

woodleigh**care**
caring for the **whole** person.

Welcome to Woodleigh Christian Care Home



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

Our Ethos

Here at Woodleigh, we value person centred care above everything else. That is why we will always put you at the centre of all that we do.

Our mission is to make you feel at home, involved and be reassured that you will receive the best care. We hold regular resident meetings and you choose your own key worker so that all your wishes, likes and dislikes can be heard and acted upon.

John Walton – Home Owner

In 2003, John realised his dream of running his own business where care – of both staff and residents – was paramount to his every day work.

He enjoys seeing the care of individual residents being tailored just for them and for their future ambitions to be realised and hopefully met with the help of the staff within the homes.

John is married to Gail who is a GP in Ilkeston and they have three children: Tim, Hannah and Tom. Spare time revolves around involvement with the family sports commitments and with Trinity Methodist Church in Long Eaton.



Sarah Milnes – Home Manager



I have worked in the care sector from the age of 18, I qualified as an adult nurse from Nottingham University School of Nursing. I have lots of experience with complex care and dementia care, I have a passion for palliative care and have lots of experience nursing people during their final weeks and days. I have won awards for my work in palliative care and for my dedication and passion in the care sector. I found myself dedicating my career to ensuring that

everyone I had the privilege of caring for received the best care possible, emphasising to colleagues that we only get one chance to get it right, encouraging colleagues to progress in their own careers and supporting them to reach their full potential. I believe that leading by example is the best formula for an outstanding team. Outside of work I enjoy spending time with friends and family, going to festivals and try to keep fit, I love dogs of all shapes and sizes, I have 2 of my own but would love many more if I had the time! I am passionate about pet therapy in care homes.

The Home

Woodleigh Christian Care Home can have up to 44 residents at any one time. Accommodation is split over 2 floors and therefore feels like a small, homely environment to live in. The home boasts a TV in each bedroom. We have 3 lounges, 2 dining areas, 2 relaxation areas, and a hairdresser's room. We have all the equipment we need to meet your needs. Our handyman Stephen looks after the home and will help you to personalise your room as you wish when you move in.



The Woodleigh Team

Registered Home Manager – Sarah Milnes
Deputy Manager – Lesley Ann Cooper

Nurse – Debbie Elliott
Nurse – Nikki Caller
Nurse – Loraine Causer
Nurse – Nyree Dawson



Administrator – Lisa Little
Chaplain – Helen Curzon
Kitchen Manager – Cheryl Broughton
Head Housekeeper – Lea Wall
Night Manager – Kristie Osbourne

Ambitions Coordinator - Marion Hicks, Rachel Jacks and Katy Haag
Handyman – Craig Collier

Visiting Staff

Our hairdresser visits on a Monday and a Wednesday.
Our chiropodist, optician and dentist visit regularly and at short notice for any urgent requests.

Summary of Statement of Purpose

The home aims to supply environment and quality of care that allow the residents to have the opportunity to enhance their quality of life and stimulate them to maximise their full potential – socially, intellectually, emotionally, physically and spiritually. We aim to:

1. Ensure the human rights and rights of citizenship are respected for those who use the service.
2. To provide individual and bespoke person centred care and support.
3. Ensure that people who use our service including their families and representatives are involved in the planning of their care at all stages, and appropriate consent is obtained.
4. Obtain quality assurance feedback from the people who use the service and act on suggestions in order to improve delivery of the service.
5. To work together with people and organisations to maximise quality of life.
6. Provide a complaints procedure to ensure those who use the service are listened to.
7. Provide trained staff, who continually renew their training, to meet the needs of those who use the service.
8. Ensure that the home is free from discriminatory behaviour or language and that people who use the service are treated with dignity and respect.
9. Develop a culture within the home whereby those living here feel that they are in control of their lives and enable and empower people to achieve their ambitions and wishes.
10. To evolve and develop as an organisation
11. We aim to provide care based on Christian principles and standards although there is not an expectation or requirement that residents are practising Christians.

Facilities

3 lounges

2 relaxation areas

2 dining rooms

Hairdresser

Laundry

Wifi

Minibus

Telephone

Newspapers

Personal TV

Homemade fresh food

The Care

We are registered to provide nursing, residential and dementia care- permanent or respite. The care team is led by the Care Manager. We make sure you have contact from other health professionals while you are here, and make sure you do not miss out on services. We will have people with all kinds of needs living here, from People who need a little help, to people who need considerable help, and support for everyone in between.

We work closely with you and your family to plan the care that is right for you. We listen to your preferences and act on them. We listen to you and find out about what gives you a good quality of life. We know that this is different for different people. Our care plans do not just address your physical needs; we plan and deliver holistic care – care for you - the whole person. We include spiritual care, prayer and daily devotional time for those who want it.

We know that you are people who need mental challenges and stimulation. We know at times your feelings need the most attention and support from us and at other times you may want to be alone. We are sensitive to you as a person, we are all people, we all have strengths and weaknesses, and we are all in it together.

Food and Nutrition

We have a catering manager and assistant cooks to prepare your meals. They provide you with choices on a day to day basis, and you will be involved in planning the seasonal menus. We know that everyone is different and we listen carefully to your preferences about your food. We want you to really enjoy the meals, and take time and trouble to make sure the food is right for you. All of our food is homemade on site.

Privacy and Dignity

- Single, lockable bedrooms will be provided for all the residents
- All members of staff will knock and obtain permission from the Resident before entering a bedroom. Visitors will not be shown into bedrooms without the occupant's permission.
- Residents must give informed consent before any information is disclosed provided this complies with the requirements of Mental Health legislation and other legislation relating to confidentiality
- Personal procedures are undertaken in private and staff will always use the manner of address preferred by individual residents.
- Residents are allowed as much time as they need to complete their own chosen activities. Flexibility is built into the routines at the Home so that residents are able to complete their chosen activities, with the minimum of staff intervention.
- Financial transactions involving individual residents are conducted in private.
- Complaints are treated with sensitivity and residents should be able to voice concerns without fear of reprisal.

Activities

We work hard to maintain close links with the community in and outside of the home and we encourage you to do the same. We will ensure that we listen to your likes and dislikes and offer you activities based on this. Woodleigh focusses on your ambitions and abilities and we strive to make your time with us as enjoyable as possible. We have regular trips out in our minibus, to Matlock, the cinema or even for afternoon tea.



Whatever you want to do – we are here for you.

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: phso.enquiries@ombudsman.org.uk

The "Useful Links" page on our web site also list other independent advocates that may be of assistance. www.woodleighcare.co.uk

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



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

Responsible Individual: John Walton