

The Graylyns Residential Home

"A Home, From Home"



Statement of Purpose

Graham and Lynne chose to open The Graylyns close to three decades ago after a dear family member was diagnosed with dementia. That beloved member of the family lived out their latter days and months in a residential care home.

It was during this time that Graham and Lynne realised that many Residential Settings were too big and missed a genuine loving and caring, homely environment. Due to this lack of person-centred care, the family member became increasingly more anxious, unsettled, and withdrawn

That care home lacked the time, compassion and empathy, leaving the family member to be often isolated and left to their own devices.

Due to this lack of stimulation, care and love the family become a shadow of their former self.

Upon the Individual passing, Graham and Lynne promised they would open a care home which provided everything they felt was missing during the final months and days of the family members life.

Therefore, The Graylyns was born... along with a 'promise' of:

Providing high quality, person-centred care for older people. Where their well-being and independence is at the forefront of the care they receive.

- ❖ *This will be done in a homely environment through committed core values of:*
 - *trust,*
 - *openness, and*
 - *transparency.*
- ❖ *Where all older people will be treated with:*
 - *Integrity,*
 - *dignity and*
 - *mutual respect.*
- ❖ *Every individual will feel safe and secure in their home.*
- *Older individuals will be actively encouraged to participate in recreational activities of their choice, with an emphasis on promoting their well-being and cognitive engagement.*

The Graylyns purpose will always be to set and maintain the highest standards of 'good practice'. This will be achieved within a caring and nurturing environment, which encourages older people to thrive as individuals and employees as caring professionals.

Andrew Jones (Registered Manager).

Service Provider: The Graylyns LTD
Legal entity: Limited Company
Responsible Individual: Ms. Talent Chirandure
Registered Manager: Mr. Andrew Jones
Name of Service: The Graylyns Residential Home
Address of Service: The Graylyns, Letterston, Haverfordwest, Pembrokeshire, SA62 5UD.
Tel: 01348 840582 Email: thegraylynsresthme@outlook.com
Website: www.thegraylyns.co.uk

The Graylyns is situated in the North of Pembrokeshire, centrally between Fishguard, The County Town of Haverfordwest and the City of St David's. We are approximately a 5-minute drive from Fishguard Harbour on the main A40. We are also on a primary bus route.

Our Home is set in just over half an acre of land, with beautiful surrounding, panoramic views taking in the beautiful Pembrokeshire countryside, including the Preseli Hills.

There are two local villages nearby, Letterston and Wolfscastle.

Letterston boasts shops, hairdresser, post office, butchers, and the award-winning chip shop 'Somethings Cooking'

While the pretty village of Wolfscastle, multiple winners of the Wales in Bloom Competition, hosts several community events throughout the year.

Both villages offer excellent food and accommodation.

Those that use our Service and the range of needs we support:

Emotional and Physical Wellbeing	All aspects of Personal Care
Challenging Behaviour	Dementia Care

- Adults of aged fifty (50) and older, of all sexes requiring personal care.
- Adults of aged fifty (50) and older, with Dementia/Mental Infirmity.
- No Nursing care is to be provided.

We can offer care for:

- ***14 Individuals on a 24-hour, 7 day a week basis.***
- ***1 Individual for short term respite care. Maximum length of stay is 6 Weeks.***
- ***2 Individuals on 'day care'. Monday to Friday, 10:00am – 4:30pm.***

Respite Care

The Graylyns offers a room for pre-booked respite care. This room is solely for short-term care and can only be booked for a maximum period of 6 weeks.

This cosy room has been recently decorated to a high standard and overlooks our enclosed courtyard garden. It comfortably houses a profiling bed with air mattress, a straight back comfortable chair and draw-storage for both clothes & personal belongings. Furthermore, the room boasts a new wall mounted television and full internet access.

This respite room is accompanied by separate toileting facilities, which is adjacent to the room. However, there is no access through the room to these facilities.

Please note:

- ***Due to the size and purpose of this room no respite would be taken if the foreplaning of any party would be that it leads to long-term care.***
- ***The Individual must be fully independent with their mobility. This room is unable to accommodate any mobility aid, bar that of a walking stick***
- ***All admissions for this service will follow the same procedure of an Individual being admitted for full-time care. Please refer to the 'Admission to The Home' section.***
- ***This Service WILL NOT be offered over the festive period (24th December – 1st January).***

The individual on respite would benefit from the excellent, person centre care delivered by The Graylyns. They would have full access to all our facilities and entertainment.

They would be a welcomed member of The Graylyns family for the duration of their stay.

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Day Care

The Graylyns offers Day Care for up to **two** individuals, Monday through Friday, 10.00am-4.30pm.

The individual(s) will benefit from all The Home has to offer, including, but not limited to:

- Elevenses,
- Two-course lunch,
- Afternoon Tea,
- Daily Mental Stimulation (Activity),
- Booked Entertainment (if applicable),
- Assistance to complete Personal Care needs (Excluding Showering and Bathing).

Please note:

- ***Maximum of Two Individuals at any given time; booking is mandatory and essential.***
- ***The Individual must have a good level of independency regarding their mobility.***
 - ***This is due to the number of low-level steps throughout the premises. Rollator Frame can be accompanied.***
- ***All admissions for this service will be based on an assessment by the Management/Senior Team.***
 - ***The procedure strongly recommend is a 'meet and greet' where the individual, accompanied by a representative will visit The Home.***
- ***This Service WILL NOT be offered over the festive period (24th December – 1st January).***



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Admission to The Home

All Individuals who move into The Home will have a prior assessment by the Management Team to confirm that all their personal and wellbeing care needs can be met.

This assessment will normally take place in a face-to-face manner with:

- The Individual,
- Family member(s),
- Social Worker (If appropriate),

However, during an increased risk of respiratory infections, alongside that of Local Government and Health Board guidance this assessment can also take place by:

- Face to face assessment,
- via telephone/video calls with:
 - Family member(s),
 - The individuals General Practitioner,
 - Social Worker (If appropriate),
 - Mental Health Team (if appropriate).

Please note: During Face-to-Face assessments the following condition MAY need to be met:

- Wearing a face covering,
- Sanitize on arrival and departure.

Prior to admission a detailed '*Admission and Personal Belongings*' form is emailed to the Immediate Next of Kin to be completed for the individual. This includes:

- | | |
|-------------------------|--------------------------------|
| • Next of Kin details, | • Current Medication, |
| • On-going Treatments, | • Personal Information, |
| • Hobbies and Interest, | • Personal and Family History, |
| • Likes and Dislikes, | • And so on... |

A private contract, (if applicable) with all the Homes Terms and Conditions is signed by both parties (Two copies).

Every Individual is given their own 'Welcome Pack' which includes their 'Individuals Bill of Rights' and 'The Graylyns Complaint Procedure' on arrival.

Visiting The Home

ALL are welcomed to The Graylyns, all we ask for is a courtesy phone call in advanced informing us of your intended arrival.

However, this Policy will be reviewed throughout the year and depending on certain factors, such as Acute Respiratory Infections (ARIs) which may result in infectious outbreaks.

Rest assured, during any potential 'outbreaks' of an ARIs, The Home will continue to support visiting as best as possible; this decision will be based on the completion of all risks and factors being assessed.

In a worst-case scenario, every Individual of The Home will have up to two essential visitors. They may visit separately or together.

PPE will be made available to visitors; use is encouraged but is not mandatory. This includes the wearing of face masks.

All areas of The Home are available to use, though for privacy with your family/friend we do strongly encourage you to accompany them to their private bedrooms.

'Visitors' include, but not limited to:

- Family and Friends,
- Medical Professionals,
- Training Providers (inc. College Assessors), and
- Contractors.

People are asked not to attend a care home during a period where they:

- **Have symptoms of any Acute Respiratory Infection (ARI).**
- **Do not feel well generally.**
- **Have been a close contact of a Positive Case of any ARI within in the last 10 days.**

Visits to The Home are between the hours of 9:30am and 5:00pm. With us 'Shutting our doors' at:

- 12.00pm for our lunch (approx.: 1 ½ hours),
- 5.00pm for our evening meal.

The Home does attempt to stagger the arrival time of visitors, thus minimising the congestions in the porch area and limited time in social/communal areas.

We will still operate a 'Protected Mealtimes' policy.

This enables us to promote and assist the individuals to eat and drink independently and fully without distraction. It also enables the carers to assist those that need it.

At The Graylins Residential Home we do understand that an individual's physical needs and emotional well-being change and therefore will accommodate accordingly for you to be with your loved ones during this incredible difficult time.

An example for the above circumstances is end of life/palliative care where family are welcomed to The Graylins and supported any time of the day and night.

For more information on this matter please speak to the Registered Manager, Mr. Andrew Jones.



Dietary Needs:

We are very much aware of dietary needs and fully understand every individual has different preferences with their diet.

We prepare our meals fresh every day and follow a four-week menu. At your request you can have a copy of said menu. If there is something which you dislike, a suitable alternative will be offered.

The menu is reviewed often, considering Individuals likes and dislikes.

Please note, on the exceedingly rare occasion the menu can change to meet the needs and running of The Home.

We cater for a full range of dietary requirements, including diabetic, vegetarian, and Gluten Free (Lifestyle Choice).

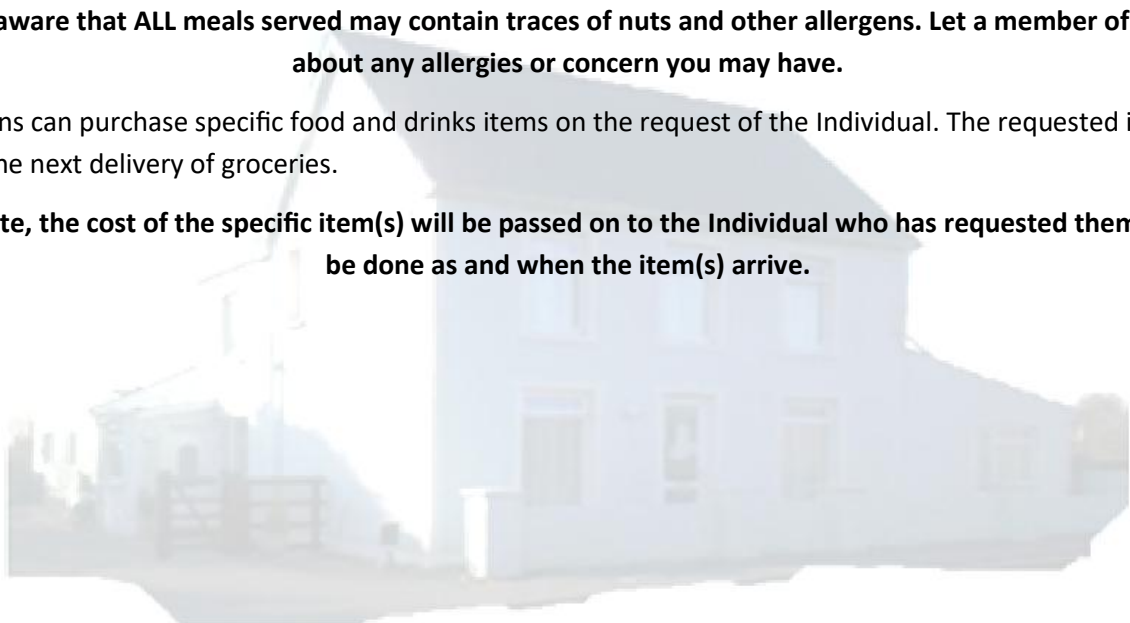
Please note, due to our kitchen set-up and with no recognised cook/chef we cannot cater for those with Celiac Disease. We apologise for this, and any inconvenience caused.

We have an up-to-date list of '**allergens**' which can be found in the products that The Graylyns use. Again, this is available on your request.

Please be aware that ALL meals served may contain traces of nuts and other allergens. Let a member of staff know about any allergies or concern you may have.

The Graylyns can purchase specific food and drinks items on the request of the Individual. The requested item(s) will arrive on the next delivery of groceries.

Please note, the cost of the specific item(s) will be passed on to the Individual who has requested them. This will be done as and when the item(s) arrive.



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Individual Care Planning:

The Graylyns Residential Home epitomises a 'Home from Home' environment. Our promise is to provide high quality, person-centred care for older people. Where their well-being and independence is at the forefront of the care they receive. We aim to do this in a comfortable, homely environment through committed core values of trust, openness, and transparency. Where older people are treated with integrity, dignity, and mutual respect.

The Graylyns adopts an eclectic philosophy of mental health approaches. We feel a singular approach towards mental health is not suitable, therefore we care for the individual, not to their conditions and/or illnesses.

The initial Personal Plan is produced after a consultation with the Individual and, where appropriate their Representative(s). This is developed from verbal feedback and written information provided on the admission documentation. An initial and 'working' document will be completed, normally within 7 days of admission to The Home.

The Individual will then be allocated a 'Key worker'. This partnership, again with a representative(s) if required, will review and amend their personal plan as and when needed. This information is then incorporated into the electronic copy of their Personal Plan every 3 months.

This document (Personal plan) will accompany the Individual if they need to leave The Home for any reason; thus, enabling the continuity of care regardless of their circumstances.

Emotional Wellbeing:

The Graylyns prides itself on the Physical and Emotional Well-Being of all Individuals throughout the day. Focusing a minimum of two hours during the afternoon, where our carers sit and enjoy the company of the Older Person(s). Whether it is through the completion of a crossword to creating a 'work of art' or just being there and lending an ear.

The Graylyns encourage all Individuals to be physically and mentally stimulated, asking the older person and family, (if necessary) to provide information of hobbies and interests. This way we can continue to promote an Individuals passions, hobbies and skills.

We have a vast array of 'activities and resources' we use daily. Though for some more specific interests we ask the Individual and/or family to bring in their own equipment and/or resources.

The Graylyns does not have specific transport to use. However, several staff have relevant car insurance cover allowing them to take the Individual(s) out and about. We attempt to take out the Individuals as often as possible, dependant of Staffing, Transport and Weather.

Finally, we encourage families and friends to come, see and join in with all the 'on goings' of The Home. This includes taking the Individual out for the day, tea, coffee, ice cream, etc....

We have created a partnership with a local child minder, hosting craft and baking sessions. We continue to immerse ourselves within the local community, inviting local performers and entertainers into The Home.

Furthermore, we encourage and where possible invite religious figures into The Home to continue the Individual(s) participation within their religious/spiritual beliefs.

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Even with The Homes positive intervention and stimulation activities there will always be the odd occasion of unsettled behaviour which could challenge.

During these specific times, our trained staff are encouraged to use distraction and de-escalation techniques and practices to return The Home to its usual calm and comfortable environment.

However, this approach is not always successful, therefore The Home has several other ways and means to manage anxious and unsettled behaviour. They are, but not limited to:

- Prescribed Medication

Under the care and supervision of GPs and the Pembrokeshire's Mental Health Team some Individuals can be prescribed medication which can be used to reduce an individual's anxiety levels.

- Deprivation of Liberty Safeguarding (DoLS)

This allows The Home (and other similar environments, such as hospitals) to legally restrict the freedom of movement for individuals who lack the mental capacity to consent to their care arrangements, but only when it is in their best interests and is the least restrictive option.

For more information on the above, please ask to speak to the Registered Manager.

Finally, The Graylyns organises the following:

- Hairdresser
The hairdresser has all relevant qualifications. She visits The Home every seven weeks as standard, but this can be adapted for individual needs. Her prices are very competitive, please ask for a price list.
- Chiropodist
The chiropodist/podiatrist is fully trained and qualified. She visits every 7 to 8 weeks as standard. She is locally based and happy to come in and review/treat any concern and/or emergency. The charge is of a flat rate.

These services are NOT included in the weekly fee of The Home.

The Graylyns Staff Family

**Director
Mrs. Lina Chirandura**

**Responsible Individual
Miss. Talent Chirandure**

**Mr. Andrew Jones
Registered Manager**

- QCF Level 3 in Health and Social Care.
- QCF Level 5 in Adult Residential Management
- Level 3 Moving and Handling Train the Training
- Level 3 Emergency First Aid at Work
- CPI Safety Intervention and Positive Behaviour Support Train the Trainer

ALL staff either have or are working towards a recognised Health and Social Care Award. Whether it is a Level two or three qualification, these are worked based qualification and candidate lead.

The examination board is City and Guilds, and they are led by Local Education providers.

Along with the above ALL staff complete a thorough 'in-house', accredited training programme.

Topics are, but not limited too:

Managing Behaviours which Challenge, Continence Promotion, Dementia Care, Dying, Death and Bereavement, First Aid Awareness, Food Hygiene, Health and Safety, Infection Control, Moving and Handling Theory, Safeguarding for Vulnerable Adults, Safe Administration of Medications.

Staffing Levels:

The Graylyns generally operators 3 shift patterns over a 24-hour period, (the following is depending on the availability of staff and the needs of The Home) they are as follows:

- **8am to 2pm**
The Registered Manager is available from 9am to 5pm, Monday to Friday. Alongside the Registered Manager, there are 3 members of staff including one senior member of the team.
 - **2pm to 8pm**
3 members of staff including one senior member of the team.
 - **8pm to 8am**
2 members of waking staff.
-

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Appraisals and Supervision arrangements:

The Supervision Process

At The Graylyns supervision is continuous and not 'pigeonholed' into a 3-month review. Topics covered are, but not limited to:

- Training,
- Job Role Specific,
- Concern/grievance,
- Personal.

We, as a Home will support you to the best of our abilities, directing you to the most suitable service if we cannot fully deal with any concern/issue 'in-house'.

Therefore, each staff member has an online word document where conversations can be recorded/written instantly. These documents are protected by our Data Protection Policy and only The Registered Manager can access/amend them.

This system will form a timeline of events, concerns, and so on which can be added to and then reviewed throughout a period.

Then, in a formal meeting, the individual will sit and review the documentation with either the Registered Manager or another nominated individual, addressing any outstanding points and/or reflecting on what has happened and how it has been addressed. **This process will happen every 3 months.**

This part of the process will be written up and then sorted into the staff individual folders. Again, these documents will be stored/protected by The Homes Data Protection Policy.

The 3 months review will now specifically highlight two strengths of an employee and one area of improvement. These "two stars and a wish" will be reviewed during each formal supervision meeting.

Please note: For matters such as appraisals, supervision, and disciplinary actions, any potential conflict of interest will be addressed and managed by having the most suitable senior member of the company take responsibility.

The Appraisal Process

The appraisal process is split between two sets of paperwork:

1. The employee questionnaire
Here the employee states the highs and lows, likes, and dislikes, achievement and so on. They are also required to Score their performance (1 to 4, 4 being the highest) in certain areas, specific to their job role.
2. The employer review of employee(s)
Prior to receiving the above, management will score employees on the same areas which were represented on the 'employee questionnaire'.

The difference in scores will create:

- talking points,
- identify strengths and weaknesses, and
- targets are produced.

The Appraisal Questionnaires are disrupted in January, therefore: the:

- the previous year can be reviewed in full, and
- targets can be produced for the fore coming year.

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The Graylyns is not a purpose-built care home. The original part of the building was built in 1910 and served as a farmhouse to the surrounding land. Over the years it has been developed to what it is today. Where there is a need for steps, they have been carefully planned to accommodate wheelchair users and those that walked with walking aids. Handrails are placed where needed.

The original farmhouse houses Six bedrooms; three rooms boasting en-suite facilities, two benefiting from wash facilities and one room solely used for short term respite care. Upstairs you will find Two of the Bedrooms and the Managers Office; a stair lift is installed for those who need assistance to the upstairs area. The other four bedrooms are on the ground floor, accompanied by one large sitting area with entertainment facilities.

Located in the main corridor of The Home we have two newly fitted wet rooms with WC provisions.

As you continue walking through our Home there is another lounge (known as the garden lounge) with a T.V, plus smaller quiet sitting and reading areas, which overlooks our courtyard garden.

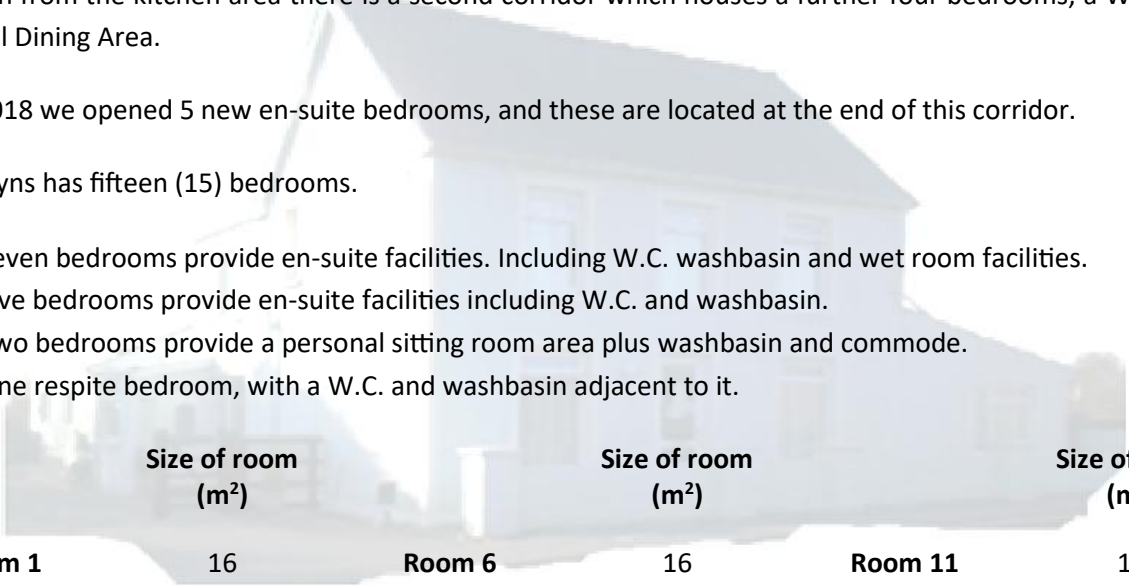
The kitchen is situated at the heart of The Home.

Leading on from the kitchen area there is a second corridor which houses a further four bedrooms, a WC and our communal Dining Area.

In April 2018 we opened 5 new en-suite bedrooms, and these are located at the end of this corridor.

The Graylyns has fifteen (15) bedrooms.

- Seven bedrooms provide en-suite facilities. Including W.C. washbasin and wet room facilities.
- Five bedrooms provide en-suite facilities including W.C. and washbasin.
- Two bedrooms provide a personal sitting room area plus washbasin and commode.
- One respite bedroom, with a W.C. and washbasin adjacent to it.



	Size of room (m ²)		Size of room (m ²)		Size of room (m ²)
Room 1	16	Room 6	16	Room 11	15
Room 2	16	Room 7	14	Room 12	20
Room 3	13.5	Room 8	14	Room 13	19
Room 3a	8	Room 9	17	Room 14	17.5
Room 4	16	Room 10	19	Room 15	14

Size of Room in m ²	
Main Lounge	30
Dining Area	24
Sun Lounge	17
Garden Lounge	23

Due to the care needs of our Individuals, we are a 'locked facility'.

All external doors, except those which lead into the secure Courtyard Garden, are fitted with coded keypads to exit the building.

We encourage visitors to ring the bell informing us of their arrival, a Carer can then welcome you to The Home. This way we can guarantee the doors are closed and secured safely. This ensures the continued safety of all who reside with us.

The Home has a secluded courtyard garden, with raised flower and vegetable beds, this includes our herb garden which is used in the kitchen. The area is completely flat and secure, which enables Individuals with different mobility needs to access it independently. The courtyard garden is enhanced with comfortable outside furniture, along with a large awning, providing protection from the sun.

Bird feeders are positioned around the garden, which are clearly visible to those that choose to relax inside or out.



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Reviewing and Improving The Home

The Graylyns carries out annual Quality Assurance Questionnaires. These are sent to:

- Individuals, Family members and friends, and
- Professionals, includes GPs, Nurses, Local Authority representatives, Advocacy Members and so on.

The feedback from these questionnaires produces an accurate and true reflection of what The Home does and can offer.

The Responsible Individual carries out quarterly formal visits to The Home (Regulation 73). These visits are advertised throughout, allowing plenty of time for anyone to share and discuss their views, positive and/or negative.

Further to the above The Responsible Individual produces Reports (Regulation 80) as and when but no less than every 6 months. The information gained is from both:

- Direct contact with The Home
 - Sight visits,
 - Reviewing of policies & procedures,
 - Reviewing of Individuals Personal Plans,
 - Risk Assessments,
 - And so on...
- Indirect contact with The Home
 - Verbal communications with Registered Managers/Senior Care team. This is done via phone calls, messages, and emails.

Finally, The Graylyns has a clear and easy Raising a Concern Policy in place to deal with any issue which may arise during any bodies time within The Home.

This is available on request.

Please note, All Individuals and Employees are given a copy of the 'Raising a Concern Policy'.

For those residing at The Home it is on admission. For those employed by The Home it is during induction.

This policy covers everything from poor home decoration to reporting inappropriate or abusive behaviour.

Thank you for taking the time to read this document.

Kind regards,

Mr. Andrew Jones
Registered Manager of The Graylyns Residential Home

Reviewed and Updated: 03/09/2025

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