



Turfcote

CARE & NURSING HOME

Service User Guide



Highly Trained Care & Nursing Staff • Residential Care • Dementia Care • Respite & Day Care

Welcome to Turfcote Care & Nursing Home

Turfcote provides person focused care services that maintain the independence and individual needs of our residents. We provide the support you need while retaining the privacy and dignity of your own space. Turfcote encourages choice, fulfilment, and freedom of movement, continued relationships with family and friends and an active interest in the home and local community.

Turfcote: dignity, privacy and individuality

Set in 2 acres of beautiful grounds, Turfcote has the character of an elegant manor house, complemented by sympathetically designed, purpose built bedroom accommodation, luxury en-suites, 7 lounge/dining rooms and other features that allow comfortable access for all.

Turfcote offers individually tailored care services including personal care, nursing care and a separate unit which offers specialist dementia care. Respite and day care is offered across all disciplines. All residents benefit from friendly, qualified and dedicated staff providing 24 hours a day support.

Should you choose to make Turfcote your home, on either a permanent or temporary basis, we know that you will enjoy your time with us.



Call 01706 229 735 www.TurfcoteCareHome.co.uk



Our Values

The most important value we consider at Turfcote is recognising that all our residents are individuals and need to be treated as such. For all new residents we create a personalised care plan that takes into account your specific needs, history, preferences and beliefs. We avoid an institutional approach and involve residents in making choices as much as possible about every aspect of their care and life at Turfcote.

We are committed to ensuring that irrespective of age, mental/physical ability, gender, sexuality, race or creed all our residents maintain their rights, dignity, privacy and individuality, while receiving quality care.

Admission to Turfcote should not mean losing contact with those closest to you nor should it mean giving up lifelong hobbies, pursuits and interests. We want Turfcote to feel like a home and strive to give our residents all the freedoms to do what you would do at home.

We are constantly working to improve our services by offering extra training to staff and researching the latest innovations. We listen to the comments of residents and adapt our approach to better suit your needs.

Philosophy of Care

- **Ensure quality and thoughtful care as our priority in all our actions.**
- **Provide a safe, supportive environment where residents have the opportunity to enhance their quality of life.**
- **Maintain dignity and individuality in a comfortable and homely environment.**
- **Stimulate and maintain physical and mental activity and social well-being.**
- **Respect and accept cultural, religious, social, emotional, intellectual and ethnic needs.**
- **Enable residents to make informed choices about their future health and social care and personal plans, including choosing their own General Practitioner, whenever possible, who they can consult at their request.**
- **Ensure that residents have access to a relative, friend or advisor, who as an advocate has a facility to pursue matters on their behalf.**
- **Ensure residents are free from all forms of abuse. (Safeguarding policy available on request).**
- **We strive to be honest, transparent, fair and ethical in everything we do.**

Charter of Rights

Residents of Turfcote have the same rights and freedom to choose, as any other citizen. Residents of Turfcote are encouraged to enjoy as much independence and freedom as possible and have the following rights.

- To be treated as an individual.
- To personal independence, choice and responsibility for actions.
- To privacy and space.
- To have cultural, religious, social, emotional, intellectual and ethical requirements accepted and respected.
- To have the same access to services in the community as any other citizen.
- To maintain and develop social contacts and interests.
- To have access to an advocate who can act on their behalf to pursue matters in an independent manner.
- To have, and participate in, regular reviews of your individual circumstances and have your advocate present.
- To receive care planned by a qualified nurse and / or an experienced carer, in collaboration with yourself.
- To be involved in decisions about your care / treatment in association with your named nurse / key worker.
- To have access to your personal file in line with the National Care Standards Act.
- To have access to a formal complaints procedure.
- To be informed about the services within the home, to be consulted about routines within the home and any proposed changes.

The only restrictions will be the legal and regulatory requirements necessary to protect the health and safety of service users, relatives, visitors and staff, and to ensure that the proper level of care is provided.





Facilities

Built in 1850 and adapted into a care home in 1987 Turfcote House has the character of a fine old manor home but includes modern specialised adaptations to provide a warm, healthy and supportive environment for our residents.

Some of the features that apply to the entire house include:

- **Wide corridors for easier wheelchair access.**
- **2 stretcher lifts to allow bed and wheelchair access between floors and a third smaller lift.**
- **Easy assist doors.**
- **Specialised antibacterial carpets that help reduce and control infections.**
- **Walking aids on all the walls.**
- **2 acres of attractive landscaped grounds with mature trees, seating and planting areas.**

Rooms

Our rooms are warm, comfy and so spacious they exceed the national minimum standards for size laid out by the DHS. They also feature many modern features such as, television and telephone points, nurse call systems and double glazing, that enhance the comfort and standard of life for our residents.

The majority of bedrooms have en-suite toilets and are single rooms. There are some very large double rooms available which are suitable for couples or friends.

We want our residents to feel at home and encourage them to bring little touches to personalise their room such as decorations, pictures, furniture and appliances like CD players. Our handyman will be happy to hang your pictures.

Smoking

Smoking is only permitted in specific areas of the home, so as not to disturb other residents and to minimise the risk of fire. For the safety of all, it is absolutely forbidden to smoke in your bedroom and anyone found doing so might face discharge.

If you do smoke, please discuss this with staff on admission so you can be made aware of the designated smoking area.

Turfcote stands for dignity, privacy & individuality

Lounge Dining Rooms

Turfcote House is split into a residential unit and a specialist dementia care unit. The residential unit benefits from 4 spacious and luxurious lounge/dining areas that incorporate many attractive period features such as wood panelling and ornate fireplaces.

The three lounge/dining rooms in our specialist dementia care unit, Beach, Garden and Cinema, are each themed and have, murals, pictures and features that stimulate positive memories. This approach is recommended in the University of Stirling National Dementia Strategy as it helps to relax dementia sufferers.

Unlike smaller care homes, having multiple lounge areas means residents can vary their surroundings and have more options available for social interaction, helping to maintain their privacy and individuality.

Lounge/Dining areas have comfy seats, big TVs and a variety of activities such as board games.

Meals

Turfcote benefits from an onsite kitchen so all meals are prepared fresh; guaranteeing they're hot, delivered on time and delicious. Our kitchen never closes so we can cater for residents that may need to eat outside of normal dining room hours or even if you're just hungry for a snack.

Our seasonal menu has been devised by experts to ensure variety, nutritional balance, quality and plenty of flavour. We can cater to all dietary requirements (e.g. allergies, vegetarianism, kosher, etc.)

Breakfast is served from 8am onwards. Lunch is served at 12.45 pm. The evening meal is served at 4.45 pm. Supper is served around 8.15pm. Tea and coffee are served mid morning and mid afternoon, on a daily basis. If practical tea and coffee making facilities may be used in bedrooms.





Activities

It's really important to us that we give our residents opportunities for entertainment and fun activities. In addition to the normal everyday options like TV, card games and board games we organise special events and invite local entertainers and volunteers to visit.

Unlike other care homes we don't like to impose a structure on our resident's time. Instead we encourage you to develop your own activities and provide us with ideas for what you really want to do.

We also want our residents to carry on with lifelong interests and encourage them to keep up any hobbies they may have. If you have a hobby you wish to continue at Turfcote then we will try and accommodate this as much as possible.

Accessibility

Turfcote is easily accessible via the local bus network, with a bus stop at the end of the drive. If travelling by car, we are not far from Bury, Blackburn, Accrington, Burnley and of course Haslingden and Rawtenstall.

The local shops and post office are only a short walk away, as is the park and a sports centre that offers a variety of activities like bowls and swimming. Residents can make full use of local facilities but we do ask that staff are informed if you leave the building.

Other Facilities

- **Fully qualified nurse on hand 24 hours a day.**
- **Parker Bath.**
- **Wet rooms.**
- **Over 40 wheelchair hoists.**
- **Regular visits by a GP (if you are local we will arrange for your current GP to visit you).**
- **Regular visits by professionals such as hairdressers, chiropodists, opticians and dentists.**
- **Church of England services (for other denominations we can assist with support to attend services elsewhere).**



Staff

Turfcote offers individually tailored care services including personal and nursing care and a separate unit which offers specialist dementia care. Respite and day care is offered across all disciplines. We also have a complement of registered nurses on staff and we ensure that at any one time there is a minimum of two fully qualified nurses on hand to deal with medical issues. This means guaranteed 24 hour nursing care is available to all our residents.

All our staff are qualified with an NVQ in Health and Social Care and Safeguarding. We support them in gaining new qualifications and experience to keep improving the services we can offer to our residents.

Our excellence in training has been recognised by Lancashire County Council and Investors in People. Since May 2014 we have acted as a cadet school for the training of apprentice care workers. These apprentices offer further support to our residents and benefit from the expertise of our more qualified and experienced staff.

Health care

Where possible you will continue to receive treatment from your own General Practitioner. However, if you have moved from outside the area, it may be necessary to change. We will apply to the family practitioner service at Preston, who will allocate a new GP. Visits from your doctor will be arranged as required or at your request. Other professionals you receive treatment from such as District nurses, physiotherapists or speech therapists should be unaffected by your move. The NHS chiropodist visits regularly and residents are seen on a priority basis. We are perfectly happy for you to make your own arrangements but please inform staff.

Unfortunately we are unable to provide an escort service for outpatient or hospital appointments. We will inform you of any forthcoming appointments as soon as possible so that you can make arrangements for a family member or friend to accompany you. If you are unable to arrange this, we can arrange for a member of staff to accompany you but there will be a charge for this. In the event of any emergency referral, your next of kin will be informed immediately.

Access to records

Individual records of care are kept for all service users at Turfcote and these are completed in collaboration with the service user and/or relatives as agreed by the service user.

These are used as the basis of sharing information at shift changeovers to ensure the continuing needs of the service users are addressed according to the plan of care. These records are confidential and there is a documented policy regarding who has access to them. Arrangements can be made for a service user to see their records on request.



Comments, Compliments & Complaints Procedure

Your comments and compliments will help us improve our services.

However, like many of the best businesses, Turfcote has a complaints procedure, so that in the unlikely event you feel that the service we offer does not meet your expectations, you are aware of the action to take to rectify the situation. If you need help to do this you may like to choose a friend or relative to be your representative.

Senior Member of Staff:

If possible please approach the senior member of staff on duty with your complaint / grievance and this will be dealt with as soon as possible.

Nursing Services Manager:

The nursing services manager will be informed of any complaints / grievances and given the statement you or your family have made. Should a satisfactory resolution still be outstanding then she will investigate the situation fully and attempt to resolve the matter to your satisfaction.

The Proprietor:

If you remain unsatisfied by the situation, an appointment will be made with the proprietor to discuss your complaint / grievance further and hopefully resolve the matter.

We will respond to all complaints within 28 days.

Should you remain unsatisfied or feel this procedure is inappropriate for your complaint / grievance, then please contact:

Adults Social Care Complaints department

Tel: 0845 053 0009

E-mail: acscustomer.services@lancashire.gov.uk

We will retain all complaints for periodic review.

Satisfaction surveys are available at the front entrance for completion by service users or family members. We actively seek recommendations and opinions through this survey system and these will be reviewed at staff and resident's meetings.

Call 01706 229 735 www.TurfcoteCareHome.co.uk



Financial arrangements

Turfcote is a private care home, which currently accepts both self-funding residents, and those supported by Social Services. However we must point out that under certain circumstances the funding provided by social services does not meet the entire fees and a small supplement may be required.

The cost of a care home can seem daunting at first but it is probably much better value than you realise. After taking into account all sources of income the shortfall can be as little as £13 a week. And for that price you receive room and board, 24 hour personal care, cooking, cleaning and a nurse on hand 24/7 for emergencies.

Nursing clients are entitled to a contribution towards their nursing care. In the case of self-funded residents, this will be submitted on your behalf by Turfcote and will be subject to an assessment by the Funding Authority.

Public funded residents will be obliged to use the Funding Authority's contract. Self-funding residents will be supplied with a written contract containing the terms and conditions of residency. Sample contracts may be supplied on request.

All fees are usually reviewed annually in April in parallel with most Funding Authority's. In order to reduce administration all assessed contributions and payments of fees will be collected by Standing Order. Items not included in the fees are toiletries, newspapers, hairdressing and dry cleaning.

For more detailed information that accounts for individual circumstances please get in touch.

Insurance

Turfcote meets its statutory obligations under Standard 34.

Whilst our best efforts will be employed to maintain standards, residents' own clothing and personal possessions are not insured by us and insurance is the personal responsibility of each resident.



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Visiting Turfcote

Feel free to pop in to Turfcote any time you like. We don't keep any kind of fixed visiting hours and no appointment is required.

If you wish to speak to management we should be available Monday to Friday 9am to 7pm. If you need to talk to management after 7pm please arrange an appointment.

For an appointment to view or for any other information please contact:

Turfcote Care & Nursing Home, Helmshore Road, Haslingden, Rossendale, BB4 4DP

Tel: 01706 229 735

E-mail: info@TurfcoteCareHome.co.uk

Our CQC report

Turfcote is a "Care home providing Nursing" and is registered by the Quality Care Commission. We are inspected by them at various times throughout the year and you will be given the opportunity to speak to the Inspectors during their visits.

Our main inspector is: Mrs Marie Matthews

Care Quality Commission, Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA

Tel: 03000 616 172

A copy of our latest inspection report is available on request or alternatively from the Care Quality Commission.



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Turfscote

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Rossendale, BB4 4DP.

Office Hours: 8.00am – 8.00pm

Visiting Hours: 8.00am – 8.00pm

call 01706 229 735

info@turfscotecarehome.co.uk

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