



## Welcome

*The management and staff of Richmond Court would like to welcome you to this brief introduction to our home.*

*Originally opened in the 80's the Home has been extensively modernised over the years to meet both demand and legislative requirements and now offers our residents the best possible facilities.*

*The home enjoys an unrivalled location; situated in a very pleasant area of Compton, we are within easy reach of Wolverhampton City Centre and other amenities & a stroll away from Bantock Park.*

*Our situation is ideal for residents seeking quality care in a peaceful environment while at the same time being able to enjoy the activity of normal daily life.*

*Our accommodation is on 3 floors. Our 30-bed registration is provided in 29 single rooms. All rooms are decorated and equipped to a very high standard and we encourage our guests to bring certain items of their own furniture if they so wish, to familiarise their surroundings.*

*We provide long and short term care facilities and pride ourselves on a quality service with a high standard of Care 24 hours a day. You can be assured that your care will be managed and delivered by a professional team of trained staff.*



## *Aims and objectives of the home*

### *Resident's philosophy and charter*

*Our philosophy of care is to provide the highest levels of care and service to our residents for as long as they are with us thereby meeting their individual needs holistically.*

*First and foremost this is the resident's home. We aim to achieve and further promote a homely and friendly atmosphere.*

*All care is directed to each resident's individual, physical, mental, social and cultural needs.*

*All residents have individual Care Plans. Our philosophy is to use a person-centred approach*

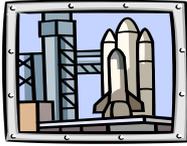
*We encourage individuality and plan care to achieve and promote greater independence.*

*We respect each resident's right to privacy and dignity and aim to safeguard this from accidental, deliberate or routine intrusion.*

*We respect each resident's right to participate in social and religious activities in or outside the home.*

*We respect each resident's right to make and maintain friendships and pursue hobbies, interests and leisure activities*

*All residents have the right to a doctor of their choice within the home's catchment area. Residents have the right to total confidentiality, be it medical, financial or other.*



### **How will we achieve these objectives?**

*A regular programme of care planning reviews (at least once a month) and practical implementation of suitable care will ensure all our residents are being cared for in the most effective way at all times. A careful process of documenting situations, verbal reviews with all parties, including relatives, advocates and support services, and total conformity with accepted “best practice” will ensure our service levels are maintained to the highest standards. Constant training and development of our staff, and an effective use of resources is pursued which include management working closely with the Alzheimer’s society to put into practice new studies and ideas for daily tasks and activities.*

*Each resident is allocated a member of staff as a Key worker, who will develop a close working relationship with residents and significant others, This will help us all to provide an individual caring service, based on a person centred approach. Our environment will be constantly improved and updated and we will involve all relevant parties in this process by means of discussion and debates at regular meetings.*

*Privacy and dignity will be achieved by carefully designed procedures, thoroughly communicated to all staff and service users. In practice, this will involve knocking on doors before entering a bedroom; addressing all residents in a manner which they find acceptable; treating relatives with respect at all times; involving residents in discussion and decision making and listening carefully to their concerns and needs and acting on them. Confidentiality is paramount within the home and any breaches of this core objective will be treated very seriously.*

*Our entertainment and activities programme will be devised to include residents in the process; indeed our activities organiser will make a point of asking residents what they would like to do, again at regular meetings and during daily conversation.*

*One to one activities for those with psychological problems are looked at closely and a varied therapeutic activities programme geared to individuals personal abilities with the resources and knowledge gained through the Alzheimer's society.*

*Our prime objective is to ensure all our clients, regardless of their medical or physical condition, regard the building as their home and the staff as their friends and family.*



## *Fees*

*Our fees vary depending on the level of care and the type of accommodation.*

*Our home manager can provide the full details and cost of any extra services we offer and information about the terms of the resident's stay.*

## ***OTHER CHARGES***

*Chiropody Services*

*Hairdressing*

*Personal magazines and newspapers*

*Dry cleaning services*

*The above items are payable by the residents or their representative directly to the service provider.*



## Activities

*We have a regular programme of therapeutic activities and events for our residents to help provide an interesting and stimulating environment. These activities range from board games/arts and crafts to keep fit. Activities are arranged by our activities coordinators who take into account individual interests and abilities.*

*We have entertainers visiting the home and this is available for all those residents and relatives who would like to attend. We actively encourage new ideas for outings and activities.*



## Catering

*With the services of an excellent chef, we are able to provide an interesting and varied diet for our residents. We have a four weekly menu, which is posted on the notice board.*

*A large format or pictorial menu can be provided on request. An alternative to the main menu meal can be provided should the resident desire.*

*Special dietary requirements can be catered for within the home, this includes specially adapted cutlery. Snacks and drinks can be provided at any time of day or night, if desired.*

***Meal times:***

***Breakfast 7 am onwards***

***Morning Coffee 10am onwards***

***Lunch 12 pm***

***Tea 4 pm***

***Supper 7 pm***

***The home recognizes special occasions with cakes, cards and presents provided by the home. The chef is always pleased to hear the residents and relatives' views regarding cuisine as she mingles with the residents at mealtimes and on other occasions.***



**Services**

**Personal Care**

***At Richmond Court we provide a quality service incorporating a high standard of care 24 hours a day.***

***Our home is well covered by doctor's surgeries in the area; residents therefore have the potential to continue receiving care from their own General Practitioner.***

## *Other services within the Home*

*Personal laundry is undertaken in the home, by our own staff at no extra charge. Name labels can be ordered by request for a small fee. Specialist cleaning, if required, can be arranged, but an additional charge will be incurred.*

*Our hairdresser visits the home weekly. This service is available at the resident's request. A small fee is incurred for this service payable directly to the hairdresser.*

*Newspapers/magazines can be arranged and delivered on a daily basis.*

*Key Workers will undertake small amounts of shopping for residents who have no family or if family members are on holiday.*

*Chaplains from various denominations can be requested to visit the home. Communion is held in the home, at the resident's request.*



## *Accommodation*

*Accommodation in the home is on 3 floors, with most rooms enjoying views.*

*All rooms are attractively decorated and furnished. Every room has a television point, and a telephone can be installed at an extra charge.*

*After choosing your bedroom at Richmond Court, you will be invited to personalise your room to reflect lifestyle and taste. Furniture brought in must conform to British Safety Standards. The home's handyman will put up any pictures or photographs on the walls. All electrical equipment must be PAT tested prior to use in the home, for everyone's safety.*

*A passenger lift, stair chairlift, ramps and handrails, help to improve every resident's mobility around Richmond Court and its grounds.*

*The home enjoys the benefit of several comfortable lounges, a conservatory and a dining room.*

*We have a picturesque garden that is a delight all year round.*

*All rooms have call bells and conform to current fire precaution requirements. A fire alarm test is carried out once a week. Should you require assistance, you have peace of mind that your call will be quickly answered by one of our caring team.*

*We have specially equipped bathrooms within the home for those residents who require full assistance when bathing.*



## Key Personnel

*The home is owned and operated by:*

*Rosecare Ltd.*

*And the registered office is located at:*

*187 Victoria Road  
Ruislip  
Middlesex HA4 9BW*

*The Care Manager is Carolyn O'Brien  
The Deputy Care manager is Tracy Musgrove*

*They can be contacted on 01902 421381  
Our Fax number is- 01902 427761*



## Staffing

*The home is staffed in accordance with the requirements of The Care Quality Commission and operates in accordance with duty rota requirements.*

*The highest levels of quality care are provided under the personal direction of the manager and the owners. The staffing team is led by an experienced Care Manager, ably supported by a deputy care manager, senior care assistants, and care assistants.*

*A chef and her assistants, housekeeping staff, a handyman and a gardener ensure the food and environment are of the highest standards.*

*Our staff are all encouraged to work towards achieving NVQ qualifications. Majority of our staff have already attained NVQ qualifications while others are working towards the qualifications. Our catering staff have all achieved the necessary food and hygiene certificates and all staff receive full and professional training in all aspects of their jobs, including Dementia care, challenging behaviour and sensory loss training as well as all mandatory training.*

*We are an equal opportunities employer and recruit on the basis of needs, ability and availability.*



### *Communication*

*Staff meetings are held on a regular basis.*

*The policy of the home is to involve residents in the activities of the home. To assist in this process residents meetings are held. Minutes are kept and put on the notice board.*

*You are free to talk to the Care Manager, Deputy Care Manager or a Director at any time.*

*We have a complaints procedure which is included in this document.*

***The home is under the legislative control of The Care Quality Commission whose office is located at: -***

***The Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
Telephone 03000 616161***

***The home is inspected regularly by the commission. The management and staff seek to work closely with the Inspectorate and inspection reports are available to read in the office at any time.***



### ***Admission Policy and Procedure***

***The home is registered as a home for the care of the elderly, of either sex including those who can be classed as having mild dementia. To ensure compliance, the Care Manager or her deputy assesses all potential admissions. Such assessments take place in the referring hospital; the residents own home (if this is geographically possible) and in the care home itself.***

***The initial assessment process will be conducted in a friendly and sympathetic manner. We remember that this is a major step in the lives of both the potential resident and their relatives, and we will use our skill/empathy and understanding to satisfy any fears either party may have. We can admit residents on either a respite or permanent basis.***

## **Complaints Policy and Procedure**

**If you're not happy, we'd like to hear about it.**

*At Richmond Court we do everything we can to make sure our residents get the best possible service, but occasionally we get things wrong. If you have a concern or complaint, we want to resolve it, quickly and simply. If you are unhappy about any aspect of the services we provide, please talk to us. By talking to the member of staff you usually deal with or the manager, we can often clear up any issues quickly. They will discuss the problem with you and agree with you what to do next. If it is not possible to sort out your problem in this way and you wish to make a formal complaint then you we have given information below about how you can make this type of complaint.*

*If the complaint you wish to make is about another organisation, our care home manager will provide you with information about how to make this type of complaint.*

### **How should you complain?**

*If you do not wish, for any reason, to talk to local staff, or you have done so already and the problem remains, you should put your complaint in writing or contact the proprietor. You can write a letter, or contact the Proprietor directly, whose contact details are:*

**Mr Hanif Ladhani**  
**187 Victoria Road**  
**Ruislip**  
**Middlesex HA4 9BW**  
**Email: hanifladhani@hotmail.com**  
**Tel: 07967442909**

## ***Our complaints procedure***

***The complaints procedure has two stages. In certain situations, your complaint may go straight to stage two rather than starting at stage one. In such cases, you will receive a written acknowledgement from the proprietor rather than the home manager.***

### **Stage one – local resolution**

***Your complaint will be acknowledged within three working days of receipt and will be referred to the home manager for investigation.***

***The home manager will conduct a full investigation and will make every effort to send you a full response within 21 working days. On the rare occasion when this is not possible, we will provide an update on progress made and explain the reason for the delay. This letter will also give some indication of when the investigation will be completed.***

### **Stage two - regional resolution**

***If you are not satisfied with the response you receive from the home manager at stage one, you can request an internal review by the proprietor. This should be requested within 28 working days of the date of the final written response or meeting. The proprietor will acknowledge within three working days that your complaint is under review.***

***The proprietor will review the handling of your complaint and conduct further investigations where necessary and will then contact you within 21 working days to let you know the outcome of that review.***

***We will do everything we can to help resolve your complaint. In the event that we cannot and where we have exhausted our internal process, you may wish to contact the appropriate regulator or ombudsman***

**Contact details provided.**  
**Care Quality Commission**  
**Citygate,**  
**Gallowgate,**  
**Newcastle Upon Tyne NE1 4PA**  
**Tel: 03000 616 161**  
**[www.cqc.org.uk](http://www.cqc.org.uk)**

**Local Government Ombudsman**  
**Local Government Ombudsman - England**  
**Tel: 0300 061 0614**  
**[www.lgo.org.uk/adult-social-care](http://www.lgo.org.uk/adult-social-care)**

***If you wish, you may ask your social worker, care manager, a relative, friend or advocate to act on your behalf to make a complaint.***

### **Infection Control**

***In order to protect the health of all our residents and staff, we have in place an infection control policy.***

***We ask both residents and visitors to take note the following:***

- To apply the alcohol hand rub placed at the entrance on entering and leaving the building.***
- Not to bring any cooked food into the home***
- In cases of an outbreak of an infection at the home it may be necessary to restrict visiting, admissions and discharge.***

## Advocacy Services

*In order to assist you in making informed choice about your move to Richmond Court or you need advice on funding your or any other queries relating to your stay at Richmond Court, we have subscribed to Care Aware – a charity organisation that may be able to assist you. Age UK also provide an advocacy service. The Citizen’s Advice Bureau may also able to assist. Contact details for these organisations are listed below.*

## Smoking

*For the health & safety of all, smoking is not allowed anywhere within the building. An easily accessible sheltered area has been provided for those residents who wish to smoke.*



## Useful Telephone Numbers

<i>Richmond Court Rest Home</i>	<i>01902 421381</i>
<i>Care Quality Commission</i>	<i>03000 616161</i>
<i>Age UK</i>	<i>0800 009966</i>
<i>Citizens Advice Bureau</i>	<i>01902 572200</i>
<i>Care Aware– Provides advocacy service</i>	<i>0161 7071107</i>
<i>West Park Hospital</i>	<i>01902 444000</i>
<i>New Cross Hospital</i>	<i>01902 307999</i>
<i>Wolverhampton City Council</i>	<i>01902 556556</i>

## **Choosing a care home: a checklist**

*Name of home: Richmond Court Rest Home*

### *Location*

- Is the home easy to get to for relatives and friends? Is it on a bus route? Does it have car parking?
- Is the home close to public transport and local amenities such as shops, churches or pubs?
- Are the surroundings too noisy?
- Are there interesting things to see outside?
- Are the views pleasant?

### *Accommodation*

- Is the home well decorated, bright and cheery?
- Is the home clean with attractive decor?
- Does it feel safe and secure or can people wander into the home?
- Is there useful equipment, such as lifts and specially equipped bathrooms?
- Is there wheelchair access indoors and outdoors?
- Are there handrails in hallways and corridors?
- Do residents have their own room and washing facilities?
- If sharing, is this organised to your satisfaction?
- Are bathrooms located conveniently for the rooms?
- Is the call bell system accessible?
- Is there a pleasant outlook from the bedroom window?
- Can you open the windows in the room?
- Can personal possessions be accommodated, or a pet?
- Are there telephone and television sockets?
- Can you have your own telephone with a separate number?
- Are there communal lounge areas both with and without televisions?
- Is there a separate dining room?
- Can you have your own door key?

### *Facilities*

- Are a variety of activities and outings available?
- Can valuables be secured and are personal possessions insured?
- Are the arrangements for laundry and room cleaning satisfactory?
- Is sufficient medical help available?
- Can residents have their own GP?
- Does a chiropodist/physiotherapist/hairdresser/dentist/optician visit regularly?
- Does someone bring library books?
- Can the home find you the time and space to pursue your present interests and hobbies?
- Does the home provide transport?

### *Catering*

- Can you join residents for a meal as part of your visit?
- Is there a choice of menu?
- Are special diets catered for?
- Is the choice of food interesting, varied and good quality?
- Can you choose to take meals in your room if desired?
- May your visitors join you for refreshments or meals?
- Are meal times flexible?
- Is alcohol available if you would like it?

### *Daily living*

- Do you know some of the existing residents?
- Are the staff friendly and caring?
- Do residents look happy and well cared for?
- Do staff receive training?
- Is there adequate staff on duty day and night?
- Does each resident have their own personal care plan?
- Are there set times for getting up, going to bed, or having a bath, or can you choose?
- Are visitors welcome at all times?
- Is there somewhere to see visitors in private?
- Is there a garden and can residents use it?

- Is there somewhere you can get privacy and peace and quiet, other than your bedroom?
- Can you follow your religious practice e.g. attend church services or can a Minister visit you

### *Type of care*

- Does the home offer the level of care you need?
- If you have a particular condition, does the home have the right experience and staff?
- How well qualified is the Care Manager?
- If you want to, can you or your relatives speak directly with the owner of the Home at any time?

### *Fees*

- How much are the fees?
- Is it clear exactly what is included in the weekly charges?
- Will the home accommodate you on state support?
- Will the home provide a written contract of the care provided?