The Willows Care Home

Residents Guide

Also available in large print or as an audio presentation, on request.

Revised June 2022

Great Expectations

The Willows exists for the benefit of its residents. This is your home, where you can rest assured of safety and comfort. Our objectives are to support you in enjoying life, and in maintaining your dignity, independence and individuality.

You're at home

The Willows is your home, and you are free to enjoy all of it as you
Wish – with any assistance you may require. As well as your own room, there is plenty of communal space to make use of, including:

- The 'Bistro' lounge
- The Orangery
- Main dining and TV lounge
- Gardens and outdoor seating areas

In addition to the facilities in your room there are specially adapted lavatories near to the Bistro lounge.

When your friends or relatives come to visit, they are welcome to use the visitor car park (there is space for around eight cars and extra free parking on the road).

Stay in Touch

There are two phone lines here, connected to cordless handsets, with a large-button phone to make it easier for you to dial out. If you want to make a call, just ask a member of staff for the phone. Friends and family can telephone you too – at any time. There's fast broadband connection throughout the house, so you can be online as much (or as little) as you wish.

Your Care Plan

Every resident at the Willows has a Care Plan. Amongst practical information like your medical history and the names and addresses of your GP and relatives, it also serves as a reminder to the Care Staff of your preferences in general. If you want to see your Care Plan, or you want to discuss changes, please ask the manager, the deputy manager or a senior carer and they'll be happy to make your plan available to you.

Placement Reviews

Your placement and Care Plan is reviewed monthly. Where appropriate, and with your agreement, your relatives are welcome to be involved. The Manager carries out a satisfaction survey annually, and you or your relatives are free to speak to the Registration Authority at their annual inspection, if you so wish.

At Your Service

Catering

At the Willows we focus on good nutrition, food quality and food safety. A range of well-balanced, appetising and nutritious meals are provided at regular times, or to your preferred time (within reason). We offer a comprehensive choice of menus, rotated every four weeks. There are also regular tasting sessions too, where you'll be asked to try new dishes and let us know what you think of them, to help us review and revise the menus. If you have special dietary needs, that's no problem, we cater for all individual needs and yours will be noted in your Care Plan and respected. If you would like to see a picture menu at mealtimes, please just ask one of the carers. The nutritional content of meals is also available if you would like to see it.

Fresh fruit is always available and in-season we pick apples pears and plums from our orchard.

You are welcome to join in meals in the dining room, where you may choose to share a table or sit alone if you prefer; if you wish to eat in your own room, this can be arranged. One of the carers usually comes around at lunchtime to offer a choice and take your order. If you have any favourites that are not already available, or ideas and suggestions for new dishes or improvements, please let your Key Worker know, or tell us at one of the tasting sessions.

Birthdays are special and merit a cake, there's usually a special birthday buffet too.

Meal Times

Breakfast	7.30 – 10.30am
Morning drinks	10.30 – 11am
Lunch	12.30 – 1.30pm
Afternoon drinks	3.30 – 4pm
High Tea	5 – 6 pm
Evening drinks and snacks	7.30pm

Drinks and snacks are available on request throughout the day and meals can be taken at other times by prior arrangement.

Room service

Room service is available 24 hours per day.

Laundry

The Willows has its own laundry room, however for health and safety reasons this is off limits to residents. Linen and clothing are laundered by the Care Staff on a regular basis. Minor repairs to clothing are also carried out by staff. If you have any special requests or concerns about your laundry, please raise these with your Key Worker. (Dry Cleaning can be arranged, at an extra cost.)

Cleaning

The housekeeping team cleans seven days a week all over the home. Your room should receive a thorough clean on a regular basis, when even the furniture is moved, as well as the day-to-day tidy ups.

Security

The safety and security of both you and the staff at the Willows is paramount. You are free to come and go, we just ask that you inform a member of staff when you go out and, if possible, let staff know an approximate time of return, this is purely in the interests of safety. Also, your visitors are asked to sign in and out, for security and fire safety.

There is a lockable facility for safe custody of medicines and valuables available for your bedroom if you feel you need it, just ask your Key Worker.

Personal Possessions

Whilst The Willows is fully furnished, you are welcome to 'personalise' your room and to bring small items of furniture, e.g. chair, TV, lamp, pictures, etc. Furniture and electrical items must comply with the fire and health and safety regulations and all electrical goods over one year old should be checked first – just ask your key worker or management to help with this.

Residents' personal possessions are insured up to the value of £500, however jewellery is not covered by the home's insurance. As security of valuable items is always a sensitive issue it is recommended that you have your own insurance cover for personal items. If you wish valuables can be deposited in the safe and recorded accordingly.

Management of personal monies

Although a lockable facility is available, please don't keep sizeable amounts of cash in your room. The Manager, Maxine Bosley, will hold money and keep an account on your behalf, or, for more substantial sums, it is preferable for a relative or person with power of attorney to be involved.

Smoking

The Willows operates a no smoking policy

Visitors

Visitors are welcome; you can choose to entertain in the communal areas, or in our own room as you prefer. We do ask that visiting times are between 11am – 7pm, so we can make sure refreshments are always readily available. Out of those hours its preferred that visitors make an appointment.

Friends and relatives are encouraged to visit and to take you out too whenever convenient for them to do so. Staff are on hand to give any help you get out and about.

For fire safety reasons, we ask that visitors use the entrance door situated in the car park and sign the visitor's book on arrival and departure so that we know how many people are on the premises if an emergency arises.

For visitors who have travelled a long distance to be with seriously ill residents, arrangements can be made for overnight accommodation.

Life at The Willows

Activities and Participation

Activities vary from day to day and are dependent on the time of year and topical events. The Social Activities Co-ordinator tries to accommodate all residents' interests and will try to set up an activity on request.

During October, we usually arrange a trip around Blackpool illuminations followed by a fish and chip supper.

A selection of books is available in the lounge area and the local library is within walking distance. You can have newspapers and magazines delivered daily and there are board games and cards readily available.

We would like to encourage you to continue with any hobbies you may enjoy. Assistance will be given by staff as required.

From time-to-time outings are arranged to local places of interest and different professional entertainers also perform regularly.

There is usually something to look forward to at the Willows, so please check the Activities board for the most up-to-date list including:

Games	*Snakes and Ladders, Cards, Pictionary, word games*
Quizzes	*Movie Quiz, Crooner Quiz, WWII Quiz*
Cookery	*Baking and cake decorating*
Art Class	*Drawing, Painting Card Making*
Games of Skill	*Boules – Bean Bag – Target Practice etc*

Physiotherapy

Private physiotherapy may be arranged and charged to the individual resident.
Physiotherapy fees are not covered in your standard fees and must be settled direct with the physiotherapist.

Religious Observance

The Willows respects all religious convictions. If you wish to attend a religious service, or to receive a visit from a representative of your faith, this can be arranged, please make your wishes known to the staff.

Hairdressing

The hairdresser visits each week, you can book an appointment and have your hair styled as you like, to arrange this just talk to your key worker. Hairdressing costs are not covered in our fees and should be settled directly with the hairdresser.

Other Visiting Services

Hairdressing, Manicurist, Chiropodist, Dentist, Optician, Library, Physiotherapy, and All Religious Denominations

Services not included within fees

1. Clothing or personal toiletries
2. Hairdressing
3. Newspapers and magazines
4. Individual physiotherapy
5. Eye testing, dentistry, chiropody
6. Personal taxi journeys (including taxi journeys for hospital visits).
7. Long distance telephone calls

Shopping

Local shopping can be arranged by a member of staff. If you are well enough, you can also be taken into town to do your own shopping. When transport and assistance is available trips further afield are undertaken.

Bathing

All rooms have their own shower facilities; however, you can use the communal bathroom if you wish, just let one of the care staff on duty know if you want to do that.
Staff are always to hand, should you need assistance.

Privacy and Dignity

You have a right to respect, and it is Willows' policy to treat you accordingly. If you feel that your privacy or dignity are being compromised, this is the basis for complaint, please do not hesitate to bring this to the attention of staff or to the complaints manager Maxine Bosley.

Maintenance

There is an active ongoing programme of maintenance to ensure full safety for clients, visitors and staff. Only qualified personnel are used and whenever possible client choice is encouraged and recognised during redecoration.

Should you require any maintenance in your room, our on-site maintenance team will be happy to help. This may include things such as hanging pictures, moving furniture, changing light bulbs, or any adjustments to your room to make you more comfortable.

Routine maintenance will be reported by members of staff and will be dealt with in the course of their normal duties.

Fire Safety

The Willows meets the most stringent Fire Safety regulations. Regular checks are made by the Fire Authorities and regular tests are carried out by our trained maintenance staff and recorded appropriately on both detection and safety equipment.

All staff are regularly trained in fire prevention, fire policy, location and use of equipment and fire escape routes.

Due to the potential distress, we do not carry out routine evacuations. The fire alarms are tested on Wednesday's at 10am, this will last approximately 20-30 seconds.

Advocacy

Those in our care are encouraged to manage their own financial affairs and decisions and we do not discourage them from doing so. On this basis they are self-advocating.

For any resident who may require external advocacy services, the following local bodies may be able to provide these:

Care Aware
PO Box 8
Manchester
M30 9NY
Helpline: 08705 134925
www.careaware.co.uk
email: enquiries@careaware.co.uk

Age UK
Astral House
1268 London Road
London
SW16 4ER
Free Helpline: 0800 00 99 66
www.ageuk.org.uk

Complaints Procedure

The management and staff of The Willows sincerely hope you never have cause for complaint. However, it is policy that any resident or their representative or visitors to our home can lodge a concern or complaint about any aspect of our service.

We view this as an opportunity to learn, adapt and provide a better service. We aim to continually improve the service we deliver by addressing complaints in a thorough, professional and timely manner.

Should you wish to raise a concern or make a complaint, either verbally or in writing, please approach the senior person on duty or Registered Manager, who will receive your complaint which will be recorded and dealt with immediately where possible.

Should you feel that the home has not dealt with your complaint appropriately please put your complaint in writing to the home, addressing it to:

Maxine Bosley, Registered Manager The Willows Care Home, 397 Midgeland Road Blackpool Lancashire, FY4 5ED

You will receive a response to your complaint within 28 days.

If you still feel that the Home has not dealt with your complaint appropriately, or if the complaint concerns the Registered Manager, you may contact the Nominated Individual directly at the following address:

Vijay Daswani, Director and Nominated Individual, The Willows Care Home, 397 Midgeland Road, Blackpool Lancashire. FY4 5ED.

If your complaint cannot be resolved internally, please contact:

Care Quality Commission, North West Region, City Gate,
Gallowgate, Newcastle upon Tyne, NE1 4PA.
Telephone: 03000 616161.

OR:

The Local Government & Social Care Ombudsman via their website:
www.lgo.org.uk/contact-us, or by telephone on: 03000 610614

The Willows Care Home
397 Midgeland Road, Marton Moss
Blackpool, Lancashire
FY4 5ED

Tel: (24hr): 01253 693961

eMail: info@thewillows.care

website: thewillows.care

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