



Coombe House

Established 1984

Coombe House Residential Home • Lamellion • Liskeard • Cornwall • PL14 4JU

☎ 01579 346819 🌐 www.coombe-house.org.uk

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INTRODUCTION

This is a guide for the people who live at Coombe House and also to help you or your family and friends to

- Decide whether Coombe House is where you might want to live.
- To help you consider whether we could meet your present and future needs
- to give you information about all the things we do here
- to set out our particular philosophy of care
- to give you information about all the other professionals we work with and those who inspect us.

We want to provide you with important information about what people who live here have a right to expect. If you would like any assistance with understanding the Guide then please ask a member of our senior staff who will be pleased to help you.

Ann Elisabeth Gray RGN
Registered Manager

SUMMARY OF OUR STATEMENT OF PURPOSE

1. A DESCRIPTION OF THE HOUSE AND THE PHYSICAL ENVIRONMENT

- Coombe House is situated one mile from the centre of Liskeard, at the head of the Looe Valley.
- The market town of Liskeard provides a variety of shops, Banks and a Post Office.
- Liskeard is a 30 minute walk away and can be reached by Taxi, by train from Coombe Junction Halt, or by private car.
- Coombe House has a family kitchen, 2 sitting rooms, a dining room, 15 single bedrooms, 2 bathrooms and 5 lavatories. Our office is in the basement where there is also a guest bedroom and bathroom.
- People who live with us are welcome to bring items of their own furniture and other furnishings if they so wish.
- The first floor is reached with the aid of a chair lift and both bathrooms have bathing aids and hoists. All lavatories are fitted with handrails, as are our corridors. We also have a variety of lifting equipment for frail people who live with us. Special beds and other aids can be provided by the community nursing team if and when they are needed.
- The House is cleaned regularly by our cleaning staff and the re-decoration of rooms takes place between vacancies.
- The House is heated by an oil fired central heating system which maintains an even temperature throughout. Radiators are fitted with individual thermostats so that each room can be adjusted if

the people who live with us should make this request.

- We have an up to date fire system which is serviced and
- maintained by Firewatch of Newton Abbot. Tests are carried out weekly to make sure the system is constantly in good working order and staff have regular fire training. Two staff are trained Fire Wardens

2. OUR AIMS

We aim to provide person centred care to 16 people, both male and female, over the age of 65. We can care for people with Dementia and mental illness.

We can offer long term care, and day care. We can offer day care for people who may want to come to us for respite or permanent care. This is done on an assessment basis which takes into account the delicate balance required to meet those already living at Coombe and those who ask for day care

We try to provide a high standard of professional care in an environment which feels as close to being at home as possible. In this atmosphere of care and support, we hope those who live with us will be enabled and encouraged to live as full, interesting and independent a life as possible, each valued as individuals, with rules and regulations being kept to a minimum.

We have a commitment to our staff and their training in order to provide a stable and motivated professional team, dedicated to our principles of person-centred care

3. OUR QUALITY POLICY

Coombe House is committed to providing a service of high quality by caring, competent, well trained staff in a homely

atmosphere.

In order to do this we have:

- a) A staff development programme
- b) We recruit staff who share our values
- c) We provide resources required to make sure that training takes place and is effective.
- d) We have a commitment to our person centred care kite-mark by Dementia Care Matters Ltd

We will provide services based upon consultation and assessment of the needs of each person who lives with us we will:

- a) listen to our staff, the people who live with us and others with an interest in the Home
- b) make sure that assessments are made which balance risks and needs
- c) promote a level of responsible risk-taking in daily living activity
- d) operate of an effective care planning system.

We will involve the people who live with us, if this is possible, in the planning and review of the care that is provided for them to make sure that their needs are met. If they are unable to take part in this process we will involve their families and/or next of kin. This will be achieved by:

- a) Enabling and empowering the people who live with us and their relatives to influence the care provided at Coombe House by giving each a real say in how services are delivered.
- b) Encouraging people who live with us and their relatives to become involved in all decisions which

are likely to affect them now or in the longer term.

We will consult people who live with us and their families about their satisfaction with the service and suggestions for improvement. This will be achieved by:

- a) Senior staff and the Proprietor being available for people who live with us and relatives' discussion of their needs and wishes. Customer satisfaction surveys.
- b) Regular staff meetings.
- c) Consultation with other professionals who visit the Home
- d) Regular reviews of our Quality Management System.

We will provide catering services which meet the expectations of people who live with us. This will be achieved by:

- a) Planned, structured menus which include peoples' wishes, choices and preferences.
- b) Menus which are nutritionally balanced. We grow many of our own vegetables. We use local butchers and local produce wherever possible.
- c) Menus which allow people who live with us to make food choices
- d) Menus which can be enjoyed by people who live with us who find eating ordinary food challenging.

We will try to make sure that people who live with us are fully informed about all matters which might affect their well-being. This will be achieved by:

- a) Making time to talk to and listen to our people who

live with us.

- b) Sharing information and giving support to their families

We will afford all people who live with us and staff an equality of opportunity in people who live with us of living or working in the Home. this will be achieved by

- a) An Equal Opportunities Policy which is detailed in our employee handbook

We will try to make sure that the Home is a safe and secure place to live. This will be achieved by:

- a) making sure that the physical environment meets all Health and Safety standards
- b) We employ the services of TCS and with their help, we have a comprehensive Employee Health and safety handbook issued to all members of staff
- c) Senior staff have a delegated all areas of Health and Safety practice
- d) All staff have Moving and Handling, Fire and Accident and First Aid Training as well as Food Hygiene training
- e) Providing people who live with us with insurance cover for their personal possessions and, if needed, a safe and secure place to store their valuables. We encourage people who live with us keep as few valuables in the Home as possible.

We are committed to meaningful activity which makes each person feel worthwhile and valuable. This will be achieved by:

- a. Making sure that meaningful occupation is

appropriate to peoples' needs, abilities or expressed wishes

- b. Making sure that we consider the social, spiritual, cultural, emotional and physical needs of people who live with us
- c. Making sure that the people who live with us have the freedom to make choices about what they do every day
- d. Making sure that we always balance risks with the opportunity to enjoy a rich quality of life

Some comments from people who live at Coombe and their families

Staff appear to be involved in relevant, up to date training programmes

My mother had lived at Coombe House for about 3 years and in my view it is one of the best Homes in Cornwall.

Ann runs a caring establishment in a highly professional manner. Coombe House really is a "home" in the truest sense of the word.

I know Coombe House has an excellent reputation – it is well deserved.

We live over 250 miles away and so visit rarely, but are very happy about the way our elderly Aunt is being cared for.

There are always delicious smells from the kitchen

We are proud to be a Dementia Care Matters 'Butterfly' home. At our kite mark inspection in 2014, we achieved a level one standard, excellent, for our commitment to person centred care.

4. WE RESPECT THE RIGHTS OF THE PEOPLE WHO LIVE WITH US IN THE FOLLOWING WAYS

- The right to be called by the name of your choice
- The right to care for yourself as far as you are able
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved
- The right to personal privacy at all times
- The right to invite whoever you choose into your room
- The right to independence
- The right to have your dignity respected and to be treated as an individual
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age
- The right to live your chosen lifestyle
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this
- The right to take an active part in any decisions about daily living arrangements that affect your life
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this
- The right to look after your own medicines, if you are able to do so
- The right to control your own finances, if you are able to do so
- The right to make personal life choices such as what

food you eat and what time you get up and go to bed

- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals if you are able to do so
- The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary
- The right to participate in voting at elections

5. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

We make sure that there are suitably qualified competent and experienced staff in sufficient numbers so that we can give the person centred care we are proud of.

Full details of names, qualifications and experience of our staff are kept in our office and may be inspected at any reasonable time.

6. AGE RANGE AND SEX OF PEOPLE WHO LIVE WITH US

We provide long-term care services for 16 people aged over 65 years for both men and women.

7. RANGE OF NEEDS THAT COOMBE HOUSE INTENDS TO MEET

We provides services to the following categories of people who live with us:

- Elderly
- Dementia
- Mental Illness

8. NURSING CARE PROVISION

We do not provide nursing care for people who live with us. If Nursing Care is needed, this is provided and supervised by the Community Nursing Service.

FACULTIES AND SERVICES

9. MEALS

Your meals will be carefully prepared by our qualified cooks who will make sure that your meals are as interesting and varied as possible. People who live with us are offered choices each day and special diets including diabetic and vegetarian will be catered for. These choices are available at all meal times.

The day usually begins with an early morning cup of tea or coffee, followed by breakfast, mid-morning tea/coffee and biscuits, 2 course lunch, mid-afternoon tea/coffee, 2 or 3 course high tea and night time drinks and supper snacks.

There is fresh fruit available throughout the day and drinks and snacks as requested, from the kitchen.

All meals, snacks, supplements and drinks are provided within the fees

Special diets are catered for and advice of the dietician is sought where necessary.

As we are a small Home, one set meal will be prepared at lunch time. People who live with us will be consulted about their preferences and a separate meal will be prepared for anyone who does not like the meal of the day. At high-tea there will be at least 3 choices of savoury foods and a wide selection of cakes.

10. MEDICAL CARE – QUALIFIED NURSING AND CARE STAFF

Staff are always on duty to plan and supervise care, making sure it is of the highest standards at all times. The Liskeard GPs will call if required, although people who live with us may of course retain their own Doctor if this is practical. Community nurses and primary care team staff will visit as appropriate. Consultant Physicians will visit on request if this

is necessary.

11. OPTICIAN AND DENTIST

A Dentist visits regularly although you are free to make appointments outside if you prefer. An Optician also visits.

12. PHYSIOTHERAPY

Physiotherapy can be arranged as necessary This usually has to be ordered by a GP.

13. CHIROPODY

A private chiropodist visits the Home 6 weekly and is charged for separately.

14. HAIRDRESSING

Hairdressing is provided, at an additional charge, in the Home, although you are free to go out to a hairdresser if you wish. You can also invite your own hairdresser to visit you at Coombe.

15. PERSONAL TELEPHONES

The telephone number is **01579 346819**

We also have a mobile phone which can be useful if you want to speak directly to your friends or relatives and it is difficult for them to get to the phone. We would suggest you first ring the Coombe land line number and we will give you the mobile number, as well as making sure that the person you are calling is ready to receive your call.

Personal mobile phones are acceptable within the Home. Anyone wishing to have access to a direct dial phone in

their rooms can have a connection to this facility at an additional charge. The telephone can be set up and billed for by BT as if it were in your own home.

16. ADMINISTRATION SUPPORT

Most people who live with us have already appointed representatives to act on their behalf and in their best interests. We can help at meetings if this is needed.

17. BENEFITS ADVICE

We can put you in touch with authorities who give benefits advice and can assist you and your representatives with completing the necessary forms if you wish us to.

18. SHOPPING

It is difficult for many of the people who we care for to go shopping on their own, but this can be arranged with relatives or a staff member. Staff can assist people who live with us by purchasing goods on their behalf within the necessary safeguards of our personal finance procedures.

19. LAUNDRY

Laundry is undertaken within the normal fees for service. The laundry equipment achieves the Care Standards and the 1998 Water Regulations.

We would find it really helpful if all personal clothing could be labelled and cannot be held responsible for any loss of items not so marked. There are limited facilities for people who live with us to do their own laundry

Since many people who live with us are confused, keeping track of clothing can be challenging. We will do our very best at all times, but hope you will raise concerns if there

are problems.

20. DRY CLEANING

Dry cleaning can be provided at cost plus a service charge and can be arranged.

21. KITCHEN FACILITIES

Kitchen facilities are built to the standards laid down by the Environmental Health Department.

After a risk assessment, which is reviewed regularly, people who live with us may be allowed to have a kettle and tea/coffee making facilities in their own rooms. All are free to make their own drinks in the kitchen, though some people may need help.

All our visitors are welcome in the kitchen and encouraged to make their own hot or cold drinks, should they wish to do so.

OTHER SERVICES

22. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE

We operate a full care planning and review system. On admission each person is assessed and a plan of care formulated. This plan will cover all areas of life and will not focus purely on problems and physical matters but aim to enhance the quality of life. A pen picture of their life history including interests and activities is produced for each person. We will often need the help of their families to do this.

We like to know what makes a good day for you and how we can support you if a day is not so good.

We will ask you or a family member to check that the care-plan we have devised is as you would wish it to be, then we will ask to have this confirmed with a signature. We will also ask for a signature at each care plan review.

23. ARRANGEMENTS TO ATTEND RELIGIOUS SERVICES

We take all reasonable steps to make sure that your wishes are known and understood in relation to the practice of your chosen religion. Where requested, we will observe and ensure confidentiality in your religious belief or alternatively we will take such steps as may be necessary to enable you to attend religious services or access religious leaders, ministers or priests in private.

24. ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

We hope to be able to provide a variety of ways that people who live with us can engage in the enjoyment of social activities, hobbies and leisure interests. Individual wishes regarding involvement in activities will be

respected. A balance must be struck between gentle encouragement and respecting wishes not to participate.

25. ARRANGEMENTS FOR PETS

We will consider much loved pets if we think we will be able to manage them in the house. They will need to be checked by a vet before they arrive and all their vaccinations must be up to date. We already have 2 golden retrievers and, although they are very friendly, we will need to make sure that there won't be any difficulties introducing new arrivals.

We will need to monitor your ability to care for your pet yourself, and if you become unable to manage we may have to review the situation.

Well behaved pets are always welcome to visit

26. ARRANGEMENTS FOR CONSULTATION ABOUT THE HOME

We are committed to making sure that people who live with us are fully consulted, whenever this is possible, about matters which are significant to the running of Coombe House or about matters which might affect their well being or quality of life.

27. ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

We actively encourage people who live with us to maintain all forms of social contact that they enjoyed before moving in. We will assist people who live with us to maintain these contacts if requested.

As Coombe House will become your home, subject to your wishes, your visitors are welcome at any time.

You can receive visitors in your own room or in one of the

sitting rooms or, outside meal times, in one of the dining rooms.

Your visitors can stay for meals if they just check with the cook first.

Visitors wishing to take people who live with us out should speak to the Senior Member of staff on duty first to make sure that any medication needed can be provided and that the outing is within the capacity of that person. Please let us know when you go out and return.

We encourage families to take part in the daily life at Coombe House. They are welcome to eat meals with us when they visit. We provide a room for relatives to stay overnight. This has been used by families to help settle their parents into their new environment. We encourage more families to be aware of what their relatives can achieve and the satisfaction they get from doing so. We would like their help with our life story work. We will keep in touch with families who live at a distance by email. We help people who live with us to write emails and send photographs of what they have been doing. We will invite families to social events, such as a Christmas party and Mothers day tea.

28. ARRANGEMENTS FOR DEALING WITH COMPLAINTS

We welcome any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. Complaints or Concerns about the service provided within any Home will be treated seriously

If a people who live with us or their relatives requires help to make a complaint then they will be given advice about potential advocates.

A copy of our complaints procedure is enclosed at the end of this guide.

29. YOUR PROPERTY

We cannot accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the people who live with us unless such money or property has been:

- Identified to us in writing with a current written valuation.
- Deposited in our safe for safekeeping.

In the case of money, liability will not be accepted unless the money is deposited in the safe.

For items above £1000 the individual people who live with us are solely responsible for a separate insurance policy to cover that risk.

30. GIFTS AND SIGNING LEGAL DOCUMENTS

Our employees or staff are not permitted to directly accept any gifts, from people who live with us or to sign as a witness any legal document which pertains to one of the people who live with us at Coombe House.

We would welcome your co-operation with this.

31. THE CARE QUALITY COMMISSION

This is a National body which regulates standards of care in Care Homes and is located at:

CQC
CITYGATE
GALLOWGATE
NEWCASTLE ON TYNE
NE1 4PA

TELEPHONE 03000 616161

32. COMMENTS, SUGGESTIONS AND COMPLAINTS

It is our policy that all comments, suggestions and complaints are dealt with quickly and effectively.

We shall make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service.

We recognise the right of all service users, relatives, representatives and members of staff to inform us of any problems or complaints they may have.

We are always looking to improve our services. All comments, suggestions or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

All complaints received will be recorded and acknowledged by the Senior staff or Proprietor, Ann Gray, within seven days of receiving the complaint.

In the first instance every effort will be made by the deputy and Ann Gray to rectify the complaint.

Ann Gray or, in her absence, her deputy will make arrangements to discuss the investigation with the complainant. However, if we cannot rectify the complaint to the complainant's satisfaction the complainant may at any stage contact the Care Quality Commission at the following address

CQC
CITYGATE
GALLOWGATE
NEWCASTLE ON TYNE
NE1 4PA
TELEPHONE 03000 616161

There is also a Local Government Ombudsman scheme which looks at complaints about all types of care services for adults in England, contactable on 0300 061 0614.