across the road where residents and their friends and family can visit in the summer months. Local shops and public houses are also located further along Stroud Road and the Gloucester Quays and Eastgate Shopping Centre within 2 miles from Cavendish.

Cavendish Care Home is a 24 bedded home for ladies and gentlemen who require residential dementia care, for older people over the age of 65 years. From time to time we may also accept residents who are under the age of 65 years but above the minimum age of 55 years dependent upon the needs of the resident and whether the Home can accommodate those needs, which is determined prior to admission by assessment.

Cavendish Care Home provides long term, short term, respite and day care.

Statement of Purpose

Our statement of purpose is a document which includes a standard required set of information about a service, as stipulated by the Care Quality Commission. Statements describe:

- The provider's aims and objectives in providing the service.
- The kinds of services provided.
- The health or care needs the service sets out to meet.
- The locations where the services are actually provided or provided from.
- Details about the provider, including their legal status, and any manager(s), including the 'address for service' for all registered persons.

If you would like to see or be provided with a copy of our Statement of Purpose, please speak to the Home Manager or Senior on duty. Alternatively you can telephone, email or write to us and we will happily provide one. There is also always a copy on display in the Care Home.

Objectives of the Home

To foster an atmosphere of care and support, which enables and encourages our residents to live a full, interesting and independent a lifestyle as possible, with dignity and respect.

Aims and Philosophies of Cavendish Care Home

The aim of the staff is to provide the highest possible standard of care within the Home.

The resident's individuality, dignity, privacy and independence are not compromised because they are elderly, confused or disabled. Our aim is to give our residents the best possible quality of life.

1. Residents are encouraged to express a choice. Their preferences and personal tastes are respected; they will be encouraged to continue life according to their lifestyle prior to admission to the Home.
2. Our aim is to maintain the individuality of our residents as if he/she were in his/her own home and able to do so for him/herself. As far as possible daily routine, interests, likes, dislikes, personal possessions, clothing are maintained and respected.
3. The privacy and dignity of the residents is maintained at all times despite the fact that many are not able to do this for themselves. The care staff act on behalf of the resident in this respect.
4. The individual strengths and abilities of each resident are assessed. Retention of skills and abilities is promoted and therefore independence, however limited, is maintained.
5. The highest standards of care are maintained in accordance with the needs of the individual resident. Each resident has a written plan of care which is formulated on admission, reviewed and evaluated regularly.

Accommodation

Started in 1986, the Home has been extended and refurbished to provide a comfortable, secure and spacious living environment for our residents, along with a safe and efficient working environment for our staff. Combined with our philosophy of care, we aim to aid and update the physical design thereby promoting independence, privacy and dignity.

The accommodation within the Home is arranged over two floors (ground and first) with a passenger lift and staircase to the first floor. Residents can be accommodated in bedrooms on either floor.

Cavendish Care Home has 20 single bedrooms, with 4 bedrooms having en-suite facilities of toilet and wash hand basin, and 2 double bedrooms. The double bedrooms do not have toilet en-suite facilities but do have a wash hand basin. Double rooms can be purchased for single occupancy at the agreement and discretion of the Owner and Home Manager. We have two lounges where all main activities and entertainments take place, one with patio doors leading out onto the back garden. There is a dining room area within both lounges where residents are encouraged to be seated at a table during meal times and socially interact with other residents. Residents always have a choice as to where they eat their meals and spend their time during the day. Recently (November 2017) a conservatory was added to the Home, which houses an indoor beach – projection of waves breaking, sand, sound, sea smell and lollies (stimulation of all the senses). The scene and setting changes with the seasons.

In 2018 a full renovation programme of the Home was completed, which included, amongst other things, indoor beach, old style cinema setting, bringing of the outdoors indoors.

The home provides assisted bathing facilities with a variety of hoists and other equipment available to aid with moving and handling. There is also 2 wet rooms. All areas within the Home are wheelchair accessible.

Below is a list of bedroom numbers showing which part of the building they are in, whether they have en-suite facilities and their minimum size.

Accommodation Schedule

Room	Area of Home	Occupancy
1	GROUND	DOUBLE
2	GROUND	DOUBLE
3	GROUND	SINGLE
4	GROUND	SINGLE
5	GROUND	SINGLE
6	GROUND	SINGLE
7	LEVEL 1	SINGLE
8	LEVEL 1	SINGLE
9	LEVEL 1	SINGLE
10	LEVEL 1	SINGLE
11	LEVEL 1	SINGLE
12	LEVEL 1	SINGLE
14	LEVEL 1	SINGLE
15	LEVEL 1	SINGLE
16	LEVEL 1	SINGLE
17	LEVEL 1	SINGLE
18	LEVEL 1	SINGLE
19	LEVEL 1	SINGLE
20	LEVEL 1	SINGLE
21	LEVEL 1	SINGLE
22	LEVEL 1	SINGLE
23	LEVEL 1	SINGE

Maintaining Quality

We operate a quality assurance system in order for us to maintain standards within the home. This includes regular residents' and relatives' meetings, questionnaires and an open information system including copies of Care

Quality Commission inspection reports on display. As owner/operators we are always available for consultation with residents, relatives, or other involved or interested parties. Residents meetings are held on a regular basis and all residents are welcome, along with relatives and friends if they wish to come. These meetings are chaired by the Home Manager, and at least one other member of staff and are your opportunity to raise any matter you wish.

Resident's Rights

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to personal privacy at all times.
- The right to invite whoever you choose into your room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle where medically practical.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- The right to look after your own medicines, if you are able to do so.
- The right to control your own finances, if you are able to do so.
- The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- The right to participate in voting at elections.

Qualifications and Experience of the Registered Manager

Ms Beverley Richards, having started with Cavendish May 2019, is in the process of registering with CQC. Qualifications – Bev has worked in care for 30 years, having started her career as a Care Assistant in 1989 working her way up to Manager in 2008. Prior to joining Cavendish, Bev was the Registered Manager for six years in a home similar in size and service to Cavendish. Always welcoming a challenge and having a thirst for learning new skills, Bev has first hand experience and knowledge from working with/in, amongst other areas, Physical Disabilities, Mental Health, Domiciliary, elderly, dementia, palliative care and end of life.

Bev is passionate about Dementia, high care standards, person-centred care based on a whole home approach and is looks forward to work with you. Bev is supported by an experienced and well qualified team.

Qualifications and experience of staff working in the Home:

The number, qualifications and experience of staff working in the home varies as members of staff and the profile

of members of staff change but the following is an average based on the experience of staff currently employed at the home.

Senior Care Assistants are on duty every day and it is a requirement that they have attained or are studying towards NVQ Level III. Where NVQ III has not yet been awarded, it is mandatory the Senior Carers are working towards this. Senior Care Assistants primarily oversee the care assistants and the day to day care of all the residents.

Care Assistants are on duty every day, and this group of staff have a wide range of experience and skill. It is a requirement that they have attained or are studying towards NVQ Level II. We operate a named key worker system, which will provide better continuity of care and allow for a deeper understanding of each resident's needs. This is important as we all respond more favourably to familiarity and routine.

We actively promote and fund professional development of all staff, from attendance of appropriate statutory study days to more comprehensive care qualification levels. We employ experienced care staff, all of whom receive ongoing training. Many of our care staff are trained to, or working towards at least NVQ level II in care.

We also employ separate catering, housekeeping, activities and maintenance staff who will also be encouraged to undertake NVQ training at all levels in their fields.

Please find below a Management organisational chart



Meals and Mealtimes

You are welcome to take meals in our dining rooms. If you wish you can also take any of your meals whilst remaining in your lounge chair or in your bedroom, the choice is always yours. Breakfast is available between 8am and 10am (generally later). What you have and when you have it is up to you.

Lunch is served around 12:00 pm and there is always a choice of main course and pudding. Supper is served around 5:00pm.

Tea, coffee and biscuits are served during the morning, afternoon and evening. Special diets and personal preferences are readily catered for. A registered dietitian reviews each seasons menu as to nutritional value, choice, ability to eat and visual appeal. Topical talks are given to staff in the Home and

participation encouraged. Advice is given when required.

Visitors, particularly those who may have travelled some distance to see you, will be most welcome to join you for meals if they wish, for which a small charge may be made.

Sample Menu

DAY	LUNCH 12.30pm	TEA 3.00pm	EVENING MEAL 5.00pm
MONDAY	LIVER & BACON CASSEROLE OR SAUSAGES CREAMED POTATOES CARROTS AND PEAS TREACLE TART & CUSTARD	TEA COCONUT CAKE	SOUP HAM SANDWICHES OR BEANS ON TOAST FRUIT JELLY AND ICECREAM
TUESDAY	PORK CHOPS OR STEAK & MUSHROOM PIE BOILED POTATOES CARROTS AND SPROUTS PINEAPPLE SPONGE & CUSTARD	TEA VICTORIA SPONGE	SOUP CHEESE SANDWICHES OR CORNED BEEF HASH CREME CAMEL
WEDNESDAY	CHICKEN CASSEROLE OR SHEPHERDS PIE CREAMED POTATOES MIXED VEGETABLES PEACHES & ICECREAM	TEA CHERRY ALMOND CAKE	SOUP CORNED BEEF SANDWICHES OR EGG MORNAV ANGEL WHIP
THURSDAY	BRAISED BEEF OR CHICKEN CURRY CREAMED POTATOES GREEN BEANS & CAULIFLOWER BREAD & BUTTER PUD/CUSTARD	TEA LEMON CAKE	SOUP CHICKEN SANDWICHES OR JACKET POTATO FRUIT FOOL
FRIDAY	SMOKED HADDOCK, WITH PARSLEY SAUCE OR EGG SALAD CREAMED POTATOES & PEAS RICE PUDDING	TEA TEA BREAD	SOUP EGG SANDWICHES OR PLOUGHMANS JAM TART WITH ICECREAM
SATURDAY	SHEPHERDS PIE OR CORNED BEEF PASTIES CARROTS AND CABBAGE BANANA CUSTARD	TEA SMALL CAKES	SOUP TOMATO SANDWICHES OR BACON & EGG BLANCMANGE
SUNDAY	ROAST BEEF YORKSHIRE PUDDING ROAST & BOILED POTATOES CARROTS AND CAULIFLOWER APPLE CRUMBLE & CREAM	TEA FRUIT CAKE	SOUP ASSORTED SANDWICHES TRIFLE

Visitors

There are no restrictions on visitors and they are welcome at any time, however, we will on occasions ask visitors to consider the residents needs and routine. We encourage your visitors to regard the home as your home and children are always welcome as are any pets by the prior agreement of the Home Manager or person in charge.

Smoking

The home operates a no smoking policy within the building. There is a designated smoking area outside, where residents are able to smoke when accompanied by a member of staff.

Telephones

Family and friends are welcome to call the care home on the main number and the phone can be taken to the resident for private conversations.

Most bedrooms have telephone points and we can assist you in arranging for you to have your own direct line installed with BT (for which all costs are the responsibility of each service user).

Call Bell System

We provide a call bell system that has to be cancelled at the point of activation. This means that a carer will have to attend to cancel the call. Call points are located in all bedrooms, en-suites, bathrooms, wet rooms, lounges, dining rooms and all calls are answered as soon as possible.

Doctors, Chiropodists, and Dentists

Local residents are encouraged to stay with their own doctor whilst at Cavendish Care Home. There are a number of surgery's that we have access to and the Home Manager or Senior Carer will be pleased to advise you of them. The Home has arranged that all residents are serviced by one practice, Hadwen Surgery, and a Doctor from the surgery visits the Home on a weekly basis.

Chiropodists, Dentists, and Opticians visit the home regularly and by appointment.

Spiritual Needs

We welcome and encourage visits to the home by any representatives of church or other religious groups and are happy to organise these on your behalf if you so wish.

Laundry

All laundering is done on the premises, unless requested otherwise and is included in the weekly fees. It is very important that all clothing is clearly labelled before coming into the home. If this is not possible then the housekeeping staff will be keen to help. Towels, flannels, sheets and bedding are also supplied in the home.

Bathrooms

Bathing can sometimes be difficult for elderly or disabled people and this is why we provide various assisted bathrooms for your use. With the assistance of care staff, if required, you can enjoy a real bath with no physical effort. All bathrooms are equipped with bathing hoists for your comfort and safety.

Activities, social events and entertainment.

The Home employs Activity Co-ordinators on a full time basis to encourage and enable residents to participate in activities of their choice. The activities manager is a holistic and aromatherapist. Oil specific to the resident (under the auspices of the Doctor) is allocated and applied for the residents well being. Spa days include Indian head massage, foot massage, hand massage, pedicure and manicure.

We have weekly regular activities including movement to music, sing-a-longs, quizzes, bingo, and arts & crafts. We organise outings each year to local events and places of interest for which we hire specially adapted minibuses and taxis. All the day rooms are well designed for social and leisure activities. We arrange for outside entertainers to come to the home for singsongs, shows, reminiscence theatre, live musical performance and other similar activities for all to enjoy. Details of all social and leisure activities will be found on the Notice Board.

Televisions

There are television points in the bedrooms, but it is the responsibility of the service user to provide their own televisions and licence. Communal televisions are available in the lounges.

Furniture

Bedroom furniture consists of a wardrobe, three-drawer chest, bedside cabinet, a divan bed, commode and an armchair. It may be that you have some items of furniture that you are particularly fond of and wish to have near you. You are therefore most welcome to bring these with you for your own room and we will endeavour to accommodate this furniture as best we can.

Hairdressing, Beautician and Aromatherapy

Hairdressing is available weekly. Please arrange with the care staff or the hairdresser to make bookings. We can arrange for a beautician to visit at your convenience and an additional charge will be made for this service.

The Fire Alarm System

The home is equipped with an automatic fire system and our staff have been fully trained to respond to any emergency situation.

There are smoke detectors in all areas of the home, including bedrooms, and there are break glass points throughout the Home and at fire exits. The alarm is a bell type and is audible throughout the home. This is tested on a weekly basis. The main fire panel is situated by the entrance to the Home and will display where activation has occurred.

Fire Precautions

All internal doors afford a minimum of half an hour protection against fire breaking through and are fitted with intumescent strips to prevent smoke distribution; all internal doors are fitted with automatic closers, which will be activated when the alarm sounds. When closed, these doors compartmentalise the building, affording our residents greater protection in the event of a fire.

There are fire extinguishers strategically placed throughout the home.

Fire escape routes are always kept clear and all external doors are alarmed or secured with appropriate locking mechanisms.

In the event of a fire:

- The alarm will sound automatically

- On hearing the alarm STAY WHERE YOU ARE until a member of staff arrives
- DON'T PANIC and DON'T USE THE LIFTS
- Staff will assemble at the main panel and the fire will be located
- A member of staff will inform the Fire Brigade
- The person-in-charge will orchestrate proceedings pending the arrival of the emergency services
- Residents in the immediate vicinity of the fire will be evacuated outside or to a safe area within the home.
 - The doors to occupied bedrooms will be shut if they are open.

Service Users' views of the Home

Letters of commendation from satisfied residents and their families are displayed on our website. We also display the results from our annual quality assurance survey on the noticeboard in the reception area.

Care Plans

At all times the Care Plan will strive to provide the most appropriate care for an individual throughout the day and night.

Care plans which will be available to residents at all times will be discussed, planned and agreed with residents and/or their representatives. These care plans may be based on an assessment undertaken by the local authority along with our own assessment. Care Plans are regularly monitored and reviewed no less than once a month but may be more often when changes occur. We actively encourage other health professionals to document in the care plans such as doctors, district nurses, and chiropodists.

Privacy and dignity

When being admitted to a care home, it is important that your privacy, dignity and independence is maintained. If this does not happen, then you should report such instances to the Home Manager.

You can decide who visits you and if you wish to meet family members in private then you may do so in your room or in an area of the home set aside for this purpose if it is available. If you do not wish to see a visitor then you should make your wishes known to the Senior Carer. Your room is your own private space and will only be entered with your permission.

You can make telephone calls in private and you can discuss with the Home Manager how your personal care needs will be met – for instance, you can bathe alone but staff are available to help you in and out of the bath. This will be planned in conjunction with a risk assessment on how to ensure that these arrangements are made having due regard to your risk of falling or accidental injury.

Arrangements for Consultation with Residents

The home is run for the benefit of residents and the views and observations of residents are important in ensuring that, wherever possible, residents participate in the way it is organised. We expect to inform you in good time of any changes, which may affect you and periodically we will be inviting you to comment and participate in a residents' survey. We will also arrange residents meetings which residents and their supporters are encouraged to

attend and during those meetings there will be an opportunity to make comments and suggestions. At any time however, we welcome comments and observations on how we can change and improve the services we offer, so please speak to the Home Manager.

Inspection Reports

Our latest inspection report can be downloaded from the CQC website. Alternatively a copy is available to view in the Home. Please ask the Home Manager for details.

Cavendish Care Home Fee Guide

Cavendish Care Home accepts both privately funded and Social Services funded residents.

The Government use means testing to identify whether a person qualifies for local authority funding or whether they must fund themselves privately. A financial assessment is carried out by Social Services whereby all assets and income, including other benefits, are accounted for.

If the total value of assets and income falls below the current threshold, Social Services will fund for part of or all of the care. In this situation, usually a client contribution is payable by the resident and this is identified and made known to the Home by Social Services.

Where a person has assets or income (including value of property) which places them above the threshold, private fee levels will apply and Social Services will not contribute. However, where there is property to be sold, it is possible that Social Services may fund the placement (at the local authority fee level) for a period of twelve weeks, which will allow time for the sale of the property. In such cases, the private fee level will still be charged during this time and a top up payment will be required to make up the difference between the local authority fees and the private fees. A deferred payment option is available for this. Please speak to the Owner or Home manager for further information.

People's care needs vary considerably and private weekly fees are therefore based on our assessment of an Individual's care needs and the accommodation they will occupy. The private fees include most toiletries, hairdressing if required, chiropody and daily newspapers. Please enquire with the Home Manager for a fee estimate prior to assessment.

Additional charges/Itemised Billing scheme

These charges are additional to the weekly fees. Please contact the Home Manager for an up to date list of these charges. Items charged separately are:

Please contact the Home Manager for an up to date list of these charges. Items charged separately are:

Chiropody	Toiletries
Newspapers	Trips and Specialised Activities
Hairdressing	Visitors' meals
Transport/taxis	Beautician
Escort duties	Other sundries

Complaints, suggestions and comments

Feedback from residents and their representatives is always welcome.

If you have a comment, complaint or suggestion about any aspect of the service or care please speak to the Home Manager or Person in Charge at the time.

All complaints will be investigated in line with our Complaints policy. A copy is on display in the entrance hall of the home but if you would like your own copy, please do not hesitate to ask. The complaints policy can be read to you if your vision is impaired and arrangements can be made, in special circumstances, for an audio version to be made available.

We will always do our best to resolve your complaint as soon as possible, and then tell you what we have actually done to sort out your concerns.

The Care Quality Commission no longer investigate complaints, however, should you wish to contact them, their contact details are as follows;

Care Quality Commission
Southwest Team
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone 03000 616161