

# woodleighcare

caring for the whole person.

## Woodleigh Christian Care Home

### What's Next?

#### Admission Guide & Information Pack



A guide for residents, relatives and visitors about joining our community

Thank you once again for your interest in Woodleigh Christian Care Home. This pack contains some further useful information to help you with making a decision about care.

## The Process

Once you have read this pack and have researched any other homes you are considering, you may decide to choose Woodleigh Christian Care Home. Once you notify us of your decision, we will arrange for an assessment to be done at a time and place that suits you by one of our experienced team members. This assessment is an opportunity for us to establish the care that is required, and the whether we can meet those needs, but also for you ask any other questions you may have.

If after the assessment we are both in agreement that Woodleigh is the place for you, then we will produce a contract for you to read and sign, along with some other important documents such as consent forms. Once the contract has been signed and returned we will contact you to arrange your admission date.

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## Registration

We are registered with the Care Quality Commission who are responsible for ensuring that standards are maintained. The home is inspected on a regular basis and copies of the report are available online and at anyone's request.

### Registered Provider

Woodleigh Christian Care Home Ltd  
Norfolk Drive  
Mansfield  
Nottinghamshire  
NG19 7AG

### Registered Manager

Rachel Williams

### Responsible Individual

John Walton

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## The Woodleigh Team



**Home Manager** – Sarah Milnes

**Group Operations Manager** – Rachel Williams

**Clinical Lead** – Sharron Craddock

**Chaplain** – Helen Curzon

**Kitchen Manager** – Julie-Anne Mckinnon

**Head Housekeeper** – Lea Wall

**Ambitions Coordinator** - Marion Hicks and Rachel Jacks

**Maintenance Manager** – Jeff Dennis

## The Contract

The contract is required to ensure that both WoodleighCare and yourself are given assurances that certain things will be upheld, for example delivery of care, privacy etc. It also details the procedures for payments, funding and terminating the contract.

Once the contract has been signed and returned, it will be in place until such a time as either Woodleigh or yourself no longer wish for it to be active. This may occur for a number of reasons including; care needs no longer being able to be met by Woodleigh; a breach of home policies (for example abuse to staff); Safeguarding concerns; and unpaid care fees. In the event of a contract being terminated from either side, a standard notice period of 28 days will apply. In the case of the admission being for respite, the notice period does not apply.

As you should be aware, Woodleigh is able to accept residents who are self-funded, fully-funded by social services, and partially funded by social services with a third party top-up. When the contract is produced, 'Schedule A' will detail the funding status. If the funding status changes during the stay, a new 'Schedule A' will be produced which will detail the new payment arrangements. Funding status will generally change for one of two reasons. Either the available personal finances will have reduced below a threshold set by the local authority which begins proceedings for them to fund part or all of their care, OR the residents care needs have changed in such a way that the funding which they are eligible for has changed. In either case, Woodleigh will endeavour to provide you with support and information to assist you and ensure that any change to the funding does not impact on the care provided.

There is an example of our contract including our Terms & Conditions for you to look at on our website [www.woodleighcare.co.uk](http://www.woodleighcare.co.uk) under 'Fees & Advice'.

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## In the Home

Once you are in the home, we hope you will find it to be exactly that... a home, and while we strive to make Woodleigh feel homely, we put a lot of work in behind the scenes to ensure that our service and care is of the highest quality.

We believe that the Kitchen is the heart of the home, and we are proud to have our 5\* food hygiene rating from Mansfield District Council and we are able to meet any dietary requirement you may have with prior notice and information. We always provide at least 2 options for every meal, and if there is something on the menu that you don't like we will do our best to cook up something for you.

We have a vastly experienced team of Nurses, Senior Carers and Care Assistants working 24/7 at Woodleigh, and we are nicely balanced with both male and female

staff. This means that if you prefer to have only male or female carers meet your personal needs, we can accommodate this in our rotas.

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## Personal Items

Residents are encouraged to bring personal items in to the home such as photographs, pictures and ornaments. All valuable assets must be declared to the Administrator upon admission for insurance purposes. Safe-keeping can be arranged by the home. The home accepts no responsibility for loss or damage to such items not under its safe-keeping. Where additional insurance is required, the resident is responsible for the additional cost. All personal items, including clothing, are to be clearly and permanently named. No responsibility can be taken for items not named. Clothes are to be marked with sewn in woven nametags, or for a charge we can label the clothes with a waterproof label. The Home cannot be held responsible for woollens or items of clothing made from wool, as they require specialist dry cleaning.

If you do bring your own items into Woodleigh, we recommend that you take out your own contents insurance to cover the value of any personal items. A major specialist insurance group properly insures the home. A full copy of the policy document is available on request. The policy includes:

- Residents valuables up to an individual's total limit of £500
- Includes an excess per claim of £50.
- Excludes certain risks.
- Requires all personal items to be fully named.

We are also able to welcome family and friends to bring in their pets to visit the home provided they are friendly, in good health and have been vaccinated against all common illnesses.

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## If something is not quite right...

At Woodleigh Christian Care Home we aim to maintain the highest standards of care but appreciate that from time to time there may be areas of concern, which need to be discussed. The resident, their relatives, friends or representatives are invited to raise any concerns that they have over actual standards of care, or any other matter, in the following manner:

If you are pleased with the level of services provided or if you think staff and the procedures of the home have made a difference we want you to tell us. You can make comments or compliments either by speaking to or by writing to our staff that you have direct contact with, or any member of the management team.

If a resident, relative of a resident or someone acting in the interests of a resident have cause to complain and the team leader on duty has not been able to resolve

this for you then bring the matter to the attention of the manager by telephone, by post or in person. The home manager will acknowledge the matter within 2 working days and will then investigate the matter fully, recording the detail and offer an explanation of the incident/occurrence and advise you what action has been taken.

If the manager has not resolved this matter to your satisfaction within 28 days, you may bring this to the attention of the owners John and Gail Walton by telephone (01623 420459), by post (c/o Woodleigh) or in person.

If the matter has then not been resolved to your satisfaction, you may contact the following:

Organisation	Address	Contact Details
Care Quality Commission (CQC)	City gate, Gallowgate Newcastle , NE1 4PA	Tel: 03000 616161 enquiries@cqc.org.uk
Nottinghamshire Social Services	Customer Relations ASCHD, County Hall West Bridgford NG2 7QP	Customer Service Ctr. 08449 80 80 80 www.nottinghamshire.gov.uk
Health Services Ombudsman	Millbank Tower Millbank London SW1P 4QP	Tel: 0345 015 4033 Email: <a href="mailto:phso.enquiries@ombudsman.org.uk">phso.enquiries@ombudsman.org.uk</a>

The “Useful Links” page on our web site also list other independent advocates that may be of assistance. [www.woodleighcare.co.uk](http://www.woodleighcare.co.uk)

Please help us resolve any issue promptly by bringing any complaints to our attention as soon as possible.

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## Next Steps

If you decide that you would like to join the WoodleighCare family, please contact the home on 01623 420459 and ask for the Home Manager - Sarah Milnes - who will be able to discuss with you arranging an assessment.

Once the assessment has been completed and it is established that Woodleigh can meet your needs, and that you feel Woodleigh is the right place for you, we will produce a contract for you to sign and return.

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We hope this guide has been useful for you, and if you would like any further information or support, please do not hesitate to contact us.