

Service User Guide

Putting you at the heart of what we do



Service User Guide

This guide has been created by Longmead Court Nursing Home to clearly inform you of all the services we can offer to you and by giving you as much information as we can to support you in making your choices.

If you require any more information or assistance we will be more than happy to help you. You can either come into the home at any time for an informal chat with the Home Manager or you can contact the Home Manager directly to discuss your individual situation and needs.

Although it is not necessary to make an appointment in advance it might be a good idea to call ahead to ensure the Home Manager is available.

All about Longmead Court



Longmead Court Nursing home is a large 52 bedded nursing home located on the outskirts of Braintree, a small but continually growing urban town in the county of Essex, with good train and bus links to Chelmsford, Colchester and London.

Longmead Court Nursing Home has been providing care and support for up to older people for over 25 years and has established a reputation for good care. This has been achieved by our loyal and hardworking Nursing and Care Team.

Longmead Court Nursing Home offer a person-centred approach to care in a warm, homely and peaceful environment. We provide both long term nursing care as well as short term respite breaks. We offer individualised care that is tailored to each of our residents' specifically to meet their needs and requirements.

We have a dedicated staffing team that provide our residents with the support, care and encouragement they need. We encourage family and partners to be actively involved in the life of the home as much as possible. We work in partnership with both the resident and their family to build the trust and relationship that will assist us to give their loved ones the upmost care.

Philosophy of Care and Aims of Longmead Court

Longmead Court is committed to providing a high standard of care. We promote dignity, encourage independence and privacy and ensure the residents freedom of choice whilst retaining a friendly



atmosphere.

At Longmead Court we place our residents at the very heart of everything we do.

At Longmead Court Nursing Home we gain an understanding of our residents' needs and keep in mind the following essential aspects of the person:

- ❖ Privacy
- ❖ Dignity
- ❖ Independence
- ❖ Choice
- ❖ Rights
- ❖ Fulfilment

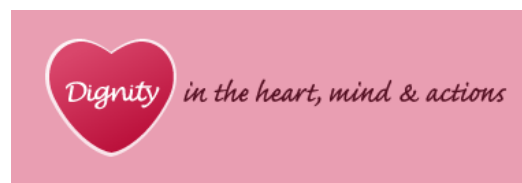
PRIVACY:

Longmead Court aim to preserve the rights and privacy of our residents at all times.

- Respecting and keeping confidential information relating to a resident and their families
- Respecting a resident's preference to be alone and undisturbed
- Discussing personal matters with the staff and their families in a private space without breaching confidentiality

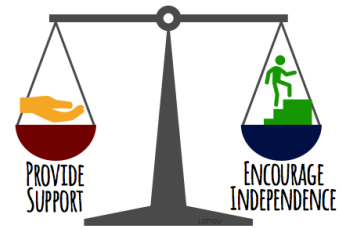
DIGNITY:

- Treat every resident with respect, allow each resident to live in a dignified manner
- Maintain every residents autonomy by empowering them to consider choice and make decisions
- To know each resident, develop a good rapport and treat each resident with respect



INDEPENDENCE:

- Enable each resident to take calculated risks, to make their own decisions and to think and act for themselves, offering assistance where appropriate



CHOICE:

- Ensure each resident has multiple options regarding their activities of daily living in accordance with their capabilities



RIGHTS:

- Preserve the human rights of each resident including consent, confidentiality, safety, equality and autonomy
- Encourage freedom of expression, participation and decision making

FULFILMENT:

- Enable the residents to realise their own aims and create opportunities for them to achieve their goals in all aspects of daily living



Daily Life at Longmead Court



At Longmead Court we understand that moving to a nursing home can be a very difficult and emotional process for both the resident and their loved ones, therefore we aim to ensure that the lifestyle we promote is of the highest possible level, with meaningful activities and encouraging our residents to maintain all current relationships.

All of our bedrooms are tastefully decorated to give a relaxing, home from home feel. All bedrooms are fitted with an emergency 24 hour call bell system, television points and adjustable heating controls. We actively encourage our residents to personalise their rooms upon moving into Longmead Court.



As well as generous living facilities, Longmead Court offer quintessential outdoor space and seating areas whereby the views of the countryside can be enjoyed. There are also areas within the home that all residents can enjoy a little peace and quiet.

We go to great effort to ensure that all our residents are comfortable and continue to make special memories.

Activities



There is a wide variety of things to do on a daily basis at Longmead Court, our activity co-ordinators plan our activities based on the needs and capabilities of our residents. This helps to stimulate them physically and mentally to enjoy life to the fullest. We place great emphasis on keeping our residents active in both body and mind.

Our regular activities include:

- ❖ Imagination Gym
- ❖ Music and movement
- ❖ Arts and crafts
- ❖ In house

entertainment

- ❖ Games
- ❖ Religious services



Care-Planning

Prior to moving to Longmead Court we will undertake a detailed assessment of our prospective, this can take a couple of hours as this will help us to start building a personalised care plan. The assessment will be carried out by a member of our senior nursing team.

Our fully trained staff team work with both residents and families to assess the capabilities and agree a pro-active care plan to help maximise our resident's independence.

Medical Services

We use the local Great Notley Surgery for all our residents and we will register you there upon admission to the home. We have our GP visit weekly for a clinic and we are also able to contact them daily when necessary.



Meal Times

Longmead Court pride themselves on providing high quality, nutritional meals. Our menu is varied and is delivered to the home by Apetito.

Apetito pride themselves on the following:



- ❖ Ingredients are handpicked for our care home meals so that they not only look great but taste great as well. From a Sunday roast to fish on Friday, we only use the best ingredients, sustainably sourced from trusted suppliers
- ❖ Offer over 200 delicious ready-made meals and desserts, so there's something for everyone. Our wide range of meals means you can tailor menus for every taste, dietary and cultural requirement. Plus, with this much choice, menu fatigue will be a thing of the past, and you'll be rewarded with clean plates all round.
- ❖ Have created a range of meals that cater for specific dietary requirements, such as malnutrition, diabetes and dysphagia. We also provide a range of support to help you plan and provide bespoke menus to meet the individual nutritional and dietary needs of your residents.
- ❖ Chef-prepared food is frozen within an hour to lock in nutrition and quality. We do this so that our meals won't lose their goodness during transit or storage, unlike fresh or pre-prepared chilled food. This means that the meal's nutritional value will be at its best when presented to residents

In addition to Apetito, high calorie snack are available throughout the day as well as endless hot and cold beverages.

In line with the preferences of our residents, relatives and friends are invited to join us at mealtimes. Longmead Court charges £5 per person should they wish to have a meal.



Clothing and Laundry



In order to avoid clothing being mislaid we would ask that all personal clothing is marked or labelled.

Longmead Court asks that upon moving into the home all your personal items are clearly labelled. This also applies to all clothing brought into the home during your stay.

Longmead Court provide a clothing tag, Attach a tag, facility which can be purchased. The laundry has all the equipment to attach - please ask our admin team for more details and an order form.

Our laundry is on site and can cater for personal laundry requirements.

Personal Services

Longmead Court has a hairdresser that visits weekly on a Wednesday and a chiropodist that visits every Monday. Appointments can be made for the dentist or the optician when required.

Should you wish for a member of staff to escort to an offsite appointment we can arrange this, however please be aware that Longmead Court charge £10 per hour for this service and this will be a minimum charge of 2 hours.

We can also arrange for a daily or weekly subscription for a newspaper or magazine.

Personal Allowance

We ask to hold a small amount of money in the home for each resident (£50) to pay for the aforementioned items. We will notify you when this needs topping up and will provide an account of expense upon request.



Additional Charges

Longmead Court is able to provide a number of optional services/items which are not covered by the weekly fee. The items/services which are typically available are:

- ❖ Hairdressing
- ❖ Chiropody
- ❖ Newspapers
- ❖ Private therapy
- ❖ Clothing
- ❖ Confectionary
- ❖ Dry cleaning
- ❖ Toiletries
- ❖ Private phone installation
- ❖ Private cable or satellite installation
- ❖ Escort to planned appointments
- ❖ Laundry tagging system

Fees



The fees are dependent upon the individuals care need. These will be discussed and agreed prior to moving to Longmead Court. Prior to moving to Longmead Court we will require a Month's deposit and a month paid in advance. (All payments are to be made on the 1st of every month to be paid by Standing Order)

You may be entitled to assistance with all the care home fees from Social Services, the primary care trust, state benefits or a combination of these. If you are self-funding you can access support from a finance advisor regarding the best way to fund your care home placement.

Notice

On some occasions sadly the move does not meet expectation. Upon moving to Longmead Court the first 3 months is a trial period. Should you wish to terminate your placement in that time we would require a weeks' notice. After the trial period is completed we would ask for a notice period of 28 days.

Trial Period



Moving, especially when you are older is such a big decision to make. We therefore are happy to offer you a trial visit. Whichever your preference, we will work with you to meet your expectations. The Management team will be happy to discuss this further.

Short Breaks

We understand that needing care and support as we get older can be a very hard adjustment, at Longmead Court we offer short term breaks and respite stays, this could be for after a hospital admission or to give your family peace of mind while they are away on holiday. Please speak to the management team to arrange this. Our minimum stay for this is a 1 week period.

Furniture and Personal Items

It is very important that our residents we able to personalise their rooms to make them feel more at home. We do ask that any large items are discussed with the management team prior to bringing them into the home. We also ask that if anything electrical is brought into the home our maintenance team is made aware so it can be tested.



Visiting Times

Longmead Court has a flexible approach to visiting times. Relatives, friends and other visitors are encouraged to spend quality time at the home and to engage in day to day activities in line with their preferences and those of the residents.

Visiting times can be extended across the 24 hour period under certain circumstances with the consent of the resident as appropriate.

We do ask that all visitors to sign in and out using the visitors book at the entrance.

Gifts

Longmead Court staff are not permitted to receive hospitality or gifts (including gifts of money) from residents or their families at any time.

Administration



Longmead Court Nursing Home provides care and support for people over the age of 18 requiring Nursing Care and accommodation. We provide the service to both female and male residents. Longmead Court is a fully inclusive environment and provides services to people from all areas, we will provide individualised service to members of the LGBTQ+ and the BAME communities. Longmead Court believe that every person is free to be themselves and live without fear and discrimination.

We operate a zero tolerance to any form of discrimination or hate crime.

Safeguarding and Safety

Our prime concern is the safety and wellbeing of all our residents. It is necessary to highlight some requirements for the benefits of our residents, visitors and staff.

- ❖ We will take every action we can to safeguard abuse from happening in our service.
 - ❖ We will respond appropriately when it is suspected abuse has occurred
- ❖ We will ensure that the Government and the local Authority guidance about safeguarding people from abuse is accessible to all staff and put into practice.
- ❖ We will handle medicines safely and appropriately and ensure that medicines are prescribed and taken by people safely.
- ❖ We will manage maintain and use medical equipment safely and ensure that all equipment is suitable available, maintained and used correctly there by making certain that you and staff are protected.
- ❖ We will make sure that the home is suitable for carrying out the regulated activity. And that the premises and the grounds are adequately maintained and comply with all legal requirements and operational standards.



SAFEGUARDING

Infection Control

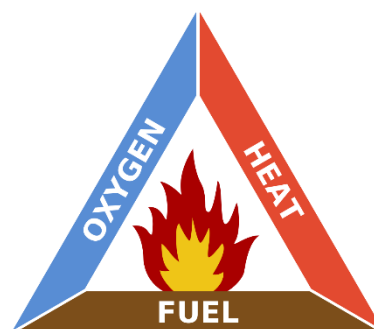


To support good infection control, all visitors will be expected to carry out the Covid 19 LFT test, demonstrate vaccine status and will be provided with full PPE.

Please refer to our visitors protocol for further information.

Fire Safety

We ask all visitors and residents, where able, to familiarise themselves with the homes procedure in the event of a fire. This includes locating the nearest exit point and being aware of the designated fire assembly point. (The fire assembly point is the main reception area)



Safe Manual Handling

Longmead Court staff are trained to ensure residents are moved in such a manner as to minimise the risk of injury to both the resident and members of staff involved. We therefore ask that relatives and visitors do not attempt to lift or mobilise our residents who are unable to do so for themselves. We ask that they seek assistance from a member of our care team.

Staffing and Management

We achieve our high standards of care due to our dedicated team of professional and friendly staff. This is down to the staff we employ, how they are trained and how they deliver care.

At Longmead Court we:

- Have appropriate recruitment procedures in place and ensure all relevant checks are carried out when we employ staff
- Ensure staff are registered with the relevant professional regulator or professional body where necessary
- Make sure staff are properly trained, supervised, appraised and supported to provide care and treatment to all our residents.



Social Media

Longmead Court is on Facebook, should you wish to follow us to keep updated with the home you can do so by searching for Longmead Court Nursing Home.



We also have Skype, please speak to a member of the administration team regarding this.

Regulation and Monitoring

The Care Quality Commission (CQC) not only register Longmead Court but also inspects it as well. A report of the latest inspection is available in the main reception. Additionally the report can be found on The CQC website.

We are also monitored by the Clinical Commissioning Group (CCG) and the Local Authority.

Inspected and rated by



Complaints Policy

From time to time something may happen that makes you unhappy. We welcome complaints as this supports our learning. We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigations to help us improve the services we provide. We treat all complaints in confidence.

You can make a complaint in person, by telephone, in writing, through a member of our staff or through an advocate or representative. We aim to resolve complaints within 28 days and we will arrange to meet with you to give you feedback.

In the first instance you should direct your complaint to the Care Home Manager, Longmead Court Nursing Home, 247 London Road, Black Notley, Braintree, Essex CM77 8QQ, 01376 344440



Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the local government ombudsmen and ask for it to be reviewed. The local Government and Social Care Ombudsman provides a free independent service.

You can contact them at:

The Local Government and Social Care Ombudsman Box 4771 Coventry CV4 0EH

Tel: 0845 602 1983 or 024 7682 1960

Fax: 024 7682 0001

Email: advice@lgo.org.uk

Longmead Court Nursing Home services are registered with and regulated by the Care Quality Commission. CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

You can contact CQC at:

Care Quality Commission, National Correspondence, City gate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Website: www.cqc.org.uk

Moving in

Once you have chosen a suitable care home it's time to start thinking about moving, take some time to consider what items you would like to take to your new home. At Longmead

Court, we encourage you to bring your favourite chair (one is supplied if you don't have one), ornaments, photos/pictures and other special items that will help you feel at home in your new surroundings. You can even bring your TV. Bear in mind that while our rooms are spacious, you will almost certainly be downsizing, so consider what you would like to do with your remaining items and furniture.

COVID 19

From March 2020, all new residents moving to Longmead Court be required to spend 14 days in isolation/barrier nursed unless they have received both Covid 19 vaccinations.

Depending on both your loved ones Covid statues and 'nominated person' status, visits may vary. Please request a copy of our visitor's protocol agreement.

Longmead Court Nursing Home
247 London Road
Black Notley
Braintree
Essex
CM77 8QQ
Tel: 01376 344440
Email: info@longmeadcourt.co.uk
Website: www.longmeadcourt.co.uk