



CARLETON COURT

Residential Care Home, Respite, and Day Care Centre, with Excellence

Dear Enquirer

Thank you, for requesting information about Carleton Court Care Home.

We hope you find the brochure interesting and informative.

After many years in the caring profession, we feel Carleton Court is an accumulation of our experiences, and wisdom, coming to fruition. We feel the care we provide is holistic and never loses sight of the individual.

For further information about us, you can access the Care Quality Commission website **[cqc.org.uk](https://www.cqc.org.uk)**.

Once again thank you and we look forward to seeing or hearing from you in the near future.

David and Rachel Weston

CARLETON COURT CARE HOME

Caring for you

Carleton Court has been owned and managed by Rachel and David Weston since 2016.

Rachel is a registered nurse and worked in the NHS for over 20 years before becoming the owner of Carleton Court.

Carleton Court Care Home is popular with those seeking quality, individualised care, provided by mature, well qualified, empathetic staff.

Carleton Court Care Home is homely, comfortable, and spacious.





24 Hour

Around the clock care, so you are never without help.

Person centred

Individualised, plan of care using an electronic care management system. The system can be set with certain parameters to send alerts / messages to managers and staff if it identifies a breach in the parameters set. Frequent review of the care provided by the keyworker, both residents and families are encouraged to add and review the care plan should you choose to do so.

Staff

Our care staff have completed comprehensive training prior to starting with us. Not only on care related areas but health and safety, moving and handling and pandemic awareness and we carry out regular training throughout the year to maintain high standards. We are an investor in people accredited business and support and encourage staff to complete further education at diploma level for those wanting to do so.

Activities

An extensive range of therapeutic and meaningful pastimes in and off the premises, i.e., exercise class, handicrafts, entertainers, games, group, and individual reminiscence, 1:1 activities, to support to maintain resident interests and hobbies. We have a holistic therapist that visits each week, and this is free of charge for the residents to access. We have trips out for those that are able and choose to go out. Our activities co-ordinator plans up and coming events.

Food

All our food is wholesome and nutritious. We give plenty of choice, helping to support you to your 5 a day. Special dietary needs are catered for as part of a nutritional assessment.

We have a GOLD award for nutrition and 5 Stars for food safety (Wakefield MDC Environmental Health Department)

Religion

We maintain close links with the Christian community around us and encourage people in continuance of their faith journey. We do welcome all faith groups and people of no faith.

Health

We have well developed and professional links with Primary Care Trust partners i.e., GP's, District Nurses, Physio/Occupational therapists, and Community Mental Health nurses. The nearest Hospital is Pontefract General Infirmary (PGI), which has an urgent treatment centre. PGI is only half a mile away.

Other Services are available.

Hairdresser/Barber, Podiatry, Beautician, Dentist, Optician, Holistic Therapist, and many other services, by request.

Smoking,

Carleton Court is a non-smoking environment

Accommodation

Our recently extended and refurbished home has 35 bedrooms, 17 with en-suite facilities. Two dining areas are available one of which has a quiet corner. There are other communal seating area's, with plenty of chairs for friends and families.

We have ample off-road parking space to the front of the building and landscaped gardens to the rear, which include a sheltered courtyard, this area has seating and tables that are there for the use of residents and visitors alike.

A community within the community

A recently extended elegant country house standing in its own private grounds and close to Carleton village green. We have forged links with the local community, church, schools, neighbours, small businesses. We are an integral part of village life.

Lines of communication

We have a strong belief in keeping communication between all members of our community as open as possible, not just for staff and residents, but for friends and families too.

There is a suggestions box available in our reception for anybody to use at any time, we would like to reassure you that any communications received, by what ever method are taken seriously and treated as confidential.

Visiting Pod/Sunlounge room

We have a Visitors Pod and an indoor sun lounge recently built to accommodate indoor covid safe visits.

Carleton Court Care Ltd

Statement of Purpose

Jan 2024

Reviewed and Amended by R Weston Jan 2024

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This document has been written in accordance with the Health and Social Care Act 2008. The document will be reviewed every year unless circumstances dictate that it should be reviewed earlier.

Aims and Objectives

With over 34 years' experience, the management of Carleton Court Care Ltd pride ourselves in offering a highly professional care service for older people, with a personal touch. We are pleased to accept Service Users for long-term residence and short term for convalescence and holiday stays.

We assure lifelong commitment to the individual, including "End of Life" care, Dementia Care and Mental Health conditions as deemed appropriate to our residential setting.

Individuality is emphasised, with staff being attentive to small detail and where ever possible choice of the individual positively encouraged.

We respect the right of the individual to-

PRIVACY: The right of a person to be left alone and undisturbed whenever they wish.

DIGNITY: The understanding of a person's needs and treating them with respect.

INDEPENDENCE: Allowing a person to take calculated risks, to make their own decisions and to think and act for themselves.

CHOICE: Giving a person the opportunity to select for themselves from a range of alternative options.

RIGHTS: Allowing a person to exercise their basic human rights.

FULFILMENT: Enabling the person to realise their own aims and helping them to achieve these goals in all aspects of daily living.

Philosophy of Care

Carleton Court Care Ltd aims to provide people with a secure, relaxed, and homely environment, in which their physical care, and emotional well being are of prime importance.

Staff will endeavour to preserve and maintain the dignity, individuality and privacy of all people, and in so doing are sensitive to the person's ever-changing needs. Such needs may be medical/ therapeutic, cultural, psychological, spiritual, emotional and social. People are encouraged to participate in the development of their individualised Care Plans. The involvement of family and friends may be appropriate, and if so, is greatly appreciated.

Programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other people are available, participation is optional but encouraged. The following core values of care, as mentioned, are important to us.

CORE VALUES OF CARE		
PRIVACY	DIGNITY	INDEPENDENCE
CHOICE	RIGHTS	FULFILMENT

All Care Staff within the Home are appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is operation to ensure that these high standards are maintained. This includes the latest developments in Care Practices and takes into account appropriate Legislation, and Regulation.

The Health and Social Care Act 2008 is a major legislative influence and is used as a benchmark by the Care Quality Commission.

Home Owner/Manager – Name, Experience, Home Address and Communication Information

Address for all persons below : Carleton Court
108 Carleton Road
Pontefract
WF8 3NQ

Name:

David Weston – Director/Owner
Email: dave@carletoncourt.co.uk
Rachel Weston – Director/Owner- Nominated person
Email: rachel@carletoncourt.co.uk

Experience:

David Weston – 25 years experience in business development
Rachel Weston – 25 years nursing experience in the NHS

Qualifications:

BSC (Hons) District Nursing
BSC Palliative Care
RN Adult
Advanced assessment & diagnostic reasoning
Pathophysiology
Advanced communication skills
level 5 in Health and Social Care

Providers Name : Carleton Court Care Limited
CQC Provider ID: 1-101662468

Legal Status: Limited Company

Providers Business address:

Carleton Court Care Ltd
108 Carleton Road,

Pontefract,
West Yorkshire,
WF8 3NQ

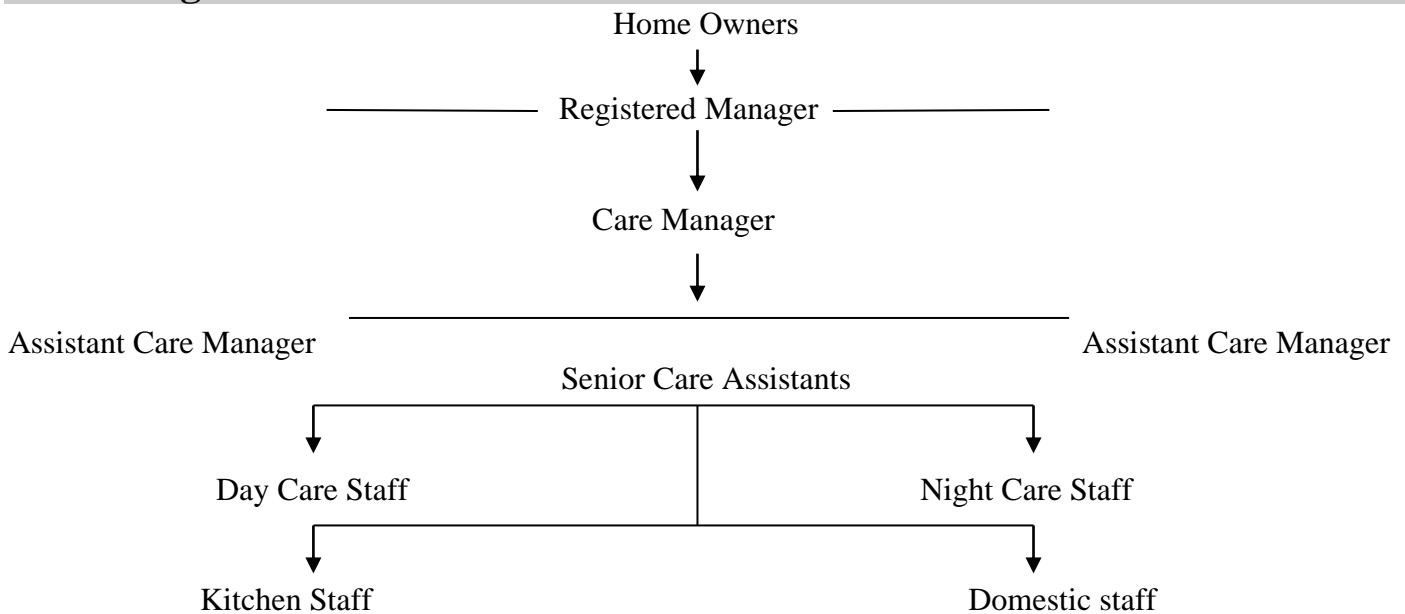
Telephone: 01977 702635
Fax: 01977 690744
www.carletoncourt.co.uk

Care Speciality of the Home: CHS Long Stay Care of the Elderly over 65 years of age, very dependant elderly including dementia, mental health and end of life care.

CQC Service Bands: Dementia ,Adults aged 65 or over, Sensory impairment

Regulated Activities : Personal Care , Accommodation for persons who require nursing or personal care

Home Organisational Structure



Details of Staff Numbers and Staff Training

The Home employs a Registered Manager, a Care Manager, 2 Assistant Managers, 5 Senior Care Assistants, 22 Care Assistants, a Qualified Cook, Kitchen Assistants, and Domestics. The Home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction all staff are trained by experienced qualified senior staff in the following critical subjects:

- Care code of conduct
- Confidentiality
- The rights of a person
- Health and safety
- Food hygiene and safety
- Personal care tasks
- A Workers responsibilities

All new staff will complete an induction that follows the Skills for Care guidelines. All new members of staff must train to achieve a minimum of the Care Certificate.

The Home also sends all staff on external training courses for such topics as Food Hygiene, Manual Handling, Health and Safety, First Aid, Medication, Train the Trainer, Dementia Care and Safeguarding Adults amongst other beneficial skills courses, Train the trainer.

A dedicated Staff changing room with individual lockers was built in response to the Covid-19 pandemic. This enables staff to change on arrival at work and change back before leaving to further support infection prevention and control.

Accommodation

The Home has 35 bedrooms accommodating 35 people
35 single rooms of which 17 with en-suite facilities

All room sizes exceed the regulatory standard.

Social Rooms:

There is a reception lounge, 3 sitting rooms and a separate dining rooms. People are encouraged to use these public rooms; however, people who choose to stay in their own rooms may do so. A no smoking policy is in operation. All rooms are connected to a nurse call system for the benefit and safety of service users. All rooms have privacy locks on doors and a lockable facility to secure valuables and personal items.

Visiting Room: This room was added in response to the Covid-19 pandemic to create a safe and comfortable room for visiting. This permanent building allows visitors to enter through a separate entrance without the need to come through the building, and for the resident to enter through a different door.

Admission

People interested in coming to live Carleton Court Care Ltd are encouraged to visit the Home and sample the atmosphere and level of service, this has however not been possible during the Covid pandemic. Often day-care is arranged on a regular basis whilst waiting for a vacancy. This gives the client time to get to know the staff and adjust to new people and surroundings. A trial period of one month is recommended before taking permanent residency, this can be extended.

The Home is registered to accommodate 35 persons over 65.

Carleton Court Care Ltd cannot care for, or accommodate, people who require nursing care, beyond that which can be managed by the Community District Nursing Service.

Privacy and Dignity

Staff are trained to respect and maintain the dignity, individuality and privacy of all people in our care, whatever their circumstances, and in so doing will be sensitive to a persons changing needs.

Smoking and Alcohol

The Home has a no smoking policy. With regard to alcohol, people will normally make their own arrangements, but may require to be supervised.

Fire Safety

- The Home has a modern Fire Alarm System coupled with Emergency Lighting should power fail. 'Fire Exit' and 'Fire Emergency Instruction Notices' are displayed at strategic points throughout the Home, as

are appropriate extinguishers as advised by West Yorkshire Fire and Rescue

- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy. This includes use of the Home's fire appliances, evacuation, meeting points, raising the alarm amongst other important procedural matters. Service User's are informed regularly of the emergency procedure in a manner appropriate to their understanding.
- A fire exercise is carried out weekly. This ensures all staff and Service Users have a comprehensive understanding of their responsibilities. A full fire drill is conducted monthly, which involves evacuation to a safe area.
- All fire systems and alarms are tested weekly by staff of the Home and annually by appointed contractors. Records are kept of all such testing as part of the Proprietor/Manager's responsibilities.
- All fire fighting equipment is checked annually by a qualified fire equipment maintenance engineer.
- Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabric and material.

Religion (Worship/Attendance at Religious Services)

People may attend religious services either within or outside the Home, as they so desire. If services are outside the Home, the person should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany people on specific occasions if staffing levels permit.

People have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Contact with Family and Friends

People's family, relatives and friends are encouraged to visit regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the person to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to let the person in charge know of their arrival and departure from the Home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion. Once again due to the Covid pandemic this has altered several times and is currently back to pre-Covid normal visiting .

People have the right to refuse to see any visitor, and this right will be respected and up-held by the person in charge who will, if necessary, inform the visitors of the persons wishes.

Personal Plan Review

Once developed the personal plan will be reviewed monthly and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are implemented. Plans are developed with the involvement of the person.

Family and relatives will be encouraged to participate in the persons daily routine as far as is practicable, and are invited to monthly informal reviews. The person and their relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Personal Plan is reviewed at 3 levels:

- Daily, on a shift-to-shift basis. Peoples daily care notes are “handed over” by the out-going staff, to staff on the in-coming shift. People’s daily living and activity patterns are discussed as needed. Changes to the Personal Plan may be proposed at this point.
- At the end of the 4 week settling-in period.
- A formal review held with the residents key worker on a monthly basis.

All amendments to the Care Plan, where ever possible, will seek full agreement, from the person.

All amendments to the Personal Plan are recorded in full.

Complaints

If as an individual, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from Reception or from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Care Quality Commission. A copy of Carleton Court Care Ltd complaint procedure is on display and can be made available on request.

Therapeutic Activities

The Home’s policy on ‘Therapeutic Activities’ takes into account the persons interests, skills, experiences, personalities and medical condition. The Home offers a wide range of activities designed to encourage the client to keep mobile, and most importantly take an interest in life.

Staff encourage, and in certain instances, help to pursue peoples hobbies and interests will be given. Weekly exercise classes are held in the Home for all to enjoy and participate.

Therapy Room: We have now converted a room into a dedicated therapy room .This allows residents to obtain holistic therapies .These therapies are provided by a qualified practitioner who is aware of any health conditions that would be contra indicated. Staff are also able to access this once a month

People can play the following games

- a. Cards.
- b. Scrabble.
- c. Bingo.
- d. Draughts.
- e. Dominoes.
- f. Darts.

Activities with the staff (on a daily basis)

- a. Chatting to individual peoples/remembrance/group & 1:1 talks.
- b. Going for walks/memory walks.

- c. Manicures.
- d. Playing games/cognitive therapy.
- e. Armchair exercises.
- f. Reading letters/magazines/newspapers/orientation.
- g. Helping to choose Library books.
- h. Music and singalongs.
- i. Maintain life long hobbies, crossword puzzles/flower arranging.

Outings

All outings are geared to people's needs and capabilities, due to this a limited number of persons can go on any one outing. We try to encourage family involvement to accompany a relative/friend on an outing.

Examples of outings are listed below:

- a. Visit to local Country Houses and places of interest, i.e. Yorkshire Sculpture Park.
- b. Visit to a garden centre.
- c. Visit to a pantomime or play.
- d. Visit to a Cathedral/Place of Worship
- e. Shopping trips.
- f. Christmas lights.

Monitoring and Quality

Within the Home, there are various systems, such as an electronic care management system and Electronic MAR ,which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the people and their relatives. We regularly ask for comments on the Home, the staff and services we provide. We also annually circulate a Service User's questionnaire, which assists in assuring that we continue to provide a quality service.

