

Windsor Lodge

Residential care for the Elderly

Windsor Road, Gerrards Cross, Buckinghamshire SL9 8SS
Telephone 01753 662342

Admissions Policy

The decision to move to a residential home is a difficult one, both for the resident concerned and their family/next of kin.

Perhaps the most important thing to remember is that this would become a home from home, with the main advantage being that when someone needs help, it is readily available.

Aims and Objectives

In essence, the main aims of our home are to provide our residents with a homely, safe and caring atmosphere to cater for all their needs. The care provided will be of a high-quality standard.

Our main objectives are to:

- To provide a homely and caring atmosphere for older people.
- To provide a well-led care home and maintain high standards of person-centred care.
- To be effective in empowering residents to take part in and link with the community.
- To be responsive to the needs of residents.
- To provide a safe and inclusive environment where residents and staff and proprietors are involved in the working of and direction of the home.
- To be recognised as a good quality provider of care for older people.
- Encourage residents to live as fulfilling a life as possible, whilst promoting their independence
- Acknowledge that age and ability is no barrier to ensuring the core values of Fairness, Respect, Equality, Dignity and Autonomy (FREDA) are met in the quality of the care we provide.

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Assessment

It is important that all potential residents are adequately assessed. A written assessment is conducted by the manager and/or proprietors and can take place at the resident's home, hospital or within Windsor Lodge Care Home. All interested parties are encouraged to view the home and spend some time in the home, taking tea and meeting the staff and other residents. Some people need a couple of visits and may wish to bring some relatives or friends. This is actively encouraged by the home as moving into a Care Home is a difficult decision to make.

Should a resident be admitted from hospital or alternative care accommodation, a personal assessment would be required prior to taking up residency, preferably by their current carer/agency. The manager would also complete an assessment and talk to individuals involved with the individual's care and well-being, particularly any Power of Attorney.

It is essential that each new resident feels comfortable and happy with all aspects of the care and environment created within the home. Therefore, it is usual practice for any new potential resident to spend a month at the home, to give everyone involved the best opportunity to ensure the suitability of the home based on the needs of the resident.

During this month and particularly towards the end of this month, the resident, their family/next of kin and the manager will discuss the suitability of continuing the residential period. It is at this time that a contract and conditions of stay would be given to the resident and their family to read and sign.

Fees

The fees are charged on a weekly basis, payable each calendar month and are paid monthly in advance. It is calculated as follows:

Weekly fee £695 x 52 divided by 12 = £3012 per month.

£795 en-suite/double room x 52 divided by 12 = £3445 per month

First payment is due on the date the reservation of the room is made, by cheque, made payable to 'Windsor Lodge Care Home'. Should Social Services be contributing towards the cost of the stay, the full amount is

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payable by the new client who will then be reimbursed the amount paid by Social Services contribution. Thereafter, Social Services will be invoiced per calendar month for the amount agreed on the Care Service Order and the client will be invoiced the remaining fee, totalling the amount as stated above.

Thereafter, fees are to be paid by banker's standing order. **Fees are reviewed every three years – next due 2020.** Fees include accommodation, personal care, food, laundry and outings. It does not include chiropody, manicurist or hairdressing services, who visit regularly. Residents are encouraged to manage their own finances although the home can secure a small amount of petty cash which can be used for the services as stated.

Accommodation.

Windsor Lodge is a bungalow that provides eight rooms with washing facilities and three with en-suite facilities (enclosed sink and toilet). All electrical appliances are tested and labelled prior to use, for the safety and well-being of all residents, staff and visitors and re-tested annually.

It is important that the resident's room becomes theirs and is comfortable and familiar, so residents are encouraged to bring in any of their furniture or furnishings, provided they comply with the Fire Safety Regulations 1988 (furniture and Furnishings).

The home is set within 10 acres of ground with landscaped gardens and private electric gates and intercom service at the entrance. It is an open planned bungalow, incorporating a living room, dining room and lower lounge which can be used as a quiet reading area, using the lap-top computer or spending time with relatives having tea or enjoying the view of the garden. Each room has a washbasin and there are two shower rooms and a main bathroom with assisted bath. There are also three en-suite bedrooms. The proprietors live upstairs within the home, so are available daily and staff and residents eat their meals together every day.

Care Plans/Key Workers

Each resident has an individual care plan, which is written with them and/or, their next of kin, highlighting the needs of the resident based on what assistance they feel they would like. The plan of care is co-ordinated by a designated key worker who is a permanent member of staff. Any issues or

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queries you may have can be discussed with the manager or the key worker. An individual risk assessment is also recorded which is updated every month or after any change in condition. This is to ensure that the care given by the staff is catered for each individual, according to their current needs.

During this assessment or review, the resident is asked about their views, on the service provided and are asked to highlight any issues of concern. Each keyworker formally sits down with the resident to discuss their progress and encourage them to become involved in making decisions in their care and wishes. We welcome and adopt an open approach to opinions.

Respite Care

Providing a room is available, the home can also cater for respite care and one double room (Room 4 also enables accommodation for a couple to be provided). The time limit is dependent on the individual's needs, so whether your carer or family require a week or month's break (or more), we are sure you will find our home a very comfortable, relaxed and homely environment which caters for your individual needs.

First payment is due on the date the reservation of the room is made, by cheque, made payable to 'Windsor Lodge Care Home', (Please see 'Fees' section).

During this period individuals are advised to bring enough medication, which they may continue to self-medicate or hand to a trained staff member to lock in the medication trolley and administer when prescribed. All self-medicating residents must be assessed by the manager to ensure compliance with our medication policy. This will be discussed on day of any visit or assessment to clarify any questions they may have.

Each resident will remain under the care of their current General Practitioner, although if travelling from out of county may be registered with the home's Practice for a short-term basis, to cover the respite period – this is the Calcot Medical Centre in Chalfont St Peter.

Equality and Diversity

The home respects the rights of each individual and aims to maintain a caring, working environment reflecting the needs of a diverse community. Each resident will be assessed based on their individual needs and an agreed care

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plan written with them, to identify the plan of care. The home aims to make equality a part of everyday working practice.

On admission, each resident will be shown around the home and will be alerted to the Fire alarm bell and the usual call bell within the rooms to distinguish them both. They will be provided with an admission book containing a variety of information to help answer any questions they may have. The manager and key worker will meet regularly with the individual and their family/next of kin to encourage transparency of care and to ensure the individual is cared for appropriately and does not have any concerns or anxieties.



(Updated September 2016)